



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## S & S Home Improvements & Maintenance Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 185 (showing most recent 30)**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.7**

The following feedback forms have been completed by previous customers, rating their experience of dealing with S & S Home Improvements & Maintenance Ltd.

ONLINE FEEDBACK FORM	<p>Date received: 10<sup>th</sup> January 2025</p> <p>Total cost of work: £6000</p> <p>Description of work: Kitchen refurb.</p> <p>Comments: Very happy with standard of work and turned up when they said, friendly courteous and nothing too much trouble would recommend to anyone.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>ONLINE FEEDBACK FORM</p>	<p>Date received: 10<sup>th</sup> January 2025</p> <p>Total cost of work: £15,500</p> <p>Description of work: Refacing of all kitchen units with new doors fitted. New cupboards installed and new electric sockets created in utility room. Fitting of new kitchen sink. Removal of all waste.</p> <p>Comments: William and his team provided a truly first rate service for our recent kitchen renovation. From his initial visit up until completion, communication was excellent with all the explanations we needed. The team were polite, tidy and very considerate, all work being carried out to a high standard. Very highly recommended.</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: 13<sup>th</sup> November 2024</p> <p>Total cost of work: £980</p> <p>Description of work: Reconfiguration of kitchen units from breakfast bar, addition of pantry cupboard, work surface re-cut to size, re-alignment of some doors.</p> <p>Comments: Very happy with my kitchen, work carried out with care, floors and furniture protected, did exactly as we wanted, no issues at all.</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: 3 <sup>rd</sup> October 2024			
	Total cost of work: £3990			
	Description of work: Bathroom - to remove existing bathroom fittings and re install new. Remove units flooring and tiles on wall and fit new flooring and wallboards to wall			
	Comments: It was a pleasure to have William and his team back again to do the work in our bathroom. As before everything was done to a high standard finish. They cleaned up every night and kept us informed of what had been done daily. I would recommend them to family and friends without hesitation and would 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: 2 <sup>nd</sup> October 2024			
	Total cost of work: £3400			
	Description of work: Kitchen - Replace worktops, fit new splashbacks to walls and replace sink and tap			
	Comments: Audrey was very pleasant and helpful from arranging the quote to keeping me updated until the job reached completion. William and his team were very professional and arrived each morning when they said they would. The job was carried out to a very high standard and they explained every day what they were going to do and updated me every night when they finished. They also cleaned up every night before leaving. I would not hesitate to recommend them to family and friends.			
	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> September 2024			
	Total cost of work: £6500			
	Description of work: Bathroom			
	Comments: Pleased with the quality of the work undertaken and I would use them again. However, they cut materials to size inside my home. This left dust inside my electric fireplace which I cannot clean out. Overall though, I would recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	8	8

ONLINE FEEDBACK PROVIDED	Date received: 16 <sup>th</sup> September 2024			
	Total cost of work: £6230			
	Description of work: Bathroom refit.			
	Comments: Excellent work and very professional. Kept us informed all the way through the job. A great set of people to deal with.			
	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 2024			
	Total cost of work: £520			
	Description of work: Fix the leakage from bathroom down to the kitchen.			
	Comments: The job was very well done by replacing the pipes and valves, meanwhile, found out the switch valves outside the property.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 3 <sup>rd</sup> September 2024			
	Total cost of work: £1100			
	Description of work: Added PVC panelling to ceiling in en-suite bathroom.			
	Comments: Happy with the ceiling, and the workers were very professional and courteous, and the work was done quickly. The only downside was a cracked toilet seat as a result of the works done, but it was handled well.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	10	10	8

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> August 2024			
	Total cost of work: £398			
	Description of work: Internal door facings done in lovely timber, cut tile skirting to fit in kitchen. Added new timber skirting to sitting room, really nicely fitting in with current skirting and then caulked it all very neatly. They rehung our sitting room door.			
	Comments: William and his team were brilliant, the finish of the job was fantastic and very nice quality. They were polite, timely and tidied up everything. Audrey was very warm from the outset, it was her friendliness and willingness to help on the first phone call that made us very quickly decide this was the company to go with, and we weren't disappointed!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> August 2024			
	Total cost of work: £5700			
	Description of work: Bathroom stripped out and replaced.			
	Comments: Good quality work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> May 2024			
	Total cost of work: £10,000			
	Description of work: Replaced and updated old kitchen, removed pantry, replaced floor and all units, closed off unused door and increased kitchen floor plan, supplied and fitted new flooring, units, double oven with extractor hood and integrated fridge freezer.			
	Comments: First time using William to replace my kitchen and have used several times since for other jobs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> May 2024			
	Total cost of work: £3476			
Description of work: Replace broken bath and fittings, remove and replace tiles, reinstall existing shower, sink, toilet and decorative features.				
Comments: Happy with the work done on my kitchen so arranged to have bathroom replaced by same company.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> May 2024			
	Total cost of work: £70			
Description of work: Removed and replaced discoloured and peeling sealant from round bath.				
Comments: Trust William to undertake jobs in my house.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> May 2024			
	Total cost of work: £2200			
Description of work: Removed and replaced 11 internal doors within my house, disposed of old doors				
Comments: Use William for all my home improvement tasks.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> May 2024			
	Total cost of work: £5540			
Customer Ratings (Out of 10)	Description of work: Kitchen reface including new sink, base unit worktops and splashbacks.			
	Comments: Polite and courteous. Explained clearly what would be done. Kept me informed about scheduling of job. Cleared everything away at end of job.			
	Value for money	Quality of work	Service	Tidiness
	9	8	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2 <sup>nd</sup> May 2024			
	Total cost of work: £1600			
Customer Ratings (Out of 10)	Description of work: To insulate and reinforce large garden hut.			
	Comments: William and his two assistants did an excellent job. I could not fault them. They were very professional, polite and tidied up well at the end of the job. I am very pleased.			
	Value for money	Quality of work	Service	Tidiness
	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> May 2024			
	Total cost of work: £9000			
Customer Ratings (Out of 10)	Description of work: New internal doors, New Kitchen cabinets doors and finishing, new cloakroom loo and sink, painting various rooms, plastering.			
	Comments: William and his team did a great job. Before the start William spent time with us looking at options and helping us find what we needed. The team were courteous, tidy and efficient, they completed the work on time. I am happy to recommend them and would use them again.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 <sup>th</sup> April 2024			
	Total cost of work: £21,000			
	Description of work: New kitchen and appliances including some building work.			
	Comments: Professional service from start to finish, good communication and respect for your property, quality of workmanship to high standard and very particular on the finish which we liked. Honest and reliable. Have used again twice and would not hesitate in recommending, great job William and Calvin :)			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> April 2024			
	Total cost of work: £290			
	Description of work: Removed broken socket/cooker switch, supplied and fitted replacement. Removed old cooker hood/extractor fan, supplied and fitted replacement.			
	Comments: As on previous occasions, the work was completed on time, obstacles all overcome, and done with care and good humour.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2 <sup>nd</sup> April 2024			
	Total cost of work: £5000			
	Description of work: Refit of kitchen cupboard doors. Worktops and sink etc.			
	Comments: Amazing from start to finish. Professional and personable. Brilliant choice of fittings and really listened to what we wanted. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10



