



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## Clan Electrical Partnership

**NUMBER OF FEEDBACK FORMS RECEIVED: 303 (showing most recent 30)**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9**

The following feedback forms have been completed by previous customers, rating their experience of dealing with Clan Electrical Partnership.

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 9<sup>th</sup> March 2026</p> <p>Total cost of work: £2200</p> <p>Description of work: New fuse board, downlights with smart modules in 2 rooms, multiple pendant lights removed and repaired. Plug sockets moved, removed and repaired, data cabling run to server cabinet from multiple rooms, PoE doorbell and cameras installed</p> <p>Comments: A brilliant experience. Exceptional communication leading up to and during the work. Very happy with all of the changes and installations. Very happy with the price and with the flexibility on site to make minor adjustments and changes to the plan.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

ONLINE FEEDBACK PROVIDED	Date received: 2 <sup>nd</sup> February 2026			
	Total cost of work: £83			
	Description of work: To supply and fit outside light			
	Comments: Very professional and efficient from initial contact until work completed. I certainly have no hesitation in the future having any electrical work being carried out.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> January 2026			
	Total cost of work: £900			
	Description of work: Install EV charge point. Install house soffit lights.			
	Comments: Both jobs were completed separately as agreed. They were completed efficiently on the day agreed and are working very well. Documentation was provided as required. I would highly recommend Clan Electrical.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> December 2025			
	Total cost of work: £55			
	Description of work: Hardwire new washing machine into junction box.			
	Comments: I cannot speak highly enough about the service we have just received from Clan Electrical. Eilidh managed to squeeze our job in at the last minute, despite being such a busy time of year. Such a friendly and helpful person. Colin, who undertook the work itself went way above and beyond to help my partner's elderly mother and ensure her new washing machine was up and running. So glad we picked them and certainly lived up to all their glowing 5* reviews. Thanks again Eilidh and Colin.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> December 2025			
	Total cost of work: £618.98			
	Description of work: Replacement of fuse board and installation of 4 bathroom lights. All parts supplied by Clan Electrical and included in the cost of work.			
	Comments: Colin is very polite, courteous, very knowledgeable and efficient with his work. He is very open and transparent whenever he encounters an unforeseen complication, and will take the time to showcase the issue and talk through what the options are; as well as familiarise you with how to operate any new systems that are installed. Eilidh provides a friendly and welcoming experience when organising an appointment, and provides a comprehensive quote for the expected cost of work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5 <sup>th</sup> December 2025			
	Total cost of work: £0			
	Description of work: Eilidh, talked me through locating the problem which was a faulty light in my attic and gave me the number of another electrician who could resolve this as her company (Clan) had no-one available that day.			
	Comments: Extremely professional and polite and did everything she could to help. I would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	N/A	10	N/A

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> November 2025			
	Total cost of work: £83.98			
	Description of work: Replacement extractor fan.			
	Comments: Very happy with everything.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	8	8	8

