



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

McDonald Roofing Contracts Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 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 McDonald Roofing Contracts Ltd.

<p>Total cost of the work £ 2948.40</p> <hr/> <p>Description of the work undertaken:</p> <p>REMEDIAL ROOF REPAIRS REMOVE MOSS APPLY FUNGICIDAL WASH CLEAN PVC FASCIAS & REPLACE BROKEN TILES. SUPPLY & INSTALL PVC EAVES TRAY</p> <p>Your comments:</p> <p>WE WERE ABSOLUTELY DELIGHTED WITH THE WORK CARRIED OUT WORKMEN KIND & CONSIDERATE IN THE CIRCUMSTANCES</p>	<p>Date received: 28th April 2022</p> <p>Total cost of work: £2948.40</p> <p>Description of work: Remedial roof repairs. Remove moss, apply fungicidal wash, clean PVC fascias and replace broken tiles. Supply and install PVC eaves tray.</p> <p>Comments: We were absolutely delighted with the work carried out. Workmen kind and considerate in the circumstances.</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: 18 th September 2020			
	Total cost of work: £60			
	Description of work: Replacing 2 ridge tiles (storm damage).			
	Comments: Have used this company before, have found them very easy to contact, very pleasant to deal with and very quick to come and look at the problem, tell you what's needed and cost involved. Also complete the job as soon as possible. Would definitely recommend them to friends. No problems.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 th September 2020			
	Total cost of work: £1112.40			
	Description of work: Repair of crumbling roof hip tiles.			
	Comments: Very helpful suggestion for a more durable repair of a persistent problem with my roof. Work undertaken with minimum fuss and absolutely no mess. Would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 th March 2020			
	Total cost of work: £1074			
	Description of work: Remove moss from and apply fungicidal wash and clean gutters. Clean up after work.			
	Comments: Pleased with the work carried and how much better the roof now looks. Also impressed by the professional and friendly approach of the workman undertaking the work and also clearing up.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 th March 2020			
	Total cost of work: £2334.72			
	Description of work: Due to water ingress to the flat below McDonald Roofing uplifted the existing single ply roofing that was in place and replaced with a new single ply system followed by supplying and installing artificial grass podium tiles to finish.			
	Comments: Work was carried out efficiently, quickly and to a high standard. Very happy with the completed works. I will definitely recommend to anyone needing roofing works carried out 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: 9 th March 2020			
	Total cost of work: £835.20			
	Description of work: Remove loose cement on pointing to ridge tiles. Repointed ridges. Cleaned valleys and guttering.			
	Comments: Excellent workmanship.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 th February 2020			
	Total cost of work: £1980			
	Description of work: Guttering replaced.			
	Comments: They came when the said they would and were always on time, really good job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	9	9

ONLINE FEEDBACK PROVIDED	Date received: 13 th February 2020			
	Total cost of work: £4000			
Description of work: Repairs to two old buildings. Replacing joists, wall panels, tin, gutters etc.				
Comments: I have used McDonald Roofing on many occasions and would not hesitate to recommend them.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th November 2018			
	Total cost of work: £8000			
Description of work: Replacement of all timber roofline and dormer cladding with new plastic roofline. Replacement of all gutters and down pipes.				
Comments: Absolutely great personal service. Nothing was too much trouble for them. Every job has some small snagging and they attended to it immediately. Courteous installation team who were friendly and helpful throughout the process.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	8

ONLINE FEEDBACK PROVIDED	Date received: 29 th June 2018			
	Total cost of work: £268.80			
Description of work: Ref- Roof Repair to replace broken roof tiles on front elevation, clean down excess mortar dropping from ridge all as per quotation dated 21st June 2018.				
Comments: Fast service, easy dealing with.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	9	10

<p>Total cost of the work £ 216</p> <hr/> <p>Description of the work undertaken: CHIMNEY REPAIR</p> <hr/> <hr/> <p>Your comments: QUICK TO RESPOND WITH QUOTE & AFTER US ACCEPTING JOB WAS DONE QUICKLY.</p>	<p>Date received: 27th April 2018</p> <p>Total cost of work: £216</p> <p>Description of work: Chimney repair.</p> <p>Comments: Quick to respond with quote and after us accepting job was done quickly.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

<p>Total cost of the work £ 99.60,</p> <hr/> <p>Description of the work undertaken: Supply metal new extractor cap carry out maintenance pointing to raggle</p> <hr/> <hr/> <p>Your comments: Responded quickly to request. Explained & rectified issues. Courteous friendly workman</p>	<p>Date received: 26th April 2018</p> <p>Total cost of work: £99.60</p> <p>Description of work: Supply and install new extractor cap. Carry out maintenance pointing to raggle.</p> <p>Comments: Responded quickly to request. Explained and rectified issues. Courteous, friendly workman.</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: 19th March 2018</p> <p>Total cost of work: £1871</p> <p>Description of work: Cleaning moss off roof, replacing extractor fan vent, repairing guttering, realigning some roof tiles.</p> <p>Comments: We were very pleased with the work done. The men were very hard working and also pleasant to have around. The cost seemed reasonable.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	9

