



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## CMI Plumbing & Heating Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 114 (showing most recent 30)**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9**

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> April 2025			
	Total cost of work: £8200			
	Description of work: Changed bathroom into walk in shower room and replaced 2 radiators.			
	Comments: I have used CMI before and when looking to spend a large amount of money on a bathroom transformation felt completely reassured that the advice, service and standard of work would be reliable, honest and delivered to a high standard. Great team of people and respond to queries promptly. Would recommend them to anyone. Completely delighted with my new shower room and new radiators.			
	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> March 2025			
	Total cost of work: £3400			
	Description of work: Flushing of heating system. Installation of new boiler.			
	Comments: Excellent service. All aspects of work undertaken were carried out efficiently, cleanly and professionally. Very little disruption in the household. We'd have no hesitation in recommending CMI Plumbing and Heating. Will happily 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: 10 <sup>th</sup> March 2025			
	Total cost of work: £18,300			
	Description of work: New boiler. Fitted bathroom and kitchen.			
	Comments: Can't recommend them enough. Colm fitted a new boiler, bathroom and kitchen for us - all of which looks great. Flat was left very clean and tidy afterwards - they even swept the stairwell. Very quick to respond to any changes and to suggest any improvements/alterations. We're delighted with everything and so pleased with the results. Laurie was excellent to deal with, helpful and patient with our requests. Many thanks.			
	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> December 2024			
	Total cost of work: £8555			
	Description of work: Fitting of new bathroom which involved -: Removal of Bath (and replaced by walk in shower). Removal of wet wall and tiles underneath. New wet wall installed Toilet and sink removed and replaced Fan removed, replaced and repositioned. Flooring removed and replaced. Shower removed and replaced.			
	Comments: Great company. Quote given but no pressure given to accept. Very professional from quote to completion of job. Great communication throughout. All work completed within time frame given and to a very high standard. We would highly recommend CMI Plumbing and Heating Ltd.			
	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> November 2024			
	Total cost of work: £2900			
	Description of work: New boiler installation.			
	Comments: Couldn't recommend CMI highly enough- from start to finish the service was 5*. Colin turned up exactly when advised he wouldn't carry out any works, worked efficiently and tidied up after work was carried out. He fully explained everything to myself, set expectations and kept me informed throughout the day on progress. Laurie was also extremely helpful and kept in communication throughout the full process of getting a new boiler installed. Fantastic prices and fantastic services!			
	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: 4<sup>th</sup> November 2024</p> <p>Total cost of work: £6200</p> <p>Description of work: Bathroom refurb</p> <p>Comments: Colm's honesty and advice was brilliant and his organisation and execution of our bathroom refurbishment has been excellent. He is very approachable re any questions, and Laurie on the end of emails and the administrative side of things is really fantastic. Tiler did an incredible job, walls well prepped by the plasterer, his joiner very efficient, electrician was also extremely skilled and efficient. Whole operation ran like clockwork. Absolutely worth the money spent, all priced very reasonably.</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: 17<sup>th</sup> September 2024</p> <p>Total cost of work: £7131.14</p> <p>Description of work: Complete refurbishment of en-suite bathroom.</p> <p>Comments: Delighted with my en-suite bathroom refurbishment. From the beginning Laurie was so helpful and we discussed at length about exactly what items I was looking for. The communication was amazing throughout, even with a little blip with the delivery times for some of the items (not CMI's fault), we were kept up to date fully. Colm arrived on time each day and we are delighted with the quality of work from himself along with the tilers and joiner. Highly recommend this company.</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>10</p>