ONLINE FEEDBACK PROVIDED	Date received: 16 <sup>th</sup> October 2025			
	Total cost of work: £130			
	Description of work: Changing sockets into double sockets, checking garage electrics, replaced ceiling rose and added new light, checked safety of numerous switches.			
	Comments: Colin and Eilidh are brilliant. Eilidh is very polite and friendly and responds very quickly. Colin is very efficient, friendly and tidy. We always know he is going to do a very good job! Would absolutely recommend. We will keep using Clan Electrical.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> August 2025			
	Total cost of work: £220			
	Description of work: Install an additional consumer unit and fed this to an exterior weatherproof plug.			
	Comments: A fantastic company to work with, very good communication and professional service. Gave me a very reasonable estimate, which they actually billed less than. Also pointed out and fixed a pre-existing issue that could have been potentially dangerous, at no extra charge.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> August 2025			
	Total cost of work: £146			
	Description of work: Replacing security light back of house, sorting wiring in loft, installing new light front of house, drilling through 2ft thick stone wall to reach socket.			
	Comments: Excellent service. Gave quote after house visit, came when he said he would. Did a great job in the time he said it would take. Despite dreadful outdoor weather. Very helpful, professional and friendly. Highly recommend. Knows his stuff!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 <sup>th</sup> August 2025			
	Total cost of work: £616			
Customer Ratings (Out of 10)	Description of work: Extensions to existing lighting and ring main circuits and fittings as part of a room refurbishment.			
	Comments: A pleasure to deal with! Great communication, transparent pricing, thoughtful, conscientious, tidy and a quality job done.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> August 2025			
	Total cost of work: £650			
Customer Ratings (Out of 10)	Description of work: Installing an EV charger to an external garage. Included running an up-rated cable through an existing duct, replacing external consumer unit and appropriate surge protection.			
	Comments: Clan offered a common sense approach to a tricky install. They worked hard to minimise cost and the job was left really neat and tidy. Would strongly recommend for any electrical works.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> August 2025			
	Total cost of work: £587.78			
Customer Ratings (Out of 10)	Description of work: We had a new cooker hood installed as well as two new trickle fans (one in kitchen and the other in the bathroom). We had no idea what it was we needed so had asked Eilidh and Colin for advice and any recommendations. They were both very helpful and patient with all of our questions. Colin arrived at 8.30am and worked non stop until after 4pm. He explained everything he had done and left both rooms tidy. Colin had to drill through tiles very neatly with no damage			
	Comments: I would absolutely recommend Clan Electrical to anyone looking for electrical work. As well as doing a great job, they are extremely helpful.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 18<sup>th</sup> July 2025</p> <p>Total cost of work: £60</p> <p>Description of work: Wired doorbell troubleshooting and repair.</p> <p>Comments: Colin has a friendly and sociable manner. He quickly identified the cause of the problem and made a temporary repair until he could source a replacement part. He subsequently fitted the replacement part on the agreed day with everything going as planned.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 11<sup>th</sup> July 2025</p> <p>Total cost of work: £500</p> <p>Description of work: As a landlord, I use this company regularly for electrical inspections and repairs. The costs can vary based on the work involved, however I do find Clan Electrical Partnership to be very competitive and reliable.</p> <p>Comments: As a landlord, I use this company regularly for electrical inspections and repairs. The costs can vary based on the work involved, however I do find Clan Electrical Partnership to be very competitive and reliable. Nothing is too much trouble, from estimating the cost of repairs, liaising directly with tenants to schedule work, carrying out the work and sending a full report with photos, where applicable. I would fully recommend Clan Electrical Partnership to anyone.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> July 2025			
	Total cost of work: £573			
Customer Ratings (Out of 10)	Description of work: Install new electrical fuse board following on from previous call out regarding burning smell coming from old fuse board.			
	Comments: Excellent work from start to finish and fantastic customer service too. Can't recommend this company highly enough. Will definitely use their services in the future.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> July 2025			
	Total cost of work: £450			
Customer Ratings (Out of 10)	Description of work: Moving and adding a number of outdoor lights, replacing bathroom mirrors with lights and moving a mirror light into a different circuit.			
	Comments: Done really quickly, everything done well and reasonably priced. Lots of fiddly jobs completed really efficiently. Thank you Colin and MacKenzie!			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> June 2025			
	Total cost of work: £1260			
Customer Ratings (Out of 10)	Description of work: New lights and electric sockets installed			
	Comments: Colin and Eilidh came round to quote, they were friendly and professional and asked pertinent questions about what I was wanting to have done. They struck me as knowledgeable and experienced, and were happy to answer questions I had and make suggestions to things I wasn't sure about. Colin and Mackenzie have now completed the work and the standard has been excellent. They did a very neat and tidy job, and it is exactly what I was looking for. I would recommend Clan Electrical to anyone.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> June 2025			
	Total cost of work: £300			
	Description of work: Three jobs carried out: first to disconnect the electrics in my sold shed then second to reconnect in the new shed and install light and power socket. 3rd job was to install an additional power socket in the study.			
	Comments: Great family run business. First class service from start to finish. Eilidh was very helpful with my enquiry and Colin did a very tidy job. Both were happy to make recommendations regarding light and fittings. Works certificates provided at the end of each job. Prices were very competitive and they're now my go to company for any electrical jobs in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> June 2025			
	Total cost of work: £468			
	Description of work: Installation of EV charger and four minor electrical jobs.			
	Comments: We were really pleased with the work done. From the original enquiry and advice through to completion. There was a minor issue with the installation of the EV charger that Colin came back to fix straight away. Clan seem a trustworthy local business that we would be happy to use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> June 2025			
	Total cost of work: £629.97			
	Description of work: Install a new fuse box and sensor floodlight.			
	Comments: Arrived on time and were very courteous throughout the installation. Completed the work on time and cleaned up after. The total cost was very competitive and in my opinion, value for money.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> May 2025			
	Total cost of work: £1275			
	Description of work: Installation of an electric car charger - Anderson car charger. Installation in garage and box installed on the outside of garage.			
	Comments: Colin and Mackenzie did an outstanding job. Polite throughout and left my property tidy. Certainly recommend to family and friends. Fantastic traders.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> May 2025			
	Total cost of work: £267			
	Description of work: Various small works.			
	Comments: I required various small jobs done and all were completed in a timely manner. Clan Electrical were professional and helpful and have booked them again to carry out further works.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> April 2025			
	Total cost of work: £8500			
	Description of work: Full house rewire			
	Comments: Clan electrical were great from start to finish. Really friendly, approachable and trustworthy. The Job was completed to a high standard and they went above and beyond to make the whole re-wire as smooth and stress free as possible for us. Would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> April 2025			
	Total cost of work: £62.65			
Customer Ratings (Out of 10)	Description of work: Electrical check and fitting of a double socket.			
	Comments: Excellent, very tidy and experienced electrician. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> March 2025			
	Total cost of work: £55			
Customer Ratings (Out of 10)	Description of work: Removing & disconnecting wall light. Checking electrical safety: removed fuse & checked that it was the only one on the board.			
	Comments: They went out of their way to fit in this small job at very short notice enabling us to put our new bookcase in place. This was exceptionally kind as we were new customers. Colin came first thing in the morning before going on to another job. Despite this he took the time to do a thorough job. The charge was very reasonable - prior estimates & call out charge were waived in this instance. Very helpful & courteous service. Will use Clan Electrical again & would strongly recommend them.			
	Value for money	Quality of work	Service	Tidiness
	9	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> March 2025			
	Total cost of work: £750			
Customer Ratings (Out of 10)	Description of work: Replacement of a number of old or non-functioning light fittings inside the house, replacement and additional light fittings and sensors outside the house, installation of exterior socket and installation of linked heat and smoke alarm (cost includes that alarm and sundry consumables).			
	Comments: Really good communication from Eilidh at Clan HQ and thoroughly professional and pleasant service from Colin and Mackenzie over two visits in the last couple of months. I felt costs were very reasonable and we'll definitely approach Clan again for future electrical work. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> March 2025			
	Total cost of work: £170			
	Description of work: Landlord EICR & PAT testing certification.			
	Comments: This is now the 5 <sup>th</sup> time I have used Clan Electrical and once again they have done an amazing job. Colin and Eilidh are the friendliest and most capable people you could ever meet; nothing is too much trouble and when presented with an unexpected problem Colin just gets on and fixes it! This is a rare, wee gem of a firm which I cannot recommend highly enough.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> February 2025			
	Total cost of work: £85			
	Description of work: Install new illuminated bathroom mirror (purchased by me before the installation) and fit new external switch outside bathroom.			
	Comments: Very friendly company who handled the whole process in an efficient manner. Will definitely use again for any electrical work I need in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> January 2025			
	Total cost of work: £600			
	Description of work: New sockets, new fuse box and install oven.			
	Comments: I found Clan Electrical so accommodating and professional. They came when they said they would and completed the work with no additional surprise costs. I was provided with an accurate fee quote and breakdown of the work. I would highly recommend Clan Electrical for all your electrical work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10