

## NUMBER OF FEEDBACK FORMS RECEIVED: 257 (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 £	<ul> <li>Date received: 19<sup>th</sup> February 2025</li> <li>Total cost of work: Not provided</li> <li>Description of work: Upstairs water pipes burst flooding my flat causing bathroom ceiling to come down damaging the floor, walls in the hall and kitchen.</li> <li>Comments: Work carried out to my rented property to an excellent standard. Extremely happy with work.</li> </ul>			
Description of the work undertaken: OP Stars Waxor P. pes burst Moding roy Hat causing ballinging certing to care down deraying the floor would's to the hall and kitchen.				
Nourcomments Works carried out to rig rented property to An exclent standard, Extreming happy with				
uorh.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

Total cost of the work £ 550	Date received: 19th February 2025				
Description of the work undertaken: REPAIRED WALL BY SKIMMING POISTER, ATTER ELECTRIZAN OUT HOLES OUT OF WALLS FOR NEW SOCKETS	<ul> <li>Total cost of work: £550</li> <li>Description of work: repaired walls by skimming plaster after electrician cut holes out of walls for new sockets.</li> <li>Comments: Had a wonderful experience with Gary. A very warm and bubbly man. He communicated well and was prompt on finishing the job. Very trusting. Highly recommend Gary!</li> </ul>				
Your comments: Had a wonderful experience with Gary A very warm and bubbly man . He communicated well and was					
prompt on Finishing the job Very trusting Highly recommend Gary?	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	9	10	9	

Total cost of the work 1 750	Date received: 5 <sup>th</sup> February 2025			
Description of the work undertaker. SUMMY AND FRATED & FULL / ENETTH	Total cost of work: £750			
Supplies AND FORTED & FULL LENGTH HANDRAR TO STATICASE, PLASTERED × 2 CETLINGS	Description of work: Supplied and fitted a full length handrail to staircase, plastered x 2 ceilings.			
Your comments Gary did a billiast job . I am very pleased	Comments: Gary did a brilliant job. I am very pleased.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work L 600	Date received: 30 <sup>th</sup> January 2025				
Description of the work undertakent Supply + Fit Sink For BATUROOM Supply + Fit Kitauen TAP. TOILET SEAT AND CERENCY LEGAT	Supply and fit kitchen tap. Toilet seat and ceiling light.				
All the work was undertaken swiftly and the Heurs supplied was excluded The workplace was chosen a tidy after the work was camplete.					
	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work £ 780	Date received: 30th January 2025			
Description of the work undertakers: RE-GROUTED SHOWBL CURIECE	Total cost of	work: £780		
AND REPAIRED DOWN STAIRS CHUNG ONR TO WATER DAMAGE	Description of work: Re-grouted shower cubicle and repaired downstairs ceiling due to water damage.			
Vour comments Good SERVICE & Experiments Ser Work + Cost BEARCE STARTING, REVISED (ST (REDUCTION) ONE WORK CONSTITUTED WOULD USE AGAIN & RECOMMEND TO OTHERS.	Comments: Good service and explained all work a cost before starting, revised cost (reduction) once work completed. Would use again and recommend others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work E $-\prod_{i=1}^{n}\mathbb{O}_{i}^{i}\mathbb{O}_{i}^{i}$	Date received: 16 <sup>th</sup> December 2024				
Description of the work undertakers	Total cost of work: £1100				
PLASTER STATEGERE WALL E-MULSION FULL STATEGERT TO A	Description of work: Plaster staircase wall, emulsion full staircase to a finish.				
Nourcomments We have used Gary for work before and. having had such agood expressions with	Comments: We have used Gary for work before and having had such a good experience with him, went straight back for this job. We also have plans to get him back for other jobs too. Great guy and fantastic at what he does.				
with went straight back for this job. We allo have plan to get him back for other jobs wer grown guy and faiturer at what hade	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Tatal cost of the work £   80	Date received: 4 <sup>th</sup> December 2024 Total cost of work: £180 Description of work: Various jobs outside the house i.e. put up name board, install UPVC coverings to front door. Replace outside security light and alarm box (supplied by customer).			
Description of the work undertaken: VARIOUS JOISS OUTSIDE THE HOUSE I.C. PUT UP NAME BOARD, INSTAN UPVC OUDERVIENT TO FRONT DOOR. REPUICE OUTSIDE SECURITY LIGHT AND ALLEM BOX (SUPPLIED BY OUSDMER)				
Your comments: Gasy was friendly, polite, patient and helpfell	Comments: Gary was friendly, polite, patient and helpful. He made sure that each job was completed exactly as we wanted.			
the made sure that each job was completed	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £ 15,000	Date received: 25 <sup>th</sup> November 2024			
Description of the work undertaken: BURD NEW FORNICE ~ 12 MTE'S BURD NEW PATTE WAY Now comments: Gaing was a very pleasant chap to deal with and with up a Good rapport with my eligibility parents for whom the work was being done We were all very satisfied with all appets of the work.	<ul><li>Total cost of work: £15,000</li><li>Description of work: Build new fence x 12 mtr's. Build new patio wall.</li><li>Comments: Gary was a very pleasant chap to deal with and built up a good rapport with my elderly parents for whom the work was being done. We were all very satisfied with all aspects of the work.</li></ul>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total control the work undertaken: Description of the work undertaken: Repare Learing Radiator Repare Wer Johnnaco prosecties OARD CEILING Sking + EMULLSION CEILING AND WAILS TO A FINISH Your comments: NET ONLY DID I GET A FANTACTIC TOB, BUT NOW A FOULSHIP WORLD CARN	Date received: Total cost of w Description of wet/damaged emulsion ceilin Comments: No a friend. Highly	vork: £1575 work: Repair le plasterboard co ng and walls to ot only did I get	eaking radiato eiling. Skim a a finish. t a fantastic jo	ind
FRIEND HIGHLY RECOMMEND GARY	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

