



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Clan Electrical Partnership

**NUMBER OF FEEDBACK FORMS RECEIVED: 225 (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: 7 <sup>th</sup> February 2023   |                 |         |          |
|                              | Total cost of work: £675   |                 |         |          |
|                              | Description of work: Supply and fit a new large distribution board to accommodate Solar Panels, Air Source Heat Pump, Car EV Charger, Generator Backup and Security System, in addition to all normal domestic requirements.   |                 |         |          |
|                              | Comments: The work was completed on the agreed date/time efficiently and tidily. Everything left fully operational and rubbish cleared and boxed up for disposal. A good, tidy job from a great trader. Will definitely be using Clan Electrical again whenever we need 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: 24 <sup>th</sup> January 2023  |                 |         |          |
|                              | Total cost of work: £633.12   |                 |         |          |
|                              | Description of work: Fit new fusebox with surge protection, fit new additional electrical socket with integrated USB charger. Remove a couple of old switches and replace with flat plates. |                 |         |          |
|                              | Comments: Colin completed the work for us in a very efficient manner and to a high professional standard.   |                 |         |          |
|                              | 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> January 2023   |                 |         |          |
|                              | Total cost of work: £55  |                 |         |          |
|                              | Description of work: Installed a new light in the kitchen which I had bought myself. Fixed the outside light at the front door and fitted a new light as well.   |                 |         |          |
|                              | Comments: Brilliant company to speak to on the phone, and in person when they come to the house as well. This is the second time I have used them – they previously installed all new smoke/heat alarms for the new code – and I will always use them in the future. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

|   |  |                 |         |          |
|---|--|-----------------|---------|----------|
| Total cost of the work £ <u>69.48</u><br><hr/> Description of the work undertaken:<br><u>LIGHT 23.00</u><br><u>LAMP £1.48</u><br><u>LABOUR £45.00</u><br><u>SUPPLY &amp; FIT</u><br><hr/> Your comments:<br><hr/> <hr/> <hr/> | Date received: 11 <sup>th</sup> January 2023                               |                 |         |          |
|   | Total cost of work: £69.48   |                 |         |          |
|   | Description of work: Light £23.00 Lamp £1.48 Labour £45.00 Supply and fit. |                 |         |          |
|   | Comments: None provided.   |                 |         |          |
|   | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)  | 10   | 10              | 10      | 10       |

|   |  |                 |         |          |
|---|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED  | Date received: 10 <sup>th</sup> January 2023 |                 |         |          |
|   | Total cost of work: £116.80                  |                 |         |          |
| Description of work: Changed all our spots to LED with transformers and installed dimmer for lights and exterior security lighting. |  |                 |         |          |
| Comments: First class service and 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: 5 <sup>th</sup> January 2023 |                 |         |          |
|   | Total cost of work: £140                    |                 |         |          |
| Description of work: Modernised LED lights for full kitchen area, much more cost efficient and brighter too.  |   |                 |         |          |
| Comments: Always do a great job - turn up on time every time - 4th time we have used Clan Electrical and latest job came in under budget. Professional, friendly and explained every step of the process. 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: 20 <sup>th</sup> December 2022 |                 |         |          |
|  | Total cost of work: £70                       |                 |         |          |
| Description of work: Replacement of an electric towel radiator.  |   |                 |         |          |
| Comments: Always reliable, come when they say, advise and guide on installation, and their charges are reasonable. |   |                 |         |          |
|  | Value for money                               | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)   | 10  | 10              | 10      | 10       |

|   |  |                        |                |                 |
|---|--|------------------------|----------------|-----------------|
| <p>Total cost of the work £</p> <hr/> <p>Description of the work undertaken:</p> <p><i>Replace 2 gang socket, 2 gang light switch - 1 gang light switch</i></p> <hr/> <p>Your comments:</p> <p><i>EXCELLENT SERVICE FROM THE TRADER, ARRIVED AT THE TIME ARRANGED AND CARRIED OUT MOST ACCEPTABLE REPAIRS</i></p> | <p>Date received: 19<sup>th</sup> December 2022</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Replace 2 gang socket, 2 gang light switch and 1 gang light switch.</p> <p>Comments: Excellent service from the trader, arrived at the time arranged and carried out most acceptable repairs.</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>       |