ONLINE FEEDBACK FORM	Date received: 28 <sup>th</sup> March 2024			
	Total cost of work: £3840			
Description of work: Repairs to walls and ceilings in three areas following flood damage. Three areas decorated and flooring replaced in two rooms.				
Comments: Good communication, arrived at time agreed and cleaned up afterwards. All work completed to excellent standard.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK FORM	Date received: 4 <sup>th</sup> March 2024			
	Total cost of work: £1000			
Description of work: Supplied and fitted 3 oak internal doors.				
Comments: Old doors removed and disposed of. New doors measured and fitted to existing frames. Frames repaired. Not a straightforward job, work done to a really high standard. Area left very clean and tidy. Would highly recommend.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK FORM	Date received: 19 <sup>th</sup> February 2024			
	Total cost of work: Not provided.			
Description of work: We had our kitchen and utility room done by S&S Home Improvements.				
Comments: We were delighted with everything carried out by S&S Home Improvements, from the start of the job through to completion. We love the new look. Very neat and tidy, quality workmanship, and respectful workers. We also previously had bathroom work carried out, as well as general internal house painting. We wouldn't hesitate to recommend S&S Home Improvements.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK FORM	Date received: 14 <sup>th</sup> February 2024			
	Total cost of work: N/A			
	Description of work: New fitted kitchen and toilet.			
	Comments: A thorough professional company with very courteous employees. The areas that they worked was kept clean and tidy. All equipment and tools were put away at the end of each day. The finishing result was at an excellent standard. I would highly recommend this company to anyone. Well worth the money.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK FORM	Date received: 12 <sup>th</sup> February 2024			
	Total cost of work: £6000			
	Description of work: New Bathroom, knocking through from small toilet to cupboard. Fitting walk in shower.			
	Comments: The service we had from the team at S&S was excellent. We are really pleased with our new bathroom and walk in shower. We couldn't make our mind exactly how we were going to do it. William was very helpful with suggestions, and the end result is lovely. While the work was being done , the guys were really tidy and polite. Over all a great job, nice team, I would definitely use them again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK FORM	Date received: 12 <sup>th</sup> February 2024			
	Total cost of work: £6980			
	Description of work: Complete bathroom refit, including ceiling, walls and floor.			
	Comments: Very friendly and honest, we were kept updated on the progress at all stages. We would highly recommend S&S.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK FORM</p>	<p>Date received: 12<sup>th</sup> February 2024</p> <p>Total cost of work: £9000</p> <p>Description of work: Complete kitchen renovation. Tearing out all of previous kitchen and fitting complete new kitchen (not including flooring).</p> <p>Comments: Great service from S&amp;S from the first point of contact William came out to look at kitchen &amp; advised on all areas/cost/design. pleased with design &amp; the process was straight forward. There was a change to start date, this was communicated to us early &amp; the rescheduling was no hassle. The complete refit from start to finish took 6 days. There were a couple of small issues that arose after but the team came out and everything was resolved. Would recommend.</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 FORM</p>	<p>Date received: 9<sup>th</sup> February 2024</p> <p>Total cost of work: £5700</p> <p>Description of work: Stripped out old shower room. Wall boards fitted, new toilet, shower, bathroom sink unit. New floor vinyl.</p> <p>Comments: The quote for the work to be done is clearly listed. List of what is being supplied and cost clear to see. Tidy workman. I would highly recommend William.</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 FORM

Date received: 8<sup>th</sup> February 2024

Total cost of work: £7000

Description of work: Refit of Kitchen, New doors, worktops, splash backs , extra units & worktops to extend space in kitchen along with new oven, change from gas hob to induction and replacement of cooker extractor. also asked to complete some extra work once started i.e. replacing light fitting in kitchen as well.

Comments: William and the team completed the work to a high standard and exactly as we wanted when we had initial discussions. Kitchen was left in a tidy state. I would use S & S Home Improvements & Maintenance Ltd again for any of our home improvements.

Value for money

Quality of work

Service

Tidiness

Customer Ratings (Out of 10)

10

10

10

10