Total cost of the work indertaken: PLOFESESSIONAL BLACKSMITH 60 BOARD WITH MODE TO ORDER SIZE AND FIT DISABLED HAND RAILS AT FLONT DOOR STEEP Your comments: (any Modes the only Timer on the Truted Trude Scheme May replied to the numb Kept in trutes. He went	Date received: 31 <sup>st</sup> October 2024 Total cost of work: £400 Description of work: Professional blacksmith on board with made to order size and fit disabled handrails at front door step. Comments: Gary was the only joiner on the Trus Trader scheme who replied to me and kept in tou He went above and beyond to fit my handrails – getting a blacksmith to make them up. I won't hesitate to use Gary again.		bled Trusted ot in touch. rails –	
above and begind to fit my hand with - getting a blocksmith to whoke them we. I would positate to lost good again	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 26.5	Date received: 29th August 2024				
Description of the work undertaken:	Total cost of work: £265 Description of work: To supply and fit a new shower pump to a low pressure system.				
SHOWER PUMP TO A LOW PERSONE SYSTEM					
Vour comments: Gary was extremely efficient and carried out the work with skill and care tast service, friendly and explained job and work required, ktremely help t and made sure Loas satisfied with work completed bary was brilliant, and I have no hesitation in recommending him to does	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.				
	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work 330 Description of the work undertaken: REMOVE BATTH SIGCONE (MOUCAY) ADD BATTH SUPPORTS TO STRENGHEN IT: Dig OUT THE GROUT, APPLY NEW GROUT AND SIGCONE Your comments: ALL WORK Under GROW to a way high standard	<ul> <li>Date received: 20<sup>th</sup> August 2024</li> <li>Total cost of work: £350</li> <li>Description of work: Remove bath silicone (mouldy), add bath supports to strengthen it, dig out tile grout, apply new grout and silicone.</li> <li>Comments: All work undertaken to a very high standard. Everything explained. Nothing too much trouble. Friendly and professional, would not hesitate</li> </ul>			
EVerything Contract with my two much tristable. Friendly and projection of monitor rich heritable to we again	to use again. Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 910	Date received: 28 <sup>th</sup> June 2024				
Description of the work undertaken: PCASTERSING CERING TO HIDE NEW PCASTERBOALD PATCH (LOFT HATCH) FEATURE AY WALKS	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				
10 HALLWAY AND STATE CASE, EAULISTON ALL TO A FAVILISH X2 COATS Nourcomments: A view profermonal is carried out well and in a please and friendly monumet.	coats. Comments: A	very professior ant and friendly	nal job carried / manner. I ha	d out well ave used	
I have used his sources suce this job while was also well long	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	9	

