



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Clan Electrical Partnership

NUMBER OF FEEDBACK FORMS RECEIVED: 205 (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: 29 th July 2022			
	Total cost of work: £301.39			
	Description of work: New smoke alarms and heat alarms in line with new regulations.			
	Comments: My initial contact with Eilidh was very informative and I was given a quote at the time. Colin arrived on time and was very professional throughout.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 th July 2022			
	Total cost of work: £156			
	Description of work: EICR Report and PAT			
	Comments: Excellent professional service, I had the EICR within hours of the work. Highly recommended. These guys are super professional and know what they are doing. Colin is a gentleman. Prices are great. No rip offs or hidden price fraud scams.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th June 2022			
	Total cost of work: £750			
	Description of work: Supply and install new fuse box and change a number of switches/sockets.			
	Comments: Colin did a great job and Eilidh was brilliant at keeping us informed about when things would happen.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th June 2022			
	Total cost of work: £371			
	Description of work: Colin fitted new smoke, heat, and carbon monoxide detectors for us.			
	Comments: Detectors have been hard to get hold of. But Colin & Eilidh persevered, keeping us informed of progress at all points. Great job as always. Wouldn't have anyone else do our electrical work. Great to find someone so reliable.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 st June 2022			
	Total cost of work: £110			
	Description of work: Supply and fit under cupboard lights in kitchen.			
	Comments: Fitted me in around other jobs so I didn't have to wait long. Very pleasant couple.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 st June 2022			
	Total cost of work: £233			
	Description of work: Colin from Clan Electrical installed the fire and heat alarms which are now a legal requirement in Scotland in my flat in the old town Edinburgh			
	Comments: Very pleased with this company. I contacted them via email on 19/5/22, they phoned me back the same day and agreed to do the job on 27/5/22. Colin and Mackenzie turned up at the agreed time, installed and tested the alarms and provided a 10 year guarantee. They obviously knew what they were doing and went about it very efficiently. They were also more than £100 cheaper than another company who provided a quote for same job. I recommend them very highly and will definitely use them again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 th May 2022			
	Total cost of work: £280.61			
	Description of work: Installation of smoke alarms and heat sensor to comply with new guidelines.			
	Comments: Courteous and efficient service from the first phone call. I was given a detailed breakdown of the costs and also informed of delays in supply of smoke alarms. I was updated about delays, due to problems with supply. Very efficient work when fitting the alarms. Pleasant and courteous service at all times. I will definitely use Clan Electrical in the future and would recommend them to friends.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>228.16</u> Description of the work undertaken: <u>SMOKE ALARM SYSTEM (FITTED) (TESTED)</u> Your comments: <u>Pleasant to deal with. Informed of supply probs</u> <u>regularly. Fitted promptly.</u>	Date received: 10 th May 2022			
	Total cost of work: £228.16			
	Description of work: Smoke alarm system fitted, tested.			
	Comments: Pleasant to deal with. Informed of supply probs regularly. Fitted promptly.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	9

ONLINE FEEDBACK PROVIDED	Date received: 10 th May 2022			
	Total cost of work: £360.61			
	Description of work: Fitted new alarms conforming to Scottish Government legislation. Installed TV aerial socket and plug socket bedroom, booster fitted in attic, cable fed down through attic wall to bedroom. Removed some light fittings to enable decorating to be done and replaced once completed.			
	Comments: Work was done very professionally by Colin. Both him and wife very polite and helpful. All work completed to high standard with minimum mess.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 3 rd May 2022			
	Total cost of work: £280.61			
	Description of work: Supplying and fitting heat and smoke alarms.			
	Comments: Very satisfied with this company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th April 2022			
	Total cost of work: £200.68			
	Description of work: Fitting of smoke detectors and heat detector. Also fitted electrical socket.			
