



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Harvey Bruce Interiors

**NUMBER OF FEEDBACK FORMS RECEIVED: 57 (showing most recent 30)**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8**

The following feedback forms have been completed by previous customers, rating their experience of dealing with Harvey Bruce Interiors.

<p>Total cost of the work £</p> <hr/> <p>Description of the work undertaken:</p> <p>VENETIAN BLINDS</p> <hr/> <p>Your comments:</p> <p>Very Pleased WITH WORK FRIENDLY I'VE HAD THEM BEFORE.</p>	<p>Date received: 14<sup>th</sup> January 2025</p> <p>Total cost of work: Not provided</p> <p>Description of work: Venetian blinds</p> <p>Comments: Very pleased with work. Friendly. I've had them before.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p> <p>10</p>	<p>Quality of work</p> <p>10</p>	<p>Service</p> <p>10</p>	<p>Tidiness</p> <p>10</p>

<p>Total cost of the work £ 380</p> <hr/> <p>Description of the work undertaken:</p> <p>Blinds for Patio Window</p> <hr/> <p>Your comments:</p> <p>A great 1. company. Great service &amp; value for money. Derek was a very pleasant man and dealing with him was a pleasure. Excellent quality &amp; service</p>	<p>Date received: 14<sup>th</sup> January 2025</p> <p>Total cost of work: £380</p> <p>Description of work: Blinds for patio window</p> <p>Comments: A great 1. company. Great service and value for money. Derek was a very pleasant man and dealing with him was a pleasure. Excellent quality and service.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p> <p>10</p>	<p>Quality of work</p> <p>10</p>	<p>Service</p> <p>10</p>	<p>Tidiness</p> <p>10</p>

Total cost of the work £ <u>£700</u> Description of the work undertaken: <u>Shutter blind supplied + fitted</u>  Your comments:	Date received: 7 <sup>th</sup> January 2025 Total cost of work: £700 Description of work: Shutter blind supplied and fitted Comments: None provided			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ Description of the work undertaken:  Your comments:	Date received: 21 <sup>st</sup> November 2024 Total cost of work: Not provided Description of work: None provided Comments: None provided			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work £ <u>1,300</u> Description of the work undertaken: <u>New Blinds in Sun Room</u> <u>NEW BLIND (ROLLER) IN EN-SUITE</u>  Your comments: <u>Happy with blinds + service.</u>	Date received: 8 <sup>th</sup> October 2024 Total cost of work: £1300 Description of work: New blinds in sun room. New blind (roller) in en-suite. Comments: Happy with blinds and service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work £ Description of the work undertaken: <u>Installation of Shutters</u>  Your comments: <u>Fantastic work + service - highly recommended</u>	Date received: 11 <sup>th</sup> September 2024 Total cost of work: Not provided Description of work: Installation of shutters. Comments: Fantastic work and service – highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>£1000</u></p> <p>Description of the work undertaken: <u>BLINDS FITTED FOR 3 MAIN WINDOW</u> <u>BLINDS FITTED FOR FRENCH DOORS</u></p> <p>Your comments: <u>EXCELLENT SERVICE FROM INITIAL ENQUIRY</u> <u>MEASUREMENT AND PROPOSALS TO FITTING</u> <u>ALL WORK DONE AS SCHEDULED AND</u> <u>GREAT RESULT. HIGHLY RECOMMENDED</u></p>	<p>Date received: 2<sup>nd</sup> September 2024</p> <p>Total cost of work: £1000</p> <p>Description of work: Blinds fitted for 3 main windows. Blinds fitted for French doors.</p> <p>Comments: Excellent service from initial enquiry, measurement and proposals to fitting. All work done as scheduled and great result. Highly recommended.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>Total cost of the work £ <u>180</u></p> <p>Description of the work undertaken: <u>NEW KITCHEN BLIND</u></p> <p>Your comments: <u>MR LAMB ARRIVED WHEN EXPECTED - ON TIME - WITH</u> <u>THE CORRECT SIZE/COLOUR BLIND AND INSTALLED</u> <u>IT QUICKLY AND WITH NO FUSS OR PROBLEMS</u> <u>(A PITY ALL TRADESMEN AREN'T LIKE THIS!)</u></p>	<p>Date received: 28<sup>th</sup> August 2024</p> <p>Total cost of work: £180</p> <p>Description of work: New kitchen blind.</p> <p>Comments: Mr Lamb arrived when expected – on time – with the correct size/colour blind and installed it quickly and with no fuss or problems. (A pity all tradesmen aren't like this!)</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>Total cost of the work £ <u>875</u></p> <p>Description of the work undertaken: <u>SUPPLY AND FIT BLINDS TO LIVING ROOM AND</u> <u>DINING ROOM.</u></p> <p>Your comments: <u>EXCELLENT SERVICE AND PRODUCT</u></p>	<p>Date received: 7<sup>th</sup> August 2024</p> <p>Total cost of work: £875</p> <p>Description of work: Supply and fit blinds to living room and dining room.</p> <p>Comments: Excellent service and product.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

