

COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Property Matters

NUMBER OF FEEDBACK FORMS RECEIVED: 248 (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 Property Matters.

Total cost of the work £ \$\langle \text{Lp00}\$	Date received:	31st October 2	2024	
Description of the work undertaken:	Total cost of w	ork: £400		
PROFESESSIONAL BLACKSMITM ON ROARD WITH MADE TO ORDER SIZE AND FIT DISABLED HAND RAILS AT FLONT DOOR STEP	Description of board with madhandrails at fro	de to order size		
Your comments: Gary was the only Joiner on the Trustell trade Scheme was replied to me and kept in town. He want	Comments: Gary was the only joiner on the Tru Trader scheme who replied to me and kept in to He went above and beyond to fit my handrails getting a blacksmith to make them up. I won't hesitate to use Gary again.			
above and begand to fit my hand voils - getting a blacksmith to Make them up. I want pesitate to use gary again	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 265	Date received. 29 th August 2024			
Description of the work undertaken:	Total cost of work: £265			
SHOWER PUMP TO A LOW PRESSURE SYSTEM	Description of work: To supply and fit a new shower pump to a low pressure system.			w shower
Your comments: Grang was extremely efficient and carried out the work with skill and cave. Fast service, freindly and explained	Comments: Gary was extremely efficient and carried out the work with skill and care. Fast service, friendly and explained job and work required. Extremely helpful and made sure I was satisfied with work completed. Gary was brilliant and I have no hesitation in recommending him to others.			ce, friendly emely work
Job and work required, Etremely helped and made sure I was satisfied with work completed. Gary was brilliant, and I have no hesitation in recommending, him tooker	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Description of the work undertaken: REMOVE BATH SILICONE (MOUCRY) APD BATH SUPPORTS TO STRENGHEN IT! DIG OUT THE GROUT, Apply NEW GROUT AND SICIONE Your comments: All work undertaken to a wary high standard EVerything captained. Nothing too much trouble. Friendly and proportional, would not heritake to we again.	Date received: 20 th August 2024 Total cost of work: £350 Description of work: Remove bath silicone (mouldy), add bath supports to strengthen it, dig out tile grout, apply new grout and silicone. Comments: All work undertaken to a very high standard. Everything explained. Nothing too much trouble. Friendly and professional, would not hesitate to use again.				
	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Date received: 28th June 2024 Total cost of the work £ 910 Total cost of work: £910 Description of work: Plaster skim ceiling to hide new plasterboard patch (loft hatch). Feather all walls in hallway and staircase, emulsion all to a finish x 2 coats. COATS Comments: A very professional job carried out well and in a pleasant and friendly manner. I have used his services since this job which was also well done. Quality of Service **Tidiness** Value for money work Customer Ratings (Out of 10) 10 9 10 10

Total cost of the work £ 475.	Date received: 17 th June 2024			
Description of the work undertaken:	Total cost of	work: £475		
REPLACED RATHROOM SINK AND TO ILET, SUPPLY & FIR	Description of work: Replaced bathroom sink and toilet, supply and fit.			
Your comments: Great sh by Gasey, instant feeling of brust dead warath, called about the work and all left tody would reconnect	Comments: Great job by Gary, instant feeling of trust and warmth, cared about the work and all left tidy. Would recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ \(\(\lambda \text{OOO} \)	Date received: 17 th June 2024			
Description of the work undertaken: FULL RE-FURBISHMENT, KTCHEN UPGRADE, RATUROOM WORK, BOTH OVERHAUCED, SKIMMED ARTEX CETCING, NEW SOCKETY SPOT LIGHT, BUILT MEDEN WAY, FUIL DECOLATION LAMINATE FLOOPING, AND CARPETS TO FINISH Your comments: Grany took on a mammath job on my rental property It has taken months of work on his own and has left me with a supererb First class transformation It is now in taptier condution.	Total cost of w Description of upgrade, bathr artex ceiling, n full decoration, Comments: Garental property own and has let transformation for selling.	work: Full reful oom work, bot ew socket, spo laminate floor ary took on a m . It has taken n eft me with a su	h overhauled of lights, built ing and carpe nammoth job nonths of wo uperb first cla	, skimmed media wall, ets to finish. on my rk on his ss
ready for selling	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