Total cost of the work & 4.7.5.	Date received	: 17 <sup>th</sup> June 202	4	
Description of the work undertaken:	Total cost of v	vork: £475		
AND TOILET, Supply & FIT	Description of work: Replaced bathroom sink and toilet, supply and fit.			
Your commenter Great is by Gary, instart feeling of brest dad warath, caled about	Comments: Great job by Gary, and warmth, cared about the wo Would recommend.			
ble work and all left tody would reconverd	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

first class transformation. It is now intoption condution, . . Rody for section	Value for Quality of Service Tidiness work					
Gary 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 top tier condution,	own and has left me with a superb first class transformation. It is now in top tier condition, ready for selling.					
Laminate FLOOPING AND CARPETS TO FINISH	Comments: Gary took on a mammoth job on my rental property. It has taken months of work on his					
WORK, BOTH OUERHAUGO, SKIMMED ARTER CERTER, NEW SOCKET, SPOT LIGHT , BUILT MEDER WAY, FUIL DECORATION	upgrade, bathroom work, both overhauled, skimmed artex ceiling, new socket, spot lights, built media wal full decoration, laminate flooring and carpets to finish					
FULL RE-FURBISHMENT, KOTCHER UPGRADE, RATUROOM	Total cost of work: £16,000 Description of work: Full refurbishment, kitchen					
Total cost of the work £ 16,000	Date received: 17 <sup>th</sup> June 2024					

Description of work: Hall/staircase, make all surfaces good, skim etc. / uplift/replace carpet, emulsion walls and ceiling, all woodwork glossed. Supply and fit new handrail.

Comments: All work was carried out in accordance with timescales given and to a very high finish.

All work was carried out in accordance with timescales	with timescales given and to a very high finish.				
given and to a very high finish	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	9	10	10	9	

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EKING All WOODWORK GLASSEP

Reporte CARDE

Description of the work undertak

GOOD

FALL

SUDDLI

Your comments:

