



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Almondvale Plumbing & Heating Services

NUMBER OF FEEDBACK FORMS RECEIVED: 27

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8

The following feedback forms have been completed by previous customers, rating their experience of dealing with Almondvale Plumbing & Heating Services.

ONLINE FEEDBACK PROVIDED	Date received: 3 rd September 2024			
	Total cost of work: £9500			
	Description of work: We had a new en-suite fitted, comprising of wet wall panels on all walls, a new shower unit and tray and combi toilet/basin unit, heated towel rail, new flooring and lighting and a Bluetooth mirror.			
	Comments: Simon worked with us to put together all the elements, then when we asked about options to reduce the quote slightly he was happy to amend things to get it to a price we were happy paying. The en-suite looks amazing and we are so happy with the end result, and the fact everything was tidied up and got rid of in the skip. I would highly recommend Simon and the tradespeople he works with - we will be using him again when we renovate our main bathroom.			
	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: 23rd August 2024</p> <p>Total cost of work: £15,000</p> <p>Description of work: Refurbish both the family bathroom and the downstairs WC. This involved advising on plans and materials for new rooms; sourcing and purchasing new materials; stripping out and disposing of old fitments; fitting new ones - including floors, sanitary ware, wall coverings and lighting. The bathroom also included a new ceiling.</p> <p>Comments: We are delighted with quality of APH's workmanship. Simon's suggestions always worked. Simon and Mike's attention to detail was spot on at all times. We are confident that there are no hidden problems to emerge later. The finished job looks flawless. Both were friendly, cheerful, and so tidy! Not even a biscuit wrapper was left for us to deal with. Their attitude made the disruption of such a big job so much easier to bear. We would definitely use them again and recommend them to anyone.</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: 21st March 2024</p> <p>Total cost of work: Not provided</p> <p>Description of work: I contacted Simon for advice about a water leak, potentially related to a new heating system, which I was hoping the installer would repair.</p> <p>Comments: Simon took a lot of time to listen to my concerns and help me understand the possible causes of the leak. Despite the fact that he was just preparing to return to work after dealing with a family issue, he offered to come out the following day to check the situation if it had not been repaired. I found Simon friendly, reassuring and very helpful. He made no charge for his advice and help I would not hesitate to recommend him.</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>N/A</p>	<p>N/A</p>	<p>10</p>	<p>N/A</p>