Description of the work undertaken: HALL STAIRCLASE, MAKE AY SURFACES GOOD, SKIM ETC, UPCAT PREPLICE CARPETY EMULSION WALLS + CEKING, All WOODWORK GLOSSEP SUPPLY + FIT NEW HAND RAIL YOUR COMMENTS: All we know so carried out in accordance with timescales	Date received: Total cost of ward cost	ork: £900 work: Hall/stair . / uplift/replace woodwork glos	case, make a e carpet, emu ssed. Supply ried out in acc	and fit new
given and to a very high finish	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	9

Total cost of the work £ 870	Date received: 5 th March 2024			
Description of the work undertaken:	Total cost of	work: £870		
REMOVE SINK UNET, CAP OFF WATER + WASTE, RUIZO SURVES IN CUPRONO REPUCE X 7 SPOT LIGHTS, INSTALL TOILET MUD RAIR	Description of work: Remove sink unit, cap off wand waste, build shelves in cupboard, replace x spotlights, install toilet handrail. Comments: None provided.			
Your comments:	Value for money	Quality of work	Service	Tidiness
ustomer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ LCOO	Date received: 28th February 2024					
Description of the work undertaken:	Total cost of w	ork: £400				
REPLACE BASIS TAP (SUPPLY) SUPPLY + FOT NEW TOILET FLUSY AND WATER INCET NACUE	Description of work: Replace kitchen tap (supply). Replace basin tap (supply). Supply and fit new toilet flush and water inlet valve. Comments: Happy with the work done and would					
Your comments:	recommend.					
Happy with the nork done and would recommend.	Value for money	Quality of work	Service	Tidiness		
Customer Ratings (Out of 10)	10	10	10	10		
Total cost of the work £ 870	Date received: 28 th February 2024					
Description of the work undertaken:	Total cost of w	ork: £870				
REMOVE DOORLE SUNC UN ET BURD NEW SUFERER BY AREA WESTAY WAND RATE	Description of work: Remove double sink unit. Build new shelves in area. Install hand rail. New LED lights.					
Your comments: Really Griendly, did what They said They	Comments: Really friendly, did what they said they were going to do. Very upfront about costs. Cleare and hoovered up before they left.					
Were gang to do. Very upfront about costs. Closured & howeved up before may left.	Value for money	Quality of work	Service	Tidiness		
Customer Ratings (Out of 10)	10	10	10	10		
Total cost of the work £ \500	Date received:	9 th November	2023			
Description of the work undertaken:	Total cost of w	ork: £1500				
SIGN CEILING, DECORATE BEDROOM, FIT NEW CARPET, PAPER FEATURE WALL, BUILD A WARDROPE TO FINISH	Description of work: Cut out water damaged ceiling, new plasterboard, skim ceiling, decorate bedroom, fit new carpet, paper feature wall, build a wardrobe to finish.					
Your comments: Cannot Caule this mans work gary is miliant to have around, wont go	Comments: Cannot fault this mans work, Gary is brilliant to have around, won't go past him.					
past him	Value for money	Quality of work	Service	Tidiness		
Customer Ratings (Out of 10)	10	10	10	10		