Hall

STAL

Description of the work undertaker. REMOVE SINK UNE, CIP OFF WATTER + WASTE, RUIZO SURVES W OUPROND RIPUCE X7 SPOT LIGUTS, WASTAIL TOILET WND RUR	Date received: 5 <sup>th</sup> March 2024 Total cost of work: £870 Description of work: Remove sink unit, cap off water and waste, build shelves in cupboard, replace x 7 spotlights, install toilet handrail. Comments: None provided.			
Your comments:	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 400 Description of the work undertaken: REPLICE BASID TAP (SUPPLY) SUPPLY & F.P. NEW TOILET FLUSY AND WATHER WLET NACUE	<ul> <li>Date received: 28<sup>th</sup> February 2024</li> <li>Total cost of work: £400</li> <li>Description of work: Replace kitchen tap (supply). Replace basin tap (supply). Supply and fit new toilet flush and water inlet valve.</li> <li>Comments: Happy with the work done and would</li> </ul>				
Your comments: Happy with the nork done and would recommend.	recommend.       Value for money     Quality of work     Service     Tidinese				
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work £ 870	Date received: 28 <sup>th</sup> February 2024			
Description of the work undertaken: Remove DOOBLE Sinc UN ET RUZO NEW SUELOR & AREA INSTAY UAND RATE NEW LED LIGHTS Your comments: Really Griendly, did what They said They	Total cost of work: £870 Description of work: Remove double sink unit. Bui new shelves in area. Install hand rail. New LED lights. Comments: Really friendly, did what they said the were going to do. Very upfront about costs. Cleare and hoovered up before they left.			
utere gaug to do. Very upflont about costs. Cloured & hoovered up before they left.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work 1500 Description of the work undertaken: <u>COT OUT WATER DAMAGED CETTING, NEW PLASTERBOARD,</u> <u>SIGM CETTING, DECORATE BEDROOM, FIT NEW CARPET,</u> <u>PAPETE FEATURE WALL, BUILD A WARDRO PE TO FINISH</u>	<ul> <li>Date received: 9<sup>th</sup> November 2023</li> <li>Total cost of work: £1500</li> <li>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.</li> </ul>				
any is prilling to have around, wont go	Comments: C	annot fault this e around, won'		•	
past him	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work & 3600 Description of the work undertaken: STEIP WALPAPER, SKIM WALLS, EMULSION WALLS + CETCIDGS IN L/RODAY, HALLWAY + STAILCARE B/RODM + KITCURN, UNDERCOAT + GLOSS AY ALEA'S FATED DOUBLE SOCKET + X2 LIGHT PENDANTS Your comments: Gary Done on amorzury Job He was vieg Propassing Jupt us informed all through the	Date received: 31 <sup>st</sup> October 2023 Total cost of work: £3600 Description of work: Strip wallpaper, skim walls, emulsion walls and ceilings in I/room, hallway and staircase. B/room and kitchen, undercoat and glos all areas. Fitted double socket and x2 light pendar Comments: Gary done an amazing job. He was we professional, kept us informed all through the job left the house so tidy. Would use him again. Home looks fantastic.		way and and gloss t pendants. e was very the job and	
Job and left the House so tidy. Would use him again House looks fantustic	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 900	Date received: 31 <sup>st</sup> October 2023			
Description of the work undertaken:	Total cost of w	ork: £900		
TO DECORATE BUNGALOW, WAILS AND CEILING AND 44 WODWORC WHITE MULSION ONLY Your commence	Description of work: To descrate hungalow, walls			
Nerry pleased with the work on out	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £    OD	Date received: 3 <sup>rd</sup> July 2023					
Development the work undertaken: VARIOUS JOBS : AUSUST GARDEN GATES. CEMENT RIGGE TILES PLUS WINDOW SILL, PUSTICE CELLING +WAIL FIX X2 RARATORS TO WAY, SECURE SIDK ETC ETC NOUR COMMENTS: WOUL COMMENTS: WOUL COMMENTS: WOUL MOTHER HE IS POLITE AND GETS THE JUD	<ul> <li>Total cost of work: £1100</li> <li>Description of work: Various jobs: adjust garden gates. Cement ridge tiles plus window sill, plaster ceiling and wall. Fix x2 radiators to wall, secure si etc. etc.</li> <li>Comments: Would highly recommend Gary to do work that is required in your home. He is polite ar gets the job done with minimal amount of disturbatin the house. Would definitely contact him again.</li> </ul>					
DOUL WITH MINAL ADDIT OF DISTORANCE IN THE HOUSE	Value for money	Quality of work	Service	Tidiness		
Customer Ratings (Out of 10)	10	10	10	10		

