



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

EDC Painters & Decorators

NUMBER OF FEEDBACK FORMS RECEIVED: 65 (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 EDC Painters & Decorators.

ONLINE FEEDBACK PROVIDED	Date received: 4 th September 2023			
	Total cost of work: £570			
	Description of work: Painting of outdoor window and door surrounds, filling cracks and painting garage door - all work was long overdue and took several coats.			
	Comments: Highly recommend Ernest - really appreciated the work he did on my mum's house and how helpful he has been.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 24th April 2023</p> <p>Total cost of work: £1650</p> <p>Description of work: Work covered was the preparation, priming, and painting of hallway, stairs, upstairs landing, small bedroom, 2 radiators, and 10 doors.</p> <p>Comments: Ernest's service was excellent from quote to the finished work, and the communication throughout. He was friendly, knowledgeable, and prompt. What was really appreciated was the time he took to describe what he was going to do, putting emphasis on the preparation and how we would protect the recent work we had completed (really important to us). Ernest's work is of high quality, and we highly recommend him for his work, his professionalism, and his friendliness.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 17th February 2023</p> <p>Total cost of work: £1890</p> <p>Description of work: Painted hall, kitchen and utility room including 4 radiators.</p> <p>Comments: I'm disabled and using a mobility scooter. Ernest was very helpful taking my curtain and blinds down for me. He kept his work area clean and very tidy. Much recommended.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th September 2022			
	Total cost of work: £1080			
	Description of work: Two bedrooms and one en-suite.			
	Comments: Ernest decorated the three rooms for us and repaired the en-suite ceiling which had a fault. His work ethic is outstanding and he is so professional with everything he does. He is very conscientious and tidies up as he goes. All the rooms look amazing and the painting of the radiators was a lovely finishing touch. They look showroom ready! I would thoroughly recommend Ernest to anyone and hope to get him back when I have another job that needs doing.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 rd August 2022			
	Total cost of work: £880			
	Description of work: Painted large bedroom and en-suite including all woodwork. Provided all the materials.			
	Comments: Ernest did a fantastic job, with great professionalism and superb attention to detail. We're now looking for him to do additional work. Ps he also tidied up another piece of work in another room at no cost.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 th May 2022			
	Total cost of work: £2260			
	Description of work: Kitchen, hall and livingroom painting including prep work and all door surrounds and skirting boards. Supply of all materials also included.			
	Comments: Excellent and professional painters and decorators. Ernest and George were very helpful and professional throughout and left an excellent job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 st December 2021			
	Total cost of work: £2865			
	Description of work: Staff offices painted.			
	Comments: Ernest and his team did a fabulous job decorating our staff offices. All of our requests were taken into account and we were kept up to date throughout the week what was happening and the team were happy to work around the Management Team as we still needed access to our offices. Thanks Ernest!!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 th September 2021			
	Total cost of work: £1790			
	Description of work: Remediate Ames taping and existing flaws in extension walls from building settlement along with full redecoration of kitchen, extension family room, utility and downstairs shower room.			
	Comments: Great job, lovely people couldn't fault anything about it and very hard workers, highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 th July 2021			
	Total cost of work: Not provided.			
	Description of work: External woodwork and doors and internal house painting including lower hall, upstairs hall, master bedroom including skirting gloss and all upper doors.			
	Comments: This job was split over a few weeks, external work carried out first then later on for internal work. We were kept informed of schedules at all times. Samples for internal work provided and help with selection given. All work carried out to the highest standard. We are delighted with the job and Ernest and George are very polite and punctual we would not hesitate to recommend EDC.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 st July 2021			
	Total cost of work: £870			
	Description of work: External paintwork of sun room.			
	Comments: Professional and efficient.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	9	9