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> August 2024			
	Total cost of work: £9700			
Customer Ratings (Out of 10)	Description of work: Strip out shower room, line and skim walls. Install wall panels, extra long shower tray, shower, x3 cabinets, basin, worktop, toilet, false ceiling, with spot lights, click laminate floor and reinstall LCD mirror and heated towel rail.			
	Comments: We are delighted with the work and the finished shower room. We highly definitely recommend CMI for bathrooms.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> July 2024			
	Total cost of work: £80			
Customer Ratings (Out of 10)	Description of work: Water leaking through floor and hall ceiling from upstairs shower. Problem found and resolved very quickly.			
	Comments: Colin was professional, friendly and charged fair price for work done Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> June 2024			
	Total cost of work: £3388.36			
Customer Ratings (Out of 10)	Description of work: Upgrade of boiler to combi boiler, removed old boiler and water tank along with completing a power flush of the system. Additionally installation of one new radiator in my hall.			
	Comments: This is now my third job from CMI plumbing and heating. Laurie and Colm are such a great team, nothing is too much trouble. They source all the products, bring to site and remove all the rubbish. Very professional and turn up when they say they will. Highly recommend and will be using them for all my plumbing work going forward, glad I found them.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> June 2024			
	Total cost of work: £1963			
	Description of work: Removal and replacement of all radiators in our house, with a flush to our system, a new HIVE system fitted.			
	Comments: Colm explained what was required when he visited for quote, Laurie provide an invoice the same day and helped me plan this work around other work ongoing in the house as well as answer ongoing questions. Colm is an experienced plumber and his standard of work is excellent and it is great value for money. We will use CMI again and will highly recommend 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: 18 <sup>th</sup> June 2024			
	Total cost of work: £5720			
	Description of work: Complete strip out of bathroom, install bathroom furniture, shower, tile all walls fully, tile floor			
	Comments: Excellent communication and workmanship.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> June 2024			
	Total cost of work: £2473.20			
	Description of work: Revamp of toilet room. New toilet, radiator, sink and unit. Install outside tap. Install down lights Floor tiled			
	Comments: Very professional, turn up when they say they will. Arrange the other trades, electric and tiler also turned up when they said. No mess left. Top quality work, I Colm booked in for later in the month to install a boiler. Great business.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> June 2024			
	Total cost of work: £144			
	Description of work: Repair to two toilet waste pipes at premises. Materials and labour.			
	Comments: Very satisfied with the work carried out and the manner in which it was used.			
	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> April 2024			
	Total cost of work: £141.60			
	Description of work: Supplied and fitted bowl & half kit and basket strainer under the kitchen sink. Plus did some investigation work to check for leaks in the bathroom.			
	Comments: For months I had tried to get a plumber to do a job and do some checks for me. Let down numerous times. I found CMI on trusted traders, from my first contact with Laurie this felt like a very professional company. Colm who did the actual work was amazing, turned up on time and did a great job. I would highly recommend CMI, in fact I have already booked them in to revamp my downstairs loo in May.			
	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> April 2024			
	Total cost of work: £1932			
	Description of work: Installation of new en-suite, tiling and flooring including pipe work.			
	Comments: 100% recommend Colm, used for the third time as work always completed well, a genuine guy who will work hard to an excellent standard and left the place immaculate. Really pleased.			
	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> 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

ONLINE FEEDBACK PROVIDED	Date received: 20 <sup>th</sup> March 2024			
	Total cost of work: £6906			
	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.			
	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.			
	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: 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>			
	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: 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>			
	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> 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>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 4<sup>th</sup> October 2023</p> <p>Total cost of work: £10,000</p> <p>Description of work: Replacement bathroom &amp; en-suite.</p> <p>Comments: Highly recommend CMI Plumbing &amp; 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.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 28<sup>th</sup> September 2023</p> <p>Total cost of work: £8000</p> <p>Description of work: Refurbishment of the bathroom, with new bath furniture and a fully tiled bathroom.</p> <p>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.</p>			
	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			
Customer Ratings (Out of 10)	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
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 <sup>th</sup> June 2023			
	Total cost of work: £3000			
Customer Ratings (Out of 10)	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
	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> June 2023			
	Total cost of work: Not provided.			
Customer Ratings (Out of 10)	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
	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

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> June 2023 Total cost of work: £6168 Description of work: Full bathroom refurbishment including skimmed ceiling and spot lights. All trades and fittings supplied by CMI. 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.			
	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> August 2022			
	Total cost of work: £4300			
	Description of work: Replace boiler, re-route gas supply, remove all hot/cold water tanks and pipework, clean & 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.			
	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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> April 2022			
	Total cost of work: £7900			
	Description of work: Bathroom refurb. All trades supplied by CMI.			
	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!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10