	Comments: Eilidh was very helpful explaining everything that would be required. Also keep us informed regarding updates on delivery dates and fitting. Colin also fitted an electrical socket at no additional cost to us. We would have no hesitation in recommending them to anyone requiring an electrician and we will certainly be using them again in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 366.00</p> <hr/> <p>Description of the work undertaken: SUPPLY & FIT SMOKE / HEAT ALARMS</p> <hr/> <hr/> <p>Your comments: I WAS VERY HAPPY WITH THE WORK, AND HAVE EVERY INTENTION OF USING CLAN ELECTRICAL IN THE FUTURE. BOTH COLIN & EILIDH WERE VERY FRIENDLY</p>	<p>Date received: 21st April 2022</p> <p>Total cost of work: £366</p> <p>Description of work: Supply and fit smoke/heat alarms.</p> <p>Comments: I was very happy with the work and have every intention of using Clan Electrical in the future. Both Colin and Eilidh were very friendly.</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>8</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 21st April 2022</p> <p>Total cost of work: £348.76</p> <p>Description of work: Replaced old and installed additional outdoor spotlights and security lights.</p> <p>Comments: V-professional from start to finish with Eilidh and Colin being clear in their quote about what was going to happen and when, including the cost. V-skilled electrician who turned up when they said he would and just got on with it, completing job to high standard. We then received an electronic copy of our receipt. Lovely couple who also went above and beyond to help with another electrical issue we had which was v-kind of them. Highly recommend!</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	<p>Date received: 19th April 2022</p> <p>Total cost of work: £695.45</p> <p>Description of work: Installation of two uplights, two hard-wired smoke alarms, two battery smoke alarms, a heat sensor, an electric toothbrush charging point and fitting/replacement of numerous sockets around the house.</p> <p>Comments: I highly recommend Clan Electrical Partnership. Eilidh made getting in touch and booking the job easy and kept me informed throughout when arranging Colin's survey and confirming when he could do the job. Colin arrived when expected, was friendly and considerate of minimising the impact of the work on two of us working from home. He completed all of the work exactly as I wanted, creating virtually no mess and leaving almost no signs where any small holes had to be created to access wiring.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 19th April 2022</p> <p>Total cost of work: £499.83</p> <p>Description of work: Replacement of fuseboard and installation of surge protectors.</p> <p>Comments: Kind and professional staff, outstanding work. All work has been explained, and the property left in excellent order. All costs have been explained and justified. Excellent communications before, during, and after the work, and they went the extra mile to perform the work in a timely manner. Highly recommended.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th April 2022			
	Total cost of work: £645.93			
	Description of work: Supplied and fitted new fuseboard, did all checks and remedial works for Electrical Installation Condition report and various other electrical work.			
	Comments: I cannot recommend Clan Electrical enough. From start to finish, they were competent, hardworking, informative and helpful, always going the "extra mile" Just the service a landlord, such as myself, requires. From now on this will be the only company I will use 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: 23 rd March 2022			
	Total cost of work: £95			
	Description of work: Electrical certificate for a new extension, change of a light switch & a new light fitting.			
	Comments: Recommended from our friends we found Clan Electrical friendly, knowledgeable, helpful & efficient. I have been recommending Clan Electrical to all of my neighbours as it is good to have a tradesman you can trust.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>60-00</u> <hr/> Description of the work undertaken: <u>SECURE MAIN ELECTRICAL BOX</u> <u>RENEW COOKER POINT</u> <u>SECURE DOUBLE SOCKET</u> <hr/> Your comments: <u>PLEASANT AND VERY EFFICIENT MAN</u> <hr/>	Date received: 23 rd March 2022			
	Total cost of work: £60			
	Description of work: Secure main electrical box, renew cooker point, secure double socket.			
