



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## CMI Plumbing & Heating Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 98 (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 CMI Plumbing & Heating Ltd.

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> March 2024			
	Total cost of work: £2500			
	Description of work: Power flush an old 6 bed farmhouse incl all repairs/replacement of radiators - from a biomass system. New outside taps New Inside tap New toilet seats Renew boiler tap filter Plumb in the washing machine			
	Comments: Very reasonable price for the works undertaken. Tidy and polite Knowledgeable Timeous Honest and upfront Excellent tradesman. 5* service from start to finish.			
	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: 20<sup>th</sup> March 2024</p> <p>Total cost of work: £6906</p> <p>Description of work: Clear out old bathroom and install new wet room. Tiling, wet room floor installation, electrics, plumbing and new bathroom sink and toilet.</p> <p>Comments: Excellent communication and helpful staff. Arrived promptly at times agreed. Completed all the work on schedule. Successfully co-ordinated all the workmen and their tasks. Skip delivered, filled and removed same week. I would definitely use this company again. Well done Colm, Laurie and team.</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: 11<sup>th</sup> March 2024</p> <p>Total cost of work: £3175</p> <p>Description of work: Remove existing boiler - Remove existing flue - Powerflush central heating with Kamco machine and Dual heated magnet - Install new boiler: Worcester Greenstar 4000 30KW Combi boiler (10 year warranty) - Install new magnetic filter - Install new flue - Wire in control &amp; new boiler - Fill central heating - Install chemical inhibitor - Test - Install carbon monoxide detector - Sign off to Gas Safe standards.</p> <p>Comments: Colm turned up on time to see the job to be done and the quote was delivered quickly from Laurie. Colm arrived promptly at 8am on the install day and worked all day, what a great job he has done, and he explained everything really clearly about the job. I'll certain be contacting CMI for any other work I may need done.</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	<p>Date received: 22<sup>nd</sup> December 2023</p> <p>Total cost of work: £5179</p> <p>Description of work: Complete refurbishment of downstairs toilet, including tiling on all four walls and new flooring. Flooring also replaced on adjoining utility room and kitchen.</p> <p>Comments: I'm very pleased with the quality of the work and the professionalism of Colm and CMI Plumbing &amp; Heating. They are very helpful and Laurie is quick to respond to any queries (I had quite a few as I was deciding exactly how we wanted the walls and flooring to be) and very patient in explaining possible options. All in all it's a pleasure to deal with them.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 26<sup>th</sup> October 2023</p> <p>Total cost of work: £1264</p> <p>Description of work: Radiators replaced, Boiler condensate pipe re-routed and new tap fitted</p> <p>Comments: Excellent service all round. Turned up on time to quote for the work. Quote was prompt and reasonably priced. Date for work and duration agreed. Turned up as planned and made modifications needed on the day with no complaint. Finished the work in agreed time at the agreed price. Friendly and efficient service with no hassle. Based on my experience I would use this business again and highly recommend them</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> October 2023			
	Total cost of work: £10,000			
	Description of work: Replacement bathroom & en-suite.			
	Comments: Highly recommend CMI Plumbing & Heating. We had our bathroom and en-suite replaced and can't we fault the professional service provided by Laurie and Colm. From start to finish everything was taken care of. Work was completed within the timescale quoted and to an extremely high standard. Would recommend this company 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: 28 <sup>th</sup> September 2023			
	Total cost of work: £8000			
	Description of work: Refurbishment of the bathroom, with new bath furniture and a fully tiled bathroom.			
	Comments: Really happy with the result and their customer service. Everybody was very friendly, tidy and kept the dust and dirt which comes with such work to a minimum. Can highly recommend their services.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> September 2023			
	Total cost of work: £120			
	Description of work: Replacement of toilet flush.			
	Comments: Came with all needed parts in advance, was prepared for issues with the installation and got the job done in one trip.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 <sup>th</sup> June 2023			
	Total cost of work: £3000			
	Description of work: Refurbishment of shower unit.			
	Comments: Both Colm and his wife were easy to communicate with and achieved just what we wanted.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> June 2023			