Total cost of the work £ <u>£1,500</u> Description of the work undertaken: <u>£1,300, SHUTTERS, Supplied and FITTED</u> Your comments: <u>Very Professional</u>	Date received: 1 <sup>st</sup> August 2024 Total cost of work: £1300 Description of work: Shutters supplied and fitted. Comments: Very professional.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>2025.00</u> Description of the work undertaken: <u>Supply and fit roller blinds (x2) in kitchen; inset pleated blinds for bi-fold doors; roman blinds in dining room</u> Your comments: <u>Very friendly and personable service from visit to shop to Derek coming out to measure then fit. No pushy sales &amp; high quality fabrics. Derek gave us time &amp; advice, nothing was rushed. Bonus is I can change the roman blinds without needing new fixture fixtures. And he is happy to return if we have any issues.</u> <i>Derek brought the sample books to our home so we could see what matched our decor &amp; lighting best.</i>	Date received: 18 <sup>th</sup> July 2024 Total cost of work: £2025 Description of work: Supply and fit roller blinds (x2) in kitchen; inset pleated blinds for bi-fold doors, roman blinds in dining room. Comments: Very friendly and personable service from visit to shop, to Derek coming out to measure then fit. No pushy sales and high quality fabrics. Derek gave us time and advice, nothing was rushed. Derek brought the sample books to our home so we could see what matched our décor and lighting best. Bonus is I can change the roman blinds without needing new fixtures. And he is happy to return if we have any issues.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work £ <u>1600</u> Description of the work undertaken: <u>FITMENT OF SHUTTERS TO THREE WINDOWS</u> Your comments: <u>EXCELLENT JOB, GOOD QUALITY MATERIALS FRIENDLY/PROFESSIONAL SERVICE</u>	Date received: 10 <sup>th</sup> July 2024 Total cost of work: £1600 Description of work: Fitment of shutters to three windows. Comments: Excellent job, good quality materials, friendly/professional service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £ <hr/> Description of the work undertaken: <hr/> <hr/> <hr/> Your comments: <hr/> <hr/>	Date received: 28 <sup>th</sup> June 2024 Total cost of work: Not provided. Description of work: None provided. Comments: None provided.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <hr/> Description of the work undertaken: <hr/> <hr/> <hr/> Your comments: <hr/> <hr/>	Date received: 25 <sup>th</sup> June 2024 Total cost of work: £420 Description of work: Order/install blackout blinds for bedrooms. Comments: Excellent bespoke service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <hr/> Description of the work undertaken: <hr/> <hr/> <hr/> Your comments: <hr/> <hr/>	Date received: 19 <sup>th</sup> June 2024 Total cost of work: £200 (approx.) Description of work: Measured, ordered then fitted roller blinds. Comments: Did everything to a high standard. Very professional and polite.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 2,900</p> <p>Description of the work undertaken:          To measure &amp; fit 2 roller blinds          To measure &amp; install shutters on 2x2 sash &amp; case windows</p> <p>Your comments:          Very happy with all aspects of this work.          High standards of workmanship          Professional &amp; friendly          Go to company for any window treatments.          Have also purchased interior décor items.</p>	<p>Date received: 4<sup>th</sup> June 2024</p> <p>Total cost of work: £2900</p> <p>Description of work: To measure and fit 2 roller blinds. To measure and install shutters on 2 x 2 sash and case windows.</p> <p>Comments: Very happy with all aspects of this work. High standards of workmanship. Professional and friendly. Go to company for any window treatments. Have also purchased interior décor items.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 1,200.</p> <p>Description of the work undertaken:          FITTED SHUTTERS:</p> <p>Your comments:          WE HAVE BEEN RENOVATING OUR HOME SINCE 1991. HARVEY BRUCE INTERIORS HAS BEEN THE VERY BEST COMPANY WE HAVE USED.</p>	<p>Date received: 26<sup>th</sup> March 2024</p> <p>Total cost of work: £1200</p> <p>Description of work: Fitted shutters.</p> <p>Comments: We have been renovating our home since 1991. Harvey Bruce Interiors has been the very best company we have used.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ NA-</p> <p>Description of the work undertaken:          install VERTICAL BLINDS</p> <p>Your comments:          EXCELLENT INSTALLATION PROFESSIONALLY DONE          GREAT FAMILY RUN BUSINESS</p>	<p>Date received: 26<sup>th</sup> March 2024</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Install vertical blinds.</p> <p>Comments: Excellent installation professionally done. Great family run business.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 <sup>th</sup> March 2024			
	Total cost of work: £1520			
	Description of work: Fitted various blinds throughout the house.			
	Comments: Top Quality blinds and a very good service.			
	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> March 2024			
	Total cost of work: £2500			
	Description of work: Shutters fitted to my new build home.			
	Comments: Derek went over all costs for different options and explained everything thoroughly. The shutters were then fitted within the time frame stated and look beautiful. I would highly recommend!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work: £ 2000</p> <hr/> <p>Description of the work undertaken:</p> <p>2 WOOD BLINDS &amp; 1 BAY WINDOW SHUTTER</p> <hr/> <hr/> <p>Your comments:</p> <p>GREAT LOCAL FAMILY RUN COMPANY, WHO PUT CUSTOMERS FIRST</p> <hr/> <hr/>	Date received: 29 <sup>th</sup> November 2022			
	Total cost of work: £2000			
	Description of work: 2 wood blinds and 1 bay window shutter.			
	Comments: Great local family run company who put customers first.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	10