	Comments: Pleasant and very efficient man.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>£199.95</u></p> <p>Description of the work undertaken: <i>(old and new) Installation of ^{new} wired smoke alarm, with new radio interlinked smoke alarm in living room</i> <i>Removal of 2 old rose pendants in bedrooms with new rose pendants</i></p> <p>Your comments: <i>Very professional, efficient, tidy, electrical cheerful, knowledgeable electrician</i> <i>would highly recommend Colin, electrician, from Clan Electrical, excellent work</i></p>	<p>Date received: 23rd March 2022</p> <p>Total cost of work: £199.95</p> <p>Description of work: Old ones removed and installation of new wired smoke alarm (hall), with new radio interlinked smoke alarm in livingroom. Removal of 2 old rose pendants in bedrooms with new rose pendants.</p> <p>Comments: Very professional, efficient, tidy electrician. Cheerful, knowledgeable electrician. Would highly recommend Colin, electrician, from Clan Electrical, excellent work.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 22nd March 2022</p> <p>Total cost of work: £854</p> <p>Description of work: Installation of electric car charging point.</p> <p>Comments: Used Clan Electrical to install car charging point after they sorted our fire and smoke alarms. Prompt responses to enquiries, friendly service, reasonable charges, work completed on agreed date. Have recommended to others.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 17th March 2022</p> <p>Total cost of work: £1100</p> <p>Description of work: Installation of an electrical car charger.</p> <p>Comments: Fast and efficient fit, Colin was very polite and pleased to be working on the project, he is proud of his work and clients.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 th March 2022			
	Total cost of work: £669			
	Description of work: Installation of EV power point.			
	Comments: We have used Clan Electrical for several years to do an assortment of electrical requirements, which included installing wiring of house extension and most recent for installation of EV power point. The work is always carried out to high standard, and would not hesitate to recommend Clan Electrical to anyone who needs an electrician.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th March 2022			
	Total cost of work: £47			
	Description of work: Replaced a faulty 13 amp double socket and checked fuse box trip mechanism.			
	Comments: Very fast and friendly service at a reasonable cost. I shall be using this contractor in future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th March 2022			
	Total cost of work: £152			
	Description of work: Added new wired smoke and heat alarms according to new Scottish Government legislation.			
	Comments: When first discussing the job with Eilidh, I was impressed with her detailed and knowledgeable reply, confirming that they could do exactly what I wanted, and at an excellent price. Colin arrived on time to do the work and was very friendly and helpful in discussing some final details, and really tidy too, laying down dust sheets for drilling and putting back the loft insulation the way it was – excellent! Clan Electrical are a friendly and professional local firm and I highly recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 285</p> <hr/> <p>Description of the work undertaken:</p> <p>FITTING NEW FIRE ALARMS</p> <hr/> <hr/> <p>Your comments:</p> <p>CLAN ELECTRICAL WERE AN EXCELLENT COMPANY TO DEAL WITH.</p>	<p>Date received: 4th March 2022</p> <p>Total cost of work: £285</p> <p>Description of work: Fitting new fire alarms.</p> <p>Comments: Clan Electrical were an excellent company to deal with.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 22nd February 2022</p> <p>Total cost of work: £290.61</p> <p>Description of work: Installed smoke detectors to meet new regulations and fitted a new porch light.</p> <p>Comments: Friendly and efficient. Arrived on agreed date and time and completed the work. Paid to his account and receipt and certificate received by email. Excellent service, highly recommend.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 21st February 2022</p> <p>Total cost of work: £219</p> <p>Description of work: Fitting of 8 downlights in living room.</p> <p>Comments: Colin came at the time arranged, once he'd got everything in, he started measuring up, then asked if I was happy with the light positions. After a couple of hours, the job was done, no mess, all the holes plastered. I've used Clan Electrical before, for a consumer unit replacement, I know they do a great job for a fair price.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 th February 2022			
	Total cost of work: Not provided.			
	Description of work: Supply and fit several new smoke/heat alarms and replace existing to ensure in line with new government safety regulations.			
	Comments: Wow...delighted to have found this company! It was apparent from the offset that they are a trusted trader. They went out of their way to get our job done for when we needed it and work was completed to a high standard. They are a family run business by decent people who are reliable and also have a fair pricing system. Can't recommend Clan Electrical highly enough. Many thanks guys!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th February 2022			
	Total cost of work: £1300			
	Description of work: Replacement of fusebox to bring up to latest standards and installation of an EV charger.			
	Comments: Colin was very helpful early on in the project, offering advice and options, and Eilidh subsequently kept us informed during part selection and scheduling. The day of the installation and upgrade went very smoothly and everything was back working by mid-afternoon.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 31 st January 2022			
	Total cost of work: £258.59			
	Description of work: Smoke alarms getting fitted.			
	Comments: Excellent service again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10