|                                     |  |                        |                |                 |
|-------------------------------------|--|------------------------|----------------|-----------------|
| <p>ONLINE FEEDBACK PROVIDED</p>     | <p>Date received: 12<sup>th</sup> December 2022</p> <p>Total cost of work: £594</p> <p>Description of work: Replacement of old fuse box.</p> <p>Comments: Excellent service from both Colin and Eilidh. After finding their number on the trusted traders page I spoke to Eilidh who was extremely helpful and knowledgeable. She followed up our phone call with a very informative email, covering all the topics we discussed. Colin was very professional and carried out the works to a very high standard. I am very very happy with the service provided by both Colin and Eilidh. I have already recommended Clan Electrical to a family member.</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>       |

|                                     |  |                        |                |                 |
|-------------------------------------|--|------------------------|----------------|-----------------|
| <p>ONLINE FEEDBACK PROVIDED</p>     | <p>Date received: 9<sup>th</sup> December 2022</p> <p>Total cost of work: £703</p> <p>Description of work: Supply and fit fuseboard, install earth bondings.</p> <p>Comments: From start to finish it was pleasure to deal with Clan Electrical, from my initial conversation with Eilidh to explain the job, exchanging photos over whatsapp to estimate for works to Colin arriving on the day (on time) and putting up with my endless curiosity over each stage of the job, Colin was great to talk to and happy to talk me through what he was doing and why. He talked me through the differences with new fuseboard to what I had previously and cleaned up before he left.</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: 5 <sup>th</sup> December 2022   |                 |         |          |
|                              | Total cost of work: £550   |                 |         |          |
| Customer Ratings (Out of 10) | Description of work: Domestic fuseboard, mains switch etc., replaced with consolidated unit. |                 |         |          |
|                              | Comments: Very professional and a pleasure to do business with. Highly recommended.          |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
|                              | 10   | 10              | 10      | 10       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 22 <sup>nd</sup> November 2022                           |                 |         |          |
|                              | Total cost of work: £115  |                 |         |          |
| Customer Ratings (Out of 10) | Description of work: Replace faulty wiring, replace old light fixtures. |                 |         |          |
|                              | Comments: Excellent service and very accommodating for time.            |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
|                              | 8   | 10              | 10      | 8        |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 18 <sup>th</sup> November 2022  |                 |         |          |
|                              | Total cost of work: £200.74  |                 |         |          |
| Customer Ratings (Out of 10) | Description of work: Replacing ceiling lights, fitting outside light, connecting electricity supply for dishwasher, connecting electricity supply for new oven, replacing wall lights.                                 |                 |         |          |
|                              | Comments: Colin from Clan Electrical takes great pride in his work and always does an amazing job. We use his services for all of our electrical needs and I have used him personally at home for my electrical needs. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
|                              | 10   | 10              | 10      | 10       |

|                                     |  |                        |                |                 |
|-------------------------------------|--|------------------------|----------------|-----------------|
| <p>ONLINE FEEDBACK PROVIDED</p>     | <p>Date received: 16<sup>th</sup> November 2022</p> <p>Total cost of work: £51</p> <p>Description of work: Changed to appliances in the kitchen from hard wiring to sockets and attached plugs to appliances.</p> <p>Comments: I have used Clan Electrical for 5 years now. They are a friendly family run business with great expertise and very honest. Colin is a lovely guy and is very professional and I have always found him very helpful with all my electrical queries and jobs. There is always a prompt reply from Eilidh as well. They have always provided me with sound advice and an excellent service. I won't use anyone else.</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>       |