Total cost of the work $i 220$	Date received: 20 <sup>th</sup> June 2023			
Description of the work undertaken: TO RE-AKIGN FRONT	Total cost of			
DOOR STEP, SCRITCH CONT	Description of work: To re-align front door step, scratch coat sides and skim to finish.			step,
YOUR COMMENTS WITH QUELING HEAR GALY. ALENNA SHEW'S	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.			
THEN EXTERNS VIEW COLLEGES AND NAME WE HELTER'S TO WE HAVE ACAIN IN THE ATTUCK OF ACCOMMENTS WITH THE FORMUM AND FRIDENSE.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Tatal cost of the work E 200	Date received: 6 <sup>th</sup> June 2023			
Description of the work undertaken: DESCRIPTION OF TO THE PROPERTY DOWN WHELL CONSERVED CIEFTER, REPEACE WATER WELT WALK AND FRUSH, RE-ROUTE WATER FROM TO TOTLET Your comments: FUELS LEASE SERVICE WITH A TRUCKY PLUMBLICE AND WE A BETHEROON MA AN URDER YOLK FLAT. Nong Provementation of the same per-	<ul> <li>Total cost of work: £200</li> <li>Description of work: Diagnose toilet problem, strip down inner concealed cistern, replace water inlet valve and flush, re-route water flow to toilet.</li> <li>Comments: First class service with a tricky plumbing job in a bathroom in an upper villa flat. Very professionally carried out. Thank you Gary.</li> </ul>			
Transu you Gang .	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 120 Description of the work undertaken: LEMOUE WTERGRITED W/M AND FET NEW ONE	Date received: 6 <sup>th</sup> June 2023 Total cost of work: £120 Description of work: Remove integrated w/m and fit new one. Comments: Great communication and efficient service!			
Your comments: Caunt Comments AT AND PATIENTES SOURCE!	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 250	Date received: 6 <sup>th</sup> June 2023			
Description of the work undertaken: DAMAGLED PLASTEDIS OARD WALL REMOVE SOCKET, OUT OUT BAD AREA. PEPCICE WITH NEW PLASTERISOARD FUGN ACMES TAPE AND SCH WALL REPULCE SOCKET Your comments: FAST, TIDY, VILLY IMFORMATING & PROFESSIONIAL	Total cost of work: £250 Description of work: Damaged plasterboard wall, remove socket, cut out bad area. Replace with new plasterboard, then aimes tape and skim wall, repla- socket. Comments: Fast, tidy, very informative and professional. Arrived when said he would.			
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 <sup>rd</sup> May 2023			
	Total cost of w	Total cost of work: £570		
	slabs, filling in membrane and lay slabs, new	Description of work: Repair backdoor step by upliftin slabs, filling in base with pebble dash, laying a membrane and create a new concrete platform. Re- ay 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.			blem with n stage id he each day owing day at front
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 2.50	Date received: 19th May 2023			
Description of the work undertaken: CLEAN ALL GUTTER (HIGH LEVEL) RE-SEAL X2 SHOWER CUSICLES AIMES TAPE AND SOM CERNING REPAIR PLUS HOLE IN WALL Your comments Gram when Williams, really heighter when some	<ul> <li>Total cost of work: £250</li> <li>Description of work: Clean all gutters (high level). Reseal x 2 shower cubicles. Ames tape and skim ceiling repair plus hole in wall.</li> <li>Comments: Gary was brilliant, really helpful with the work we needed done. Would definitely recommend to anyone.</li> </ul>			
work we need done. Walter definitely recommend to anyone.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

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Total cost of the work £ 00	Date received: 17 <sup>th</sup> May 2023			
Description of the work undertaken:	Total cost of work: £90			
TO REPARE LEAKING KITCHEN SUBK BY REPUKARIOG DRIN ETC	Description of work: To repair leaking kitchen sink by replacing drain etc.			
nourcomments Gangie a complete professional. Grae us the right information of best us of todate. I wants highly recomments we will be	Comments: Gary is a complete professional. Gave the right information and kept us up to date. I would highly recommend. We will be contacting Gary agai for future jobs soon.			
enterting Grany again for future jobs soon.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10