	Total cost of work: Not provided.			
	Description of work: Ripping an old bathroom out, finding a leak and then plumbing and replacing with new bathroom. Tiling work and plastering and new ceiling lights.			
	Comments: We had fantastic service from CMI. Colm and Laurie were very helpful and professional as were the Contractors. The entire team were polite and efficient and did a brilliant job. We are very pleased with our new bathroom and would definitely recommend this company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> June 2023			
	Total cost of work: £336			
	Description of work: Replace a bathroom radiator with a towel radiator.			
	Comments: Bathroom radiator replaced with a towel radiator, great job arrived on time, no hassle, very neat and tidy, radiator works and looks great 👍 highly recommend CMI.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 14<sup>th</sup> June 2023</p> <p>Total cost of work: £6168</p> <p>Description of work: Full bathroom refurbishment including skimmed ceiling and spot lights. All trades and fittings supplied by CMI.</p> <p>Comments: Contacted CMI to quote for the refurbishment of my bathroom as they had previously replaced a sink and LED mirror for me and I was impressed with the way they carried out that work. Equally impressed this time. Their communication and commitment to complete this job to a high standard within the timescale agreed was faultless. All trades involved arrived when they said they would and completed their work as promised. Everything was provided by CMI making the whole project stress free.</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: 23<sup>rd</sup> August 2022</p> <p>Total cost of work: £4300</p> <p>Description of work: Replace boiler, re-route gas supply, remove all hot/cold water tanks and pipework, clean &amp; power flush all radiators, fit new CO detector and remove shower pump. Upgrade Hive controls to new boiler. Additional bathroom work included replace bath taps, supply and fit new sink/toilet combi unit and wall storage.</p> <p>Comments: Colm/CMI is my go-to plumber for all my plumbing needs. Have had Colm undertake work several times (bathroom, boiler, radiators etc) over the last 7 years and never had an issue. Work is always undertaken with a high degree of skill and diligence and he preps to ensure minimum mess and tidies up everything afterwards. Would recommend CMI every time.</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	<p>Date received: 1<sup>st</sup> April 2022</p> <p>Total cost of work: £7900</p> <p>Description of work: Bathroom refurb. All trades supplied by CMI.</p> <p>Comments: Chose CMI from West Lothian trusted traders initially to change sanitary ware in downstairs loo then as happy with this job, had a full bathroom refurb carried out this week. Work carried out to time and trades engaged by Colm arrived on time and all did a great job. Colm and Laurie provided a stress free service and very professional job. Would recommend CMI and use them again myself in future. Thank you to CMI for giving me a lovely new bathroom!</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	9	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 4<sup>th</sup> March 2022</p> <p>Total cost of work: £3720</p> <p>Description of work: Remove floor, install shower tray, install shower, install screen &amp; door, re-install toilet, silicone test. Joiner - plasterboard walls where necessary, install wet wall panelling, install vinyl flooring. Rubbish removal.</p> <p>Comments: All the materials were included in the cost so we thought it a very fair price.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 22<sup>nd</sup> February 2022</p> <p>Total cost of work: £13286</p> <p>Description of work: Hired CMI to do 3 separate jobs: Remove tiles on bathroom floor, install underfloor heating, tile floor and fit new toilet. Install new boiler. Total renovation of large shower room.</p> <p>Comments: Each job was separately quoted clearly setting out the materials required, the work to be done by each trade and the costs. It was also a straightforward matter to make changes to the planned work before it commenced. Each trade turned up on time and carried out the work to a very high standard, and where necessary, tidied up inside and outside the property. All tradesmen were very pleasant. Totally recommend CMI to anyone looking for similar work to be done in their home.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 3<sup>rd</sup> February 2022</p> <p>Total cost of work: £2985</p> <p>Description of work: Boiler replacement – new boiler bought and installed, radiator clean, removal of old boiler, installation of thermostat.</p> <p>Comments: Very reliable and honest service. Good communication of costs and work to be undertaken. Stayed in contact well. Fast and efficient work. Left everything in perfect condition. Great guide to the work done and how everything would work with the new boiler.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10



ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> October 2021			
	Total cost of work: £2975.99			
	Description of work: Replace boiler and power flush central heating.			
	Comments: CMI Plumbing & Heating are such a fantastic company. We required a new boiler and originally we wanted to replace the current boiler for a combi and due to last minute changes they were happy to supply us with a revised quote without any hassle. They are incredibly fast with emails and very polite.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 31 <sup>st</sup> August 2021			
	Total cost of work: £6805			
	Description of work: Total refurbishment. Remove bath. Change shower and screens, basin, toilet, wall panelling, flooring, worktops and storage cupboards. Skim ceilings and replace lighting.			
	Comments: We have just had a major refurbishment of our bathroom. From detailed quote to completion the job could not have gone any better. With Colm's attention to detail, very high standards set for himself and his colleagues, Laurie's faultless admin and communication skills it was a great success. I'm more than happy to recommend the firm to anyone needing work done, however challenging. Thank you Laurie and Colm.			
	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> August 2021			
	Total cost of work: £3837.60			
	Description of work: Boiler install at new location. Removal of old boiler and associated pipework. New flue fitted into roof. Lots and lots of other things.			
	Comments: Flawless work from start to finish. Colm is very attentive to all regulations and luckily for us discovered and fixed a gas leak. New boiler expertly fitted in different location and removed old one from loft. All checks done upon completion and glad to report everything working perfect.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> June 2021			
	Total cost of work: £4725.20			
	Description of work: Replaced toilet and sink and fitted heated towel rails in bathroom and en-suite. New kitchen sink and 5 new radiators.			
	Comments: Came out to quote quickly and spent time understanding exactly what I was looking for and was happy to make suggestions. Colm started work when he said he would and kept me up to date with progress, finishing in the time agreed. Excellent standard of work and left the house really clean. I would use CMI again and definitely recommend them.			
	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 2021			
	Total cost of work: £2976			
	Description of work: New boiler fitting, magnetic cleaning of radiator system, chemical flush, fit hive thermostat. Put new pipework in for gas line.			
	Comments: Worked very hard, virtually non-stop all day and provided regular updates on progress and what needed to be done. Provided guide on how to use boiler and hive. Would recommend and re use. Very polite and friendly and knowledgeable.			
	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> April 2021			
	Total cost of work: £1450			
	Description of work: Replacement of shower screen with flipper panel, new sink and vanity unit, lifting floor and adding additional pipe insulation and replacement of Karndean flooring.			
	Comments: Friendly, courteous and professional tradesman who completed all work to a great standard. Neat and tidy with great ideas to deal with non-standard aspects of work in addition to the quality work on the main aspects of the job. Would not hesitate to use again 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: 19 <sup>th</sup> April 2021			
	Total cost of work: £5000			
	Description of work: Replacing boiler and installing larger hot water tank.			
	Comments: Fantastic service from start to finish. All queries answered quickly and nothing was too much trouble.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 <sup>th</sup> March 2021			
	Total cost of work: £1400			
	Description of work: Removal and replacement of hot water tank. Shower pump removal, replacement and repositioning in another room.			
	Comments: Colm was an extremely knowledgeable individual and explained everything clearly. This expertise was reflected later in the standard of his work. Communication was excellent regarding all administration, carried out on a friendly basis by the administrator. Work was commenced on time undertaken efficiently and in a professional manner. The standard was exemplary. We would have no hesitation in recommending CMI.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 19<sup>th</sup> February 2021</p> <p>Total cost of work: £438</p> <p>Description of work: Replacement of taps, fitting of isolation valves to all sink unit taps, replacement of flush for one toilet, replacement of washer to prevent 'hammering' on second toilet, and silicone works around bath.</p> <p>Comments: From the moment Laurie came to give the quote to the minute he finished the work, communication was excellent with him and his work was professional, skilled and tidy. He is friendly, but efficient in his work, and was thorough and efficient in undertaking the work required. We will, hopefully, be using him again for a larger job, later in the year.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 6<sup>th</sup> January 2021</p> <p>Total cost of work: £6500</p> <p>Description of work: Total renovation/rebuild of an en-suite bathroom and radiator replacements</p> <p>Comments: Colm and all the other tradespeople he engaged for the job were absolutely brilliant from start to finish. After the original cramped en-suite was removed, the room was re-designed and pipe work and electrics were re-routed to make it much more spacious and comfortable. Communication was great all the way through from the initial quote to completion &amp; all the work has a really high standard of finish. Works included, plumbing, electrics, joinery, plastering and tiling.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 26<sup>th</sup> November 2020</p> <p>Total cost of work: £2362</p> <p>Description of work: Remove existing boiler. Remove existing flue. Powerflush central heating with Kamco machine and DualMag heated filter. Install new boiler. Install new magnetic filter. Install new flue. Wire in control &amp; new boiler. Fill central heating. Install chemical inhibitor. Test. Install carbon monoxide detector. Sign off to Gas Safe standards.</p> <p>Comments: Callum and his assistant worked really hard at the property for 8 hours. All work was completed to a really high standard and they were completely professional and efficient. The property was left clean and tidy. All other gas appliances were also checked properly. Great job. I would definitely recommend this company.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	9	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 25<sup>th</sup> November 2020</p> <p>Total cost of work: £10,000</p> <p>Description of work: Bathroom conversion - we needed something to optimise space and give cupboards. Boiler cupboard conversion into a w/c. Kitchen flooring</p> <p>Comments: Great local family business. Timely and hard working. Would go them first for any future work. Quotes detailed and clear. Plumbing and electrical work was outstanding. Joinery and plastering good but not quite to the standard of the plumbing and electrical work. Don't expect small talk as the workmen are committed to hard, quality work within the timescales agreed and they do work flat out.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	9	9	9

ONLINE FEEDBACK PROVIDED

Date received: 18<sup>th</sup> August 2020

Total cost of work: £4915.20

Description of work: BATHROOM REFURBISHMENT. Strip out existing bathroom (set aside basin/taps and radiator/valves). Install bath, taps, shower, customer supplied toilet, customer supplied basin and bath taps and screen. Investigate damage to floor under bath and discuss if remedial work required. Build frame for bath panel, stud partition. Install click flooring, bath panel, wet wall paneling.

Comments: Very good work executed in a timely manner. I have requested to renovate my bathroom and install a Japanese toilet. Even with the non-standards request the work was carried out in a couple of days and Colm was open to reasonable requests. Good to work with people that take pride in their work.

Value for money

Quality of work

Service

Tidiness

Customer Ratings (Out of 10)

8

8

10

10