ONLINE FEEDBACK PROVIDED	Date received: 21 <sup>st</sup> April 2022			
	Total cost of work: £2770			
	Description of work: Plantation Shutters fitted throughout home.			
	Comments: Fantastic experience and this family business outshines the rest. We had a few quotes but after visiting showroom Derek came to see us and explained everything in a simple no-nonsense manner along with a fair price. Derek & Bruce also fitted shutters and they look fantastic - we are delighted with them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>1500.00</u> Description of the work undertaken: <u>SUPPLY AND FIT SHUTTER BLINDS.</u>  Your comments: <u>WASN'T THE FIRST AND WON'T BE THE LAST TIME WE USE HARVEY BRUCE GREAT SERVICE.</u>	Date received: 7 <sup>th</sup> April 2022			
	Total cost of work: £1500			
	Description of work: Supply and fit shutter blinds.			
	Comments: Wasn't the first and won't be the last time we use Harvey Bruce. Great service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>£300</u> Description of the work undertaken: <u>Fitted shutters to new home.</u>  Your comments: <u>I am very pleased with my new shutters. I would always recommend Harvey Bruce to friends &amp; family.</u>	Date received: 24 <sup>th</sup> March 2022			
	Total cost of work: £300			
	Description of work: Fitted shutters to new home.			
	Comments: I am very pleased with my new shutters. I would always recommend Harvey Bruce to friends and family.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10