Total cost of the work £ 3 600	Date received: 31st October 2023			
Description of the work undertaken:	Total cost of work: £3600			
STRIP WALFORD, SKIM WALLS, EMULSION WALLS + CETTINGS IN LIROWA, HALLWAY + STAIRCHE BIROWA + KITCHEN, UNDERCOAT + GLOSS ALL AREA'S FITTED DOUBLE SOCKET + X2 LIGHT PENANTS YOUR COMMENTS: Gary Done an amozing Job He was very Professional Papt as informed all through the	Description of work: Strip wallpaper, skim walls, emulsion walls and ceilings in I/room, hallway and staircase. B/room and kitchen, undercoat and glo all areas. Fitted double socket and x2 light penda Comments: Gary done an amazing job. He was a professional, kept us informed all through the job left the house so tidy. Would use him again. Hom looks fantastic.			
him again. House books fantastic.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Date received: 31st October 2023 Total cost of the work £ Total cost of work: £900 Description of the work undertaken: TO DECORATE BUNGALOW, WALLS Description of work: To decorate bungalow, walls and AND CELLING AND AY WOOWORK ceiling and all woodwork. White emulsion only. WHETE EMULSION ONLY Comments: Very pleased with the work carried out and would certainly recommend him to others. Value for Quality of Service **Tidiness** work money Customer Ratings (Out of 10) 10 10 10 10

Total cost of the work £ OO	Date received: 3 rd July 2023				
Description of the work undertaken:	Total cost of work: £1100				
VARIOUS JOBS: ADSUST GARDEN GATES. CEMENT RIGGE TILES PRUS WINDOW SILL, PUSTER CEILING +WALL. FIX X2 PAPATORS TO WAY, SECURE SINK ETC ETC	Description of work: Various jobs: adjust garden gates. Cement ridge tiles plus window sill, plaster ceiling and wall. Fix x2 radiators to wall, secure sink etc. etc.				
Your comments: WOUND HIGHLY RECONTIOND CLARLY TO DO ANY WOCK THAT IS REQUEED IN YOUR HOTTE, HE IS POHTE AND GETS THE JOBS DONE WITH MINIMAL AMOUNT OF DISTURBANCE IN THE HOUSE.	Comments: Would highly recommend Gary to comment work that is required in your home. He is polite gets the job done with minimal amount of disturning the house. Would definitely contact him again				
WOULD DEFINATILY EDSTACT HIT ACIAIN.	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

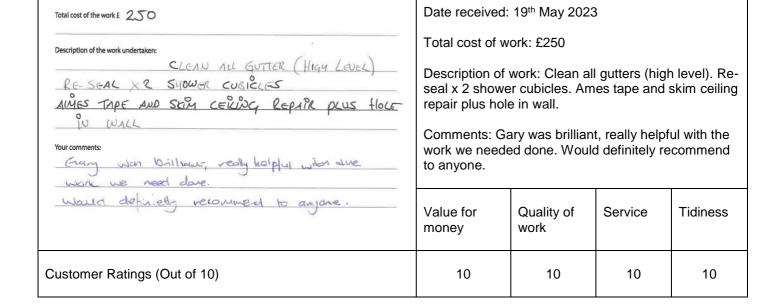
Total cost of the work £ 220	Date received: 20 th June 2023			
Description of the work undertaken:	Total cost of v	vork: £220		
DOOR STEP, SCRITCH CONT SIDES AND SEM TO FWISH	Description of work: To re-align front door step, scratch coat sides and skim to finish. Comments: Very pleased with quality work from Gary. Arrived sooner than expected, courteous and would not hesitate to use him again in the future or recommend him to family and friends.			
Your comments: VERY IWASCH WITH QUARTY WORK FROM GARY. ARENOW SOONCE				
THEN EXPERTS VERY CORTSONS AND WOULD NOT HERITATE TO WE HAM ALAIN IN THE MITTER FORTH AND FRIENDS.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10
		•	•	•
Total cost of the work £ 200	Date received	l: 6 th June 2023		