ONLINE FEEDBACK PROVIDED	Date received: 11 th March 2024			
	Total cost of work: £135			
Customer Ratings (Out of 10)	Description of work: Supply and fit new bathroom taps.			
	Comments: Excellent service would highly recommend. Very quick to respond and repair carried out to a high standard and reasonable price.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th March 2024			
	Total cost of work: £3000			
Customer Ratings (Out of 10)	Description of work: Installed a new cylinder hot water tank for us when the old one started leaking.			
	Comments: Very professional job and Simon prioritised the job for us so we could get hot water again.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5 th March 2024			
	Total cost of work: £85			
Customer Ratings (Out of 10)	Description of work: Annual service of Heating Boiler.			
	Comments: Always a professional job, and nothing any bother to Simon. More than happy to keep using Almondvale for plumbing and heating jobs.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 st March 2024			
	Total cost of work: £85			
	Description of work: Boiler service carried out by Simon (owner).			
	Comments: Very professional, neat and tidy. Arrived when said and work carried out to an excellent standard. Great value for money 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: 1 st March 2024			
	Total cost of work: £226			
	Description of work: Supplied & fitted new flush and ball valve to WC in downstairs cloakroom 2. Supplied & fitted new shower trap to repair leak in en suite shower.			
	Comments: Despite being very busy Simon came to do the work promptly, as we were expecting visitors in a couple of weeks. He explained what was needed, gave us options, and managed to obtain the appropriate parts (despite our old fittings) . Then he completed the work to a high standard and also kept the place tidy during the process. He was friendly and inspired confidence. We would have no hesitation in using his services again or in recommending him to others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 th April 2023			
	Total cost of work: £500			
	Description of work: Numerous plumbing jobs around house over the last 3 or 4 years. From fixing a cistern, to replacing radiator valves and providing a quote for a replacement gas boiler.			
	Comments: I have found Simon to be a reliable tradesman who will undertake all jobs big or small if he has the capacity to do those and to a high standard. He explains the work needed and the parts and provides a quote.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 th April 2023			
	Total cost of work: £8888.99			
	Description of work: Refit of our en-suite.			
	Comments: Both Simon and Mike dragged our bedroom en-suite into the twenty-first century. Both were very professional from start to finish. A job well done. They will both be back 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: 6 th April 2023			
	Total cost of work: £84			
	Description of work: Fitting a water pressure valve under kitchen sink.			
	Comments: Very friendly and explained all the work he was doing ..cleaned up after the work was finished. Highly recommended.			
	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 2023			
	Total cost of work: £100			
	Description of work: Replacement of taps and thermostat.			
	Comments: Simon is great, reliable and friendly. He is a perfectionist and always goes above & beyond. I would not trust any other plumbing or heating engineer.			
	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 2023			
	Total cost of work: £260			
	Description of work: Replaced blocked waste pipe in bathroom.			
	Comments: Simon was friendly, courteous and professional. We would be happy to have him undertake any further work we might need in future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 th April 2020			
	Total cost of work: £60			
	Description of work: Simon arrived quickly to fix a leak. He set out to locate source which was in the loft. He tightened a fitting which caused a slow leak. Matter resolved.			
	Comments: Simon arrived on time, was professional, courteous and wore appropriate clothing during the Covid Pandemic. Reduced call out charge and applied no other charge for work carried out. A lovely touch. Would certainly recommend for large or small jobs.			
	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: 17th January 2018</p> <p>Total cost of work: £90</p> <p>Description of work: My electric shower stopped working. Simon identified that there was power getting to the shower, but that it was the pull string unit that was not working.</p> <p>Comments: When I called, Simon was very friendly and kind enough to agree to come out that day. Once he had identified what was wrong he nipped out to go and buy the part and came back and fixed the unit for me. He was very friendly, professional, informative and helpful. I would have no hesitation in getting him out to do other work and I would recommend him to anyone.</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>9</p>

<p>Total cost of the work £2300.00</p> <hr/> <p>Description of the work undertaken:</p> <p>SUPPLY + FIT + COMMISSION NEW GAS COMBI BOILER.</p> <hr/> <hr/> <p>Your comments:</p> <p>MR HUNT CAME OUT PROMPTLY, WHEN CONTACTED ABOUT BOILER REPLACEMENT. GAVE QUOTATION FOR VARIOUS BOILERS + COSTS, NO PRESSURE SALES. JOB WAS COMPLETED ON DAY AGREED, IN A PROFESSIONAL AND COURTEOUS MANNER AND VERY TIDY.</p>	<p>Date received: 9th June 2016</p> <p>Total cost of work: £2300</p> <p>Description of work: Supply and fit and commission new gas combi boiler.</p> <p>Comments: Mr Hunt came out promptly when contacted about boiler replacement, gave quotation for various boilers and costs, no pressure sales. Job was completed on day agreed in a professional and courteous manner and very tidy.</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: 9 th June 2016			
	Total cost of work: £180			
	Description of work: Repair to central heating boiler with water leaks and pressure faults.			
	Comments: Had several issues with our central heating boiler to the extent that we thought that it would have to be replaced. I called Simon and he promptly responded by visiting us within the hour and told us quite honestly that there was no need to have the boiler replaced and that it was repairable. We left Simon to get on with it he went and sourced the required spares and the boiler was up and running again within hours. An honest, clean, tidy and professional individual.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 rd March 2016			
	Total cost of work: £40			
	Description of work: Remove gas fire, remove gas pipe to fire and cap.			
	Comments: Very professional, fast and friendly service and displayed and showed me his Gas Safe credentials without being asked, cleaned up and checked work prior to leaving, 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 th February 2016			
	Total cost of work: £400			
	Description of work: Service hot water tank, fix leaking tap, replace broken shower, remove old sink and tap.			
	Comments: Arrived on time, courteous, listened to problems, resolved them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 th February 2016			
	Total cost of work: £82			
	Description of work: Repairs to kitchen sink waste. Replace and rebuild kitchen sink waste pipes.			
	Comments: A simple leak due to incorrect trap and the fitting of a flexible waste pipe meant that the whole sink waste system had to be replaced with new. Firm contacted on Friday and plumber (Dave) arrived at the agreed time on Monday (8:30). Job assessed. Dave had to go and get new trap and replace old system in total. Job was carried out in one hour. Excellent work, quick and professional service provided. Work area cleaned up after job completed. No hesitation in employing firm again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th January 2016			
	Total cost of work: £376			
	Description of work: Trouble shoot and repair central heating and hot water system.			
	Comments: Simon was very friendly and knowledgeable and quickly found the source of the problem, I required a new central heating pump and a replacement cold water tap and valve which had sheared off. Excellent service and would definitely use again, highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £:	Date received: 20 th August 2015			
Description of the work undertaken:	Total cost of work: Not provided.			
REPLACEMENT OF HOT WATER AND HEATING SYSTEM WITH A COMBI BOILER. NEW SHOWER INSTALLATION	Description of work: Replacement of hot water and heating system with a combi boiler. New shower installation.			
Your comments:	Comments: I feel the work was carried out professionally within the agreed cost and time frame. The work was done carefully.			
I FEEL THE WORK WAS CARRIED OUT PROFESSIONALLY WITHIN THE AGREED COST AND TIME FRAME. THE WORK WAS DONE CAREFULLY	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	8	10	10