ONLINE FEEDBACK PROVIDED	Date received: 3 <sup>rd</sup> September 2021			
	Total cost of work: £2000			
	Description of work: Fitted day and night vision blinds on all windows in my house.			
	Comments: I was delighted with my blinds but after only 3 years they have faded so badly they need replaced. I know the guarantee is a year but I was told at the time of purchase that I could buy cheaper but Harvey Bruce were superior quality. They were not interested in my issue with these blinds. I hope this doesn't happen to anyone else. I would not recommend this company to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	4	8	5	7

Total cost of the work £ <u>393</u> Description of the work undertaken: <u>Roman blind for kitchen</u>  Your comments: <u>Absolutely beautiful. Second time using Harvey Bruce. Would highly recommend them</u>	Date received: 20 <sup>th</sup> March 2020			
	Total cost of work: £393			
	Description of work: Roman blind for kitchen.			
	Comments: Absolutely beautiful. Second time using Harvey Bruce. Would highly recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>£2,500 ~ £2,800</u> Description of the work undertaken: <u>1) FITTING 3 WINDOW BLINDS - £900</u> <u>2) FITTING KITCHEN WINDOW SHUTTERS - £400</u> <u>3) FITTING LARGE PATIO DOOR SHUTTERS - £1500</u>  Your comments: <u>WORK ACCOMPLISHED TO A VERY HIGH STANDARD - TO BE RECOMMENDED</u>	Date received: 6 <sup>th</sup> June 2019			
	Total cost of work: £2800			
	Description of work: 1. Fitting 3 window blinds - £900. 2. Fitting kitchen window shutters - £400. 3. Fitting large patio door shutters - £1500			
	Comments: Work accomplished to a very high standard – to be recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 640.00</p> <hr/> <p>Description of the work undertaken:</p> <p>MADE TO MEASURE LOUVRE BLINDS (3)</p> <p>MADE TO MEASURE ROLLER BLINDS (2)</p> <hr/> <p>Your comments:</p> <p>25% DISCOUNT FROM MANUFACTURER PASSED ON TO ME THE CUSTOMER MAKING THE JOB MORE AFFORDABLE. I ONLY HAD TO WAIT A FEW WEEKS BETWEEN ORDERING AND FITTING. THE LOUVRE BLINDS AND CHILD SAFETY CLIPS FITTED.</p>	<p>Date received: 6<sup>th</sup> June 2019</p> <p>Total cost of work: £640</p> <p>Description of work: Made to measure louvre blinds (3), made to measure roller blinds (2).</p> <p>Comments: 20% discount from manufacturer passed on to me the customer making the job more affordable. I only had to wait a few weeks between ordering and fitting. The louvre blinds had child safety clips fitted.</p>								
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Value for money	Quality of work	Service	Tidiness						
9	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £430.00</p> <hr/> <p>Description of the work undertaken:</p> <p>Measure &amp; fit 2x wooden blinds.</p> <hr/> <p>Your comments:</p> <p>Friendly staff in shop and at home. Good all round service</p>	<p>Date received: 20<sup>th</sup> May 2019</p> <p>Total cost of work: £430</p> <p>Description of work: Measure and fit 2 x wooden blinds.</p> <p>Comments: Friendly staff, in shop and at home. Good all round service.</p>								
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8	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 80</p> <hr/> <p>Description of the work undertaken:</p> <p>A NEW BLIND REQUIRED IN A ROOM. THE WINDOW WAS MEASURED AND THE NEW BLIND WAS FITTED SOON AFTER.</p> <hr/> <p>Your comments:</p> <p>VERY HAPPY WITH THE WORK AND RESULT. WE'VE USED THIS COMPANY A FEW TIMES BEFORE - ALWAYS PLEASED.</p>	<p>Date received: 20<sup>th</sup> May 2019</p> <p>Total cost of work: £80</p> <p>Description of work: A new blind required in a room. The window was measured and the new blind fitted soon after.</p> <p>Comments: Very happy with the work and result. We've used this company a few times before. Always pleased.</p>								
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