|   |   |                        |                |                 |
|---|---|------------------------|----------------|-----------------|
| <p>Total cost of the work £ 50.49</p> <hr/> <p>Description of the work undertaken:</p> <hr/> <p><i>Checked &amp; removed faulty light &amp; fitted new fan grille</i></p> <hr/> <p><i>Fitted <del>new</del> new switch &amp; replaced 2 light bulbs</i></p> <hr/> <p>Your comments:</p> <hr/> <p><i>Very courteous and explained work as he went along, tidied <del>away</del> away at end of work</i></p> <hr/> <p><i>leave personally</i></p> | <p>Date received: 7<sup>th</sup> November 2022</p> <p>Total cost of work: £50.49</p> <p>Description of work: Checked and removed faulty light, fitted new oven grille, fitted new switch, replaced 2 light bulbs.</p> <p>Comments: Very courteous and explained work as he went along. Tidied away at end of work, came punctually.</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>       |

|                                     |  |                        |                |                 |
|-------------------------------------|--|------------------------|----------------|-----------------|
| <p>ONLINE FEEDBACK PROVIDED</p>     | <p>Date received: 4<sup>th</sup> November 2022</p> <p>Total cost of work: £3000</p> <p>Description of work: Electrical work within the house then replacement and upgrade/checking of exterior lighting.</p> <p>Comments: Colin and Eilidh have been great, clear quotes, on time, tidy and friendly. Good value for money. Would use again and recommend to friends and family.</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>       |

|   |  |                 |         |          |
|---|--|-----------------|---------|----------|
| <p>Total cost of the work £ 79-00.</p> <hr/> <p>Description of the work undertaken:<br/> REPLACE 2 EXTERIOR LIGHTS +<br/> ADJUST BURGLAR ALARM.</p> <hr/> <p>Your comments:<br/> CAME AT AGREED DATE &amp; TIME,<br/> VERY EFFICIENT<br/> DID WORK EXACTLY AS WE WANTED<br/> LEFT EVERYTHING NEAT &amp; TIDY.</p> | Date received: 27 <sup>th</sup> October 2022<br><br>Total cost of work: £79<br><br>Description of work: Replace 2 exterior lights and adjust burglar alarm.<br><br>Comments: Came at agreed date and time. Very efficient. Did work exactly as we wanted. Left everything neat and tidy. |                 |         |          |
|   | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)  | 10   | 10              | 10      | 10       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 24 <sup>th</sup> August 2022<br><br>Total cost of work: £830<br><br>Description of work: Supply and fit EV point at home.<br><br>Comments: Brilliant service from start to finish! From initial contact and pricing estimate to actual fitting and after sales service, the whole experience was first class. Now we have found Clan Electrical we will be using them again and have already passed their details on to neighbours. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 16 <sup>th</sup> August 2022<br><br>Total cost of work: £325<br><br>Description of work: Installations of smoke alarms and heat alarm to meet current regulations.<br><br>Comments: Service was fantastic from both Colin and Eilidh...from communication pre the job, quotation, installation and follow up...all excellent. We've instructed Clan Electrical to undertake more works and I'd happily recommend them to anyone looking for a local electrician. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 16 <sup>th</sup> August 2022   |                 |         |          |
|                              | Total cost of work: £850  |                 |         |          |
|                              | Description of work: External electrical works.   |                 |         |          |
|                              | Comments: Colin and Eilidh are very professional and honest and provide an excellent service. They provide good quality work at a great price. I obtained 3 quotes for a very specific job and their quote was the best like for like. I would recommend to anyone. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 29 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>st</sup> 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 <sup>st</sup> 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 <sup>th</sup> 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><br>Description of the work undertaken:<br><u>SMOKE ALARM SYSTEM (FITTED) (TESTED)</u><br>Your comments:<br><u>Pleasant to deal with. Informed of supply probs</u><br><u>regularly. Fitted promptly.</u> | Date received: 10 <sup>th</sup> 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     | <p>Date received: 10<sup>th</sup> May 2022</p> <p>Total cost of work: £360.61</p> <p>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.</p> <p>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.</p> |                 |         |          |
| Customer Ratings (Out of 10) | Value for money   | Quality of work | Service | Tidiness |
|                              | 10  | 10              | 10      | 9        |

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