<p>Total cost of the work £ <u>1000</u></p> <hr/> <p>Description of the work undertaken: <u>New bathroom floor as had leak in tiles and floorboards became warped.</u></p> <hr/> <p>Your comments: <u>Pleased with Result</u></p>	<p>Date received: 12th December 2013</p> <p>Total cost of work: £1000</p> <p>Description of work: New bathroom floor as had leak and tiles and floorboards became warped.</p> <p>Comments: Pleased with result.</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>7</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £</p> <hr/> <p>Description of the work undertaken: <u>MAINTENANCE OF OLD COMBI</u> <u>SUPPLY AND FITTING OF NEW COMBI BOILER</u></p> <hr/> <p>Your comments: <u>A FATHER AND SON OPERATION</u> <u>I FEEL THEY ARE VERY TRUSTWORTHY</u></p>	<p>Date received: 21st October 2013</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Maintenance of old combi. Supply and fitting of new combi boiler.</p> <p>Comments: A father and son operation, I feel they are very trustworthy.</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>9</p>	<p>9</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ <u>3500</u></p> <hr/> <p>Description of the work undertaken: <u>Supply and Remove old boiler + pipework from kitchen. Resite new boiler in garage and install necessary pipework. Remove hot water tank and header tank. Dispose of all waste. Install 4 new radiators in living room + kitchen/diner.</u></p> <hr/> <p>Your comments: <u>First class job carried out on all aspects. Clear explanations given on progress and any issues. Ongoing support and service excellent</u></p>	<p>Date received: 21st October 2013</p> <p>Total cost of work: £3500</p> <p>Description of work: Remove old boiler and pipe work from kitchen. Supply and resite new boiler in garage and install necessary pipe work. Remove hot water tank and header tank. Dispose of all waste. Install 4 new radiators in living room and kitchen/diner.</p> <p>Comments: First class job carried out on all aspects. Clear explanations given on progress and any issues. Ongoing support and service excellent.</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>9</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ 3000</p> <hr/> <p>Description of the work undertaken: <i>Fitted New Shower Room</i> <i>cubicle</i> <i>Basin</i> <i>Toilet</i></p> <hr/> <p>Your comments: <i>THIS WAS AN INSURANCE</i> <i>JOB.</i></p>	<p>Date received: 5th September 2013</p> <p>Total cost of work: £3000</p> <p>Description of work: Fitted new shower room, cubicle, basin, toilet.</p> <p>Comments: This was an insurance job.</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 £ 3,000 +</p> <hr/> <p>Description of the work undertaken: <i>New central heating boiler + new bathroom</i> <i>suite and separate shower room</i></p> <hr/> <p>Your comments: <i>Very fair price, quick and extremely</i> <i>tidy job. Very willing to explain, help and</i> <i>return with further support</i></p>	<p>Date received: 4th September 2013</p> <p>Total cost of work: £3000+</p> <p>Description of work: New central heating boiler and new bathroom suite and separate shower room.</p> <p>Comments: Very fair price, quick and extremely tidy job. Very willing to explain, help and return with further support.</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>9</p>