Total cost of the work £ 200	Date received: 6 th June 2023			
Description of the work undertaken:	Total cost of w	ork: £200		
WWELL CONSERCED CISTERN, REPLACE WATER WEST VACUE AND FRUSH, RE-ROUTE WATER FLOW TO TOILET	Description of work: Diagnose toilet problem, strip down inner concealed cistern, replace water inlet valve and flush, re-route water flow to toilet.			
Your comments: First Chase Service with A TRICKY PLUMBING TOB IN A BRITHROOM M AN UPPER VILLA FLET. VERY FREESSIGNMALY CARRIED DUT.	Comments: First class service with a tricky plumbing job in a bathroom in an upper villa flat. Very professionally carried out. Thank you Gary.			
THROW YOU GARY.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 20	Date received: 6 th June 2023				
Description of the work undertaken:	Total cost of work: £120 Description of work: Remove integrated w/m and fit new one.				
LEMONE WEEGETED W/M					
	Comments: Great communication and efficient service!				
Your comments: GRENT COMMENT OF THE AND THE SOURCE!	Value for money	Quality of work	Service	Tidiness	
ustomer Ratings (Out of 10)	10	10	10	10	

Total cost of the work £ 2,50	Date received: 6 th June 2023			
Description of the work undertaken: DAMAGED PLASTEPROARD WALL REMOVE SOCKET, CUT OUT BAD AREA. DEPCACE WITH NEW PLASTERBOARD THEN AIMES TAPE AND SKIM WALL PEPULCE SOCKET Your comments: FAST, TIDY, VIRY IMFORMATIVE & PROFESSIONAL	Total cost of work: £250 Description of work: Damaged plasterboard wa remove socket, cut out bad area. Replace with plasterboard, then aimes tape and skim wall, resocket. Comments: Fast, tidy, very informative and professional. Arrived when said he would.			with new all, replace
ARRIVED WHEN SAID HE WOULD	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 rd May 2023					
	Total cost of work: £570					
	Description of work: Repair backdoor step by uplifting slabs, filling in base with pebble dash, laying a membrane and create a new concrete platform. Relay slabs, new pointing and finish with a power wash. Also repoint front door step. Comments: Great communications from start to finish. Spent time identifying source of problem with the step, discussed options with us at each stage before proceeding. Turned up when he said he would, reviewed work done at the end of each day and advised work to be carried out the following day so we always knew what to expect. Steps at front and back now look much better and we are very pleased with his efforts.					
	Value for Quality of Service T work					
Customer Ratings (Out of 10)	10	10	10	10		



Total cost of the work £	Date received: 17 th May 2023				
Description of the work undertaken:	Total cost of work: £90				
TO REPURE L'EAKING KITCHEN SIDIK BY REPURATING DELIN ETC	Description of work: To repair leaking kitchen sink by replacing drain etc.				
Your comments: Gay is a complete professional. Gave us the right infamation of Leptus of todate. I wants highly recommends. We will be contacting Gary again for future jobs soon.	Comments: Gary is a complete professional. Gave us the right information and kept us up to date. I would highly recommend. We will be contacting Gary again for future jobs soon.				
	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Date received: 17th May 2023 Total cost of the work £ 1200 Total cost of work: £1200 Description of the work undertaken INVESTIGATE PLOALEM, DISCOUR Description of work: Investigate problem, discover leak under kitchen floor, uplift floor after removing UNDER KHOYED FLOOR, UNCLES FLOOR, RETER dishwasher, repair leak, new floor, new units and kick DISYMALISE, PERATE LEAK, NEW FOOR NEW UP ITS AND panels. PAUELS Comments: Delighted with the work carried out by Gary. Painstakingly worked to uncover the leak and did a great job fixing it and completing all the repairs to the damaged floor and kitchen units. Absolutely delighted with the work and cost. Value for Quality of Service **Tidiness** Absolutely delighted with the work and cost money work Customer Ratings (Out of 10) 10 10 10 10

Date received: 12th May 2023 Total cost of the work £ 120 -Total cost of work: £120 REPLACING WATER INLET WATER Description of work: Replacing water inlet water valve VACUE ON LEAKING TOWET on leaking toilet. Comments: Gary was very prompt and very trustworthy, explained everything along the way. Value for Quality of Service **Tidiness** work money Customer Ratings (Out of 10) 10 10 10 10

Total cost of the work £ 40	Date received: 12 th May 2023					
Description of the work undertaken:	Total cost of work: £40					
AFTER NEW CARPETS WERE FATTED	Description of work: Cut the bottom of doors at new carpets were fitted.					
Your comments: 1 An Almays 30 PIEGSED LATT HORK DONE AND FEEL SAKE AND SECURE LITTLE SHILL A TRUSTED TRANSPORT	and feel safe	am always so per and secure with riced. Could no	h such a Tru	sted Trader.		
ALLAY & FAIR PRICES CONTO AREANSIL for BETTIER!	Value for money	Quality of work	Service	Tidiness		
Customer Ratings (Out of 10)	10	10	10	10		

Total cost of the work £ 180	Date received: 9 th May 2023				
Description of the work undertaken: TO UPCHET BROKEN TILES ON KTCHEN FLOOR AND REPORTE	Total cost of work: £180 Description of work: To uplift broken tiles on kitcher floor and replace.				
Your comments: LARY WAS VERY FLEXIBLE & KEPT ME IN MIND UNTIN HE HAD SPALE TO FIT MY JOR IN. ARRIVED AT APPOINTMENT TIME & COMPLETED JOB TIMEOUSLY.	Comments: Gamind until he happointment til good.	ad space to fit	my job in. Ar	rived at	
ALL GOOD	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work £ 3,500	Date received: 18 th April 2023				
Description of the work undertaken: SUILO NAN DOORSTEP	Total cost of work: £350 Description of work: Build new doorstep. Comments: Very satisfied with final result. Excellent				
VOUR COMMENTS: VERY SAUSFIED WITH FINAL RESULT. EXERLENT JOB. CLEAN & TIMY.	yalue for money Quality of work Service Tidiness				
Customer Ratings (Out of 10)	10	10	10	10	

Description of the work undertaken: Con replaced two extracter fens and fixed a issue with the ducks which was ausing daugh the was friendly, efficient and did a great job. Highly recommed!	Date received: 2 nd February 2023 Total cost of work: £160 Description of work: Replace x 2 ex-fans. Comments: Gary replaced two extractor fans and fixed an issue with the ducts which was causing damp. He was friendly, efficient and did a great job. Highly recommend!				
REPUICE X2 EX-FANS	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work £ 95 Description of the work undertaken:	Date received:	•	2023		
REMOVED SYOWER DOORS VI AND CLEW CURICLE RE-SILLONE Your comments:	Description of work: Removed shower doors. Cut an clean cubicle. Re-silicone. Comments: None provided				
	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	9	10	10	10	

Total cost of the work £ 140	Date received: 8 th November 2022				
Description of the work undertaken:	Total cost of work: £140				
WAISTELOW PIPE, DERCE THEO FLOOR TO FIX TOTECT DOWN	Description of work: Remove toilet, replace wasteflow pipe, drill tiled floor to fix toilet down.				
YOUR COMMENTS: THE MAN (CALLED GARY) COULD NOT HAVE BEEN NICER OR MORE POLITE AND EXPLAINED EVERYTHING WELL	Comments: The man (called Gary) could not have been nicer or more polite and explained everythin well and did a great job.				
AND DID A GREAT JOB	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	N/A	

Description of the work undertaken: EMULSION ROOMS, TRUT WOODWORK, ETC SOURCE MAINTENANCE AND OCUMBING TORS AROUND Your comments: Exclust Sork & Vound.	Date received: 18th October 2022 Total cost of work: £2250 Description of work: Emulsion rooms, treat woodw etc. Several maintenance and plumbing jobs arour a church. Comments: Excellent work all round.				
Y SUPERIOR OF THE PROPERTY OF	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	