ONLINE FEEDBACK PROVIDED	Date received: 13 th May 2021			
	Total cost of work: £765			
	Description of work: Painting and decorating.			
	Comments: Excellent work and very attentive. We were very satisfied with their work.			
	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: 16th March 2021</p> <p>Total cost of work: £2000</p> <p>Description of work: 2 Jobs. Redecoration of a small flat. Wallpapering, gloss work and flat painting of walls and ceilings. Also, the repainting of a conservatory, bringing back varnished sills and repainting white, the prep and painting of new skirting boards and ceiling and wall flat painting.</p> <p>Comments: Ernest has done a couple of jobs for us now. He redecorated a flat for my mum pre-lockdown. He was very helpful and kept in touch throughout the job. The standard was extremely high and he did the wee extras for us, all within his original quote. We were so pleased, he has just finished painting a conservatory for us at our own house - again we are very pleased with the outcome. Would recommend Ernest without hesitation.</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: 15th March 2021</p> <p>Total cost of work: £3320</p> <p>Description of work: Painted interior of house, kitchen, living room, hall, stairway (2 levels), master bedroom incl en-suite and 3 bedrooms</p> <p>Comments: I chose EDC painters based on their fantastic reviews and they did not disappoint. Some of the walls and wood within the house was in bad condition but after Ernest and George had worked their magic it now all looks fresh and pristine. If you require painters who are professional, efficient, pay great attention to detail, are courteous and tidy then don't hesitate to contact EDC. They were simply outstanding and a joy to deal with!</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: 21 st December 2020			
	Total cost of work: £2290			
	Description of work: 3/4 of the house painted.			
	Comments: Ernest and George did a fantastic job in my house. I was estimated a fair price that did not change. The job was completed to a very high standard with great attention to detail. They were both very friendly and professional, especially when fielding direct questions from my 3 year old first thing in the morning. :-) I will definitely use their services in the future and recommend them to others. All the best for 2021.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 th December 2020			
	Total cost of work: Not provided			
	Description of work: They painted my kitchen to a very high standard.			
	Comments: A very professional job from start to finish. I would highly recommend EDC and I will not hesitate to call on their services again in the not too distant future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>590.00</u> Description of the work undertaken: <u>PAINTING CEILINGS & WOODWORK LOUNGE & KITCHEN</u> <u>(INCLUDING FILLING HOLES & CRACKS WHERE NECESSARY)</u> Your comments: <u>ARRIVED ON TIME & UNDERTOOK THE WORK</u> <u>EFFICIENTLY AND OF A HIGH QUALITY & ATTENTION</u> <u>TO DETAIL. CONTRACTOR COURTEOUS & VERY PLEASANT.</u>	Date received: 26 th November 2020			
	Total cost of work: £590			
	Description of work: Painting ceilings and woodwork lounge and kitchen (including filling holes and cracks where necessary).			
	Comments: Arrived on time and undertook the work efficiently and of a high quality and attention to detail. Contractor courteous and very pleasant.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 nd September 2020			
	Total cost of work: £890			
	Description of work: Redecoration of ceilings, walls and woodwork in 2 halls.			
	Comments: Efficient, excellent time keeping and pleasant.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 1 st September 2020			
	Total cost of work: £1170			
	Description of work: Ernest and George washed, sanded, undercoated and painted all the soffits (the boarding under the eaves) and the surrounds of all the doors and patio windows on my four bedroomed house with double garage. I did not ask them to paint any doors.			
	Comments: Ernest accepted to do the painting at a busy time, after the lockdown. He explained how he would do the job in an easily understood and friendly way, fitting the painting into his busy schedule before the weather worsened. He also recommended other tradesmen to do additional work. Ernest went out of his way to be as helpful and accommodating as he could be to me throughout the whole process. He and George did a very professional job and I would highly 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: 10 th August 2020			
	Total cost of work: £880			
	Description of work: Ernest painted the eaves of my house as well as painting all the high wooden surfaces above and around my external doors and garage. The eaves in particular had accumulated a lot of dirt and parts of the bare wood at the front of my house showed through the previous paintwork.			
	Comments: Ernest did a superb job. He could not have been more professional and helpful. I would highly recommend Ernest at EDC painters for all your painting jobs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 th August 2020			
	Total cost of work: £1800			
	Description of work: Painted house.			
	Comments: Right from our initial meeting when Ernest came to do our quotation through to the work being completed Ernest of EDC Painters and Decorators has been superb! He kept us informed of his anticipated starting date, was efficient and very tidy. It's obvious from the standard of his work that he takes great pride in what he does and decorated our home taking care of it as if it was his own. We will not hesitate to use and recommend EDC painters and decorators again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>2180</u> Description of the work undertaken: <u>Painting sills facings & door facings</u> Your comments: <u>Came on time & finished job.</u>	Date received: 16 th July 2020			
	Total cost of work: £180			
	Description of work: Painting sills facings and door facings.			
	Comments: Came on time and finished job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	9

ONLINE FEEDBACK PROVIDED	Date received: 26 th June 2020			
	Total cost of work: £2000			
	Description of work: External cladding, fence and railings.			
	Comments: Outstanding work from Ernest. The job was completed in a professional, efficient and extremely tidy manner. Would enthusiastically recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 th June 2020			
	Total cost of work: £2190			
	Description of work: Outdoor work. Six front facing wooden windows, all soffits /fascia boards, some masonry painting, and a wooden conservatory. All areas prepared. Two coats to all areas.			
	Comments: Ernest very knowledgeable and takes pride in his work. Similar quote to another I received but unlike the EDC quote it was only for one coat on all works. Ernest kept me informed throughout the job, arrived when stated weather permitting, there was no mess, and the job was finished on time. The work done was of a very high standard and I will use EDC again if needed in future. No hesitation in recommending to family, friends, or indeed anyone. Quality work from a quality company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 st May 2020			
	Total cost of work: £690			
	Description of work: Outside railings painted.			
	Comments: High standard of work, very courteous and professional.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 550</p> <hr/> <p>Description of the work undertaken:</p> <p>REPAIRS TO DAMAGED WOODWORK.</p> <p>PAINTING SITTING ROOM.</p> <p>WALLS. SKIRTING RADIATORS. ETC.</p> <hr/> <p>Your comments:</p> <p>FIRST CLASS ALL ROUND</p>	<p>Date received: 17th March 2020</p> <p>Total cost of work: £550</p> <p>Description of work: Repairs to damaged woodwork. Painting sitting room, walls, skirