COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Clan Electrical Partnership

NUMBER OF FEEDBACK FORMS RECEIVED: 320 (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.

ONLINE FEEDBACK PROVIDED	Date received: 30 October 2026 Total cost of work: £360 Description of work: Replace fluorescent lighting with energy efficient units. Comments: Very professional and helpful company			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28th October 2026 Total cost of work: £1264 Description of work: Installation of an EV charger and upgrades to the existing consumer unit at the property. Comments: Work was completed professionally and quickly, and very little mess. I am very grateful for the work completed by Colin and his friendly approachable manner. Would recommend him highly.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23rd October 2026 Total cost of work: £67.10 Description of work: Installing under cabinet lighting in kitchen. Comments: I would highly recommend Clan Electrical. Eilidh was extremely helpful when discussing the job and explaining the options available. She fitted the work into Colin's busy schedule despite a tight timescale and other tradesmen being booked in. Colin arrived on time and completed the work to a high standard. The invoice was received within 24 hours. Excellent communication, professionalism and workmanship from start to finish. I wouldn't hesitate to use Clan Electrical again!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23rd October 2026 Total cost of work: £175 Description of work: Replacement of 9 toilet down lights. Job included removal of old lights including transformers and fitting new units. This included drilling the ceiling to ensure proper fitment. Comments: Clan have done previous work for us fitting an outside vehicle charger, so having them back to do internal work was an easy choice. From initial contact to clear quotes and communications was very good. On the day of the job the work was undertaken and completed quickly and cleanly to a high standard. I would not hesitate in recommending Clan Electrical for any electrical work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14th October 2026 Total cost of work: £1023 Description of work: Andersen EV charger. Supply and install. Fully certified Comments: Highly recommend! They've done several jobs for us, including a new consumer unit, wiring for our garage conversion and kitchen, and most recently our EV charger. Always neat, professional work, with the electrical certificate sent the same evening. Really helpful with free advice too, which I've appreciated as a DIYer. Wouldn't hesitate to use them again!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16th July 2026 Total cost of work: £297.67 Description of work: Adding a couple of sockets and adding a new lighting ring in my garage. Comments: Highly recommend Clan Electrical. Despite them being busy they managed to fit me in sooner than expected. The price of the job came in lower than estimated so the invoice reflected that saving. Delighted with the work done and the communication.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14th July 2026 Total cost of work: £96.10 Description of work: Labour Only - Fit two outside 13A sockets which I had purchased myself. Comments: I highly recommend Clan Electrical who offer a professional and friendly service at a fair price. From my initial enquiry to quote to completion was a breeze and I would not hesitate to use Colin (and Eilidh) again for any future work. A great family run business - Brilliant!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16th June 2026 Total cost of work: £586 Description of work: Installation of fuse box and electrical checks. Comments: Colin checked our electrics and installed a new fuse box for us as the current one did not meet current standards. We had excellent communication throughout the process and we were delighted with the work completed. Colin let me know how the fuse box worked including testing the circuit breakers. We then received a certificate of works completed. All work was done to a high standard with no mess and at a very reasonable cost. We 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: 5th June 2026 Total cost of work: £153 Description of work: Fixed a fault with bathroom light. Replaced a bathroom light. Mounted a tv. Comments: Delighted with the high standard of work and professionalism shown by Colin. Friendly, helpful and knowledgeable. Would definitely use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

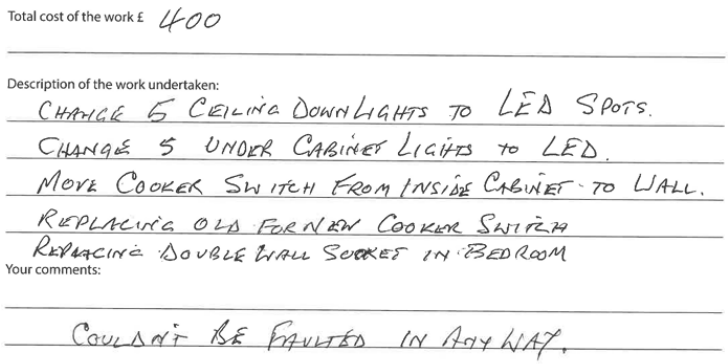
ONLINE FEEDBACK PROVIDED	Date received: 1st June 2026 Total cost of work: £120.44 Description of work: Replacement of outdoor sensor lights. Comments: Excellent service and very friendly.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6th May 2026 Total cost of work: £157 Description of work: Replace 4 x downlights in bathroom. Remove an old power shower cord switch from the bathroom and silicone the hole. Fit a new external outside light to the back of the property. Fix the outdoor front external light and fit bulb. Check the wiring for the front outside light. Remove and old central heating switch. Sort our living room light switch. Replace a two plug socket. Comments: I couldn't be happier with the service from Clan Electrical Partnership. Colin was incredibly professional, friendly, and experienced. Despite having a busy schedule, he managed to fit me in to tackle seven smaller jobs I'd had outstanding for years—including replacing four bathroom downlights, fitting an outside light, and replacing a socket. The communication from the company was second to none; Eilidh kept me perfectly informed and up to date throughout the process. I highly recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17th April 2026 Total cost of work: £69 Description of work: Replacing single socket with double. Comments: Colin was very efficient and personable. As well as completing the job quickly and efficiently he provided sound advice. Eilidh in the office provided timely, clear and accurate information. Would have no hesitation in using again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15th April 2026 Total cost of work: £55 Description of work: Fitting of customer supplied RBCO. Comments: Excellent work and communication.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13th April 2026 Total cost of work: £360 Description of work: EV Charger Installation Comments: Thank you Clan Electrical for installing my charger. The advice and suggestions you gave were good, Colin did a good job on the day and Eilidh kept me well informed when we went through the quote, booking and payment. Following Clan's suggestion, I purchased by charger online which meant the installation cost was very reasonable.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

 Total cost of the work £ 400 Description of the work undertaken: CHANGE 5 CEILING DOWNLIGHTS TO LED SPOTS. CHANGE 5 UNDER CABINET LIGHTS TO LED. MOVE COOKER SWITCH FROM INSIDE CABINET TO WALL. REPLACING OLD FOR NEW COOKER SWITCH REPLACING DOUBLE WALL SOCKET IN BEDROOM Your comments: COULDN'T BE FAULTED IN ANY WAY.	Date received: 8th April 2026 Total cost of work: £400 Description of work: Change 5 ceiling downlights to LED spots. Change 5 under cabinet lights to LED. Move cooker switch from inside cabinet to wall. Replacing old for new cooker switch. Replacing double wall socket in bedroom. Comments: Couldn't be faulted in any way.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1st April 2026 Total cost of work: £426 Description of work: Electrical check, which failed, returned to replace 2 fuse boxes, other checks done, and electrical certificate issued. Comments: Nice guy, family run business, communication excellent, on time, good price and tidy.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19th March 2026 Total cost of work: £530 Description of work: Supply and fit Soffit lights x 10 and also similar lighting to external of garage x 3. Comments: Clan Electrical are the type of company you dream of dealing with. Colin turned up on time and diligently set about doing the work. No hassle whatsoever, no hidden issues or anything that prevented him completing the job. He just cracked on and completed the work to a fantastic standard in the time frame he said it would take. The lights look amazing and was exactly how we expected them to look. I would have zero issues recommending Clan Electrical and actually look forward to doing so.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9th March 2026 Total cost of work: £2200 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 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2nd 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: 15th 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: 22nd 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: 22nd 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: 5th 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: 17th 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: 16th 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: 11th 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: 7th 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: 6th August 2025 Total cost of work: £616 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
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 4th August 2025 Total cost of work: £650 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
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1st August 2025 Total cost of work: £587.78 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
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18th July 2025 Total cost of work: £60 Description of work: Wired doorbell troubleshooting and repair. 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10