Total cost of the work £ <u>UNDER £400</u> Description of the work undertaken: <u>REMEDIAL AND ROOF REPAIR</u> Your comments:	Date received: 14 th February 2018 Total cost of work: under £400 Description of work: Remedial and roof repair. Comments: None provided.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>£57.60</u> Description of the work undertaken: <u>Roof Tiling Repair + Replacing</u> Your comments: <u>VERY GOOD</u>	Date received: 12 th February 2018 Total cost of work: £57.60 Description of work: Roof tiling repair and replacing. Comments: Very good.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9.5

Total cost of the work £ <u>2300</u> Description of the work undertaken: <u>REPAIR TO CONCRETE SOFFIT DUE TO CORROSION OF METAL WITHIN THE CONCRETE THIS WAS DUE TO AGE OF PROPERTY (1922)</u> Your comments: <u>THIS COMPANY WAS A GODSEND AS THERE WERE MANY SLEEPLESS NIGHTS THEY CAME WHEN THEY SAID THEY WOULD</u>	Date received: 5 th December 2017 Total cost of work: £2300 Description of work: Repair to concrete soffit due to corrosion of metal within the concrete. This was due to age of property (1922). Comments: This company was a godsend as there were many sleepless nights. They came when they said they would.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 th November 2017			
	Total cost of work: £501.60			
Description of work: Clean roof and rhones.				
Comments: Very satisfied.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>873.96</u> Description of the work undertaken: <u>SUPPLY & FIT 2 AIR VENTS</u> <u>REPAIR CEMENT DAMAGE</u> <u>REPLACE MISSING/DAMAGE SLATES</u> Your comments: <u>GOOD CLEAN JOB.</u>	Date received: 14 th November 2017			
	Total cost of work: £873.96			
Description of work: Supply and fit 2 air vents. Repair cement damage. Replace missing/damage slates.				
Comments: Good clean job.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 31 st October 2017			
	Total cost of work: £320			
Description of work: General slate repair, Rhones cleaned of all debris.				
Comments: Really great company to deal with arrived promptly and nothing was too much bother.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 th October 2017			
	Total cost of work: £175.68			
Customer Ratings (Out of 10)	Description of work: Remedial gutter repair – incorporate new unions, supply and install internal stop end and additional bends to downpipes.			
	Comments: I would recommend McDonald Roofing to family and friends and anyone. I give this firm 10/10. Excellent job.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

Total cost of the work £ 9,204.18	Date received: 20 th October 2017			
	Total cost of work: £9204.18			
Description of the work undertaken: TO STRIP EXISTING ROOF AND RE-TILE NEW FASCIAS AND RHONES ETC ROOF WINDOW	Description of work: To strip existing roof and re-tile, new fascias and rhones etc. roof window.			
	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 £125.40	Date received: 15 th June 2017			
	Total cost of work: £125.40			
Description of the work undertaken: Clean out Rhones, check over Roof Replacing Broken Roof tiles	Description of work: Clean out rhones, check over roof replacing broken tiles.			
	Comments: Nice friendly workmen, clean and tidy approach to work.			
Your comments: Nice friendly workmen, clean and tidy approach to work.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 0</p> <hr/> <p>Description of the work undertaken:</p> <p>Repair to a leaking gutter</p> <p>A Fife roofer tried 3 times to repair leak & charged a small fortune - he was unable to stop leak. Mr McDonald repaired it first time at no cost.</p> <p>Your comments:</p> <p>Mr McDonald restored our faith in local tradesmen after being completely hoodwinked by a roofer responding to a job we posted on Rated People.</p>	<p>Date received: 14th February 2017</p> <p>Total cost of work: £0</p> <p>Description of work: Repair to a leaking gutter. A Fife roofer tried 3 times to repair leak and charged a small fortune – he was unable to stop leak. Mr McDonald repaired it first time at no cost.</p> <p>Comments: Mr McDonald restored our faith in local tradesmen after being completely hoodwinked by a roofer responding to a job we posted on Rated People.</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>Total cost of the work £ 30</p> <hr/> <p>Description of the work undertaken:</p> <p>REPLACING GUTTER</p> <hr/> <p>Your comments:</p> <p>ORIGINAL estimate was in region of £100 but when work carried out, less was required & billed accordingly. Very honest and helpful. Would certainly use again.</p>	<p>Date received: 1st June 2015</p> <p>Total cost of work: £30</p> <p>Description of work: Replacing gutter.</p> <p>Comments: Original estimate was in region of £100 but when work carried out, less was required and billed accordingly. Very honest and helpful. Would certainly use again.</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>Total cost of the work £ 19,063.25</p> <hr/> <p>Description of the work undertaken:</p> <p>RE-ROOFING OF THE CHURCH HALL AT ST. JOHN THE BAPTIST CHURCH IN FAULHOUSE</p> <hr/> <p>Your comments:</p> <p>MR McDONALD SHOWED PROFESSIONALISM THROUGHOUT THE PROJECT. HE COMMUNICATED AT EVERY LEVEL. HIS EMPLOYEES ON THE JOB WERE WELL MANNERED AND HELPFUL THROUGHOUT.</p>	<p>Date received: 26th November 2014</p> <p>Total cost of work: £19,063.25</p> <p>Description of work: Re-roofing of the church hall at St. John the Baptist church in Faulhouse.</p> <p>Comments: Mr McDonald showed professionalism throughout the project. He communicated at every level. His employees on the job were well mannered and helpful throughout.</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>Total cost of the work \$ 60 + VAT.</p> <hr/> <p>Description of the work undertaken: <i>Cleaning out front and back guttering and fixing cover over gutter at back of house.</i></p> <hr/> <p>Your comments: <i>Mr. McDonald was very professional and friendly and I would not hesitate to use him again.</i></p>	<p>Date received: 14th October 2013</p> <p>Total cost of work: £60 + VAT</p> <p>Description of work: Cleaning out front and back guttering and fixing cover over gutter at back of house.</p> <p>Comments: Mr McDonald was very professional and friendly and I would not hesitate to use him again.</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>Total cost of the work \$ 275.00</p> <hr/> <p>Description of the work undertaken: <i>INSTALLED ROOF VENTS AND CLEAN GUTTERS</i></p> <hr/> <p>Your comments: <i>VERY HAPPY WITH JOB FROM QUOTE TO COMPLETION AND WILL BE USING THIS COMPANY AGAIN FOR ANY ROOF WORKS I REQUIRE IN THE FUTURE</i></p>	<p>Date received: 11th September 2013</p> <p>Total cost of work: £275</p> <p>Description of work: Installed roof vents and clean gutters.</p> <p>Comments: Very happy with job from quote to completion and will be using this company again for any roof works I require in the future.</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>Total cost of the work \$ 1526.76</p> <hr/> <p>Description of the work undertaken: <i>REMOVE ALL HIP RIDGE TILES, SUPPLY AND FIT DRY HIP SYSTEM. REPLACE BROKEN TILES, CLEAN DEBRIS FROM RHONES, SUPPLY AND FIT GUTTER OUT-LET AND DOWN PIPE</i></p> <hr/> <p>Your comments: <i>ALL WORK DONE AND COMPLETED TO A HIGH STANDARD OF SATISFACTION</i></p>	<p>Date received: 23rd August 2013</p> <p>Total cost of work: £1526.76</p> <p>Description of work: Remove all hip ridge tiles, supply and fit dry hip system. Replace broken tiles, clean debris from rhones, supply and fit gutter outlet and downpipe.</p> <p>Comments: All work done and completed to a high standard of satisfaction.</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>Total cost of the work £ 11,101</p> <hr/> <p>Description of the work undertaken: <i>Erect scaffolding, remove old tiles, ridges + hips remove old felt. Fill into skip + remove from site Replace with new membrane, battens + tiles to complete roof including hips + ridge, Clean up + restore site</i></p> <p>Your comments: <i>An excellent job carried out on time with first class tradesmen This was not the cheapest quote but was the best quality job carried out</i></p>	<p>Date received: 21st August 2013</p> <p>Total cost of work: £11,101</p> <p>Description of work: Erect scaffolding, remove old tiles, ridges and hips, remove old felt. Fill into skip and remove from site. Replace with new membrane, battens and tiles to complete roof including hips and ridge, clean up and restore site.</p> <p>Comments: An excellent job carried out on time with first class tradesmen. This was not the cheapest quote but was the best quality job carried out.</p>								
<p>Customer Ratings (Out of 10)</p>	<table border="1"> <thead> <tr> <th data-bbox="858 510 1045 629">Value for money</th> <th data-bbox="1045 510 1220 629">Quality of work</th> <th data-bbox="1220 510 1369 629">Service</th> <th data-bbox="1369 510 1519 629">Tidiness</th> </tr> </thead> <tbody> <tr> <td data-bbox="858 629 1045 719">9</td> <td data-bbox="1045 629 1220 719">10</td> <td data-bbox="1220 629 1369 719">9</td> <td data-bbox="1369 629 1519 719">9</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	9	10	9	9
Value for money	Quality of work	Service	Tidiness						
9	10	9	9						

<p>Total cost of the work £ 10,000 (approx)</p> <hr/> <p>Description of the work undertaken: <i>Complete re-roofing of this house</i></p> <p>Your comments: <i>McDonald Roofing did a first-class job and were flexible in their working pattern in order to fit in with other contractors (who were not at all flexible)</i></p>	<p>Date received: 19th August 2013</p> <p>Total cost of work: £10,000 (approx.)</p> <p>Description of work: Complete re-roofing of this house.</p> <p>Comments: McDonald Roofing did a first-class job and were flexible in their working pattern in order to fit in with other contractors (who were not at all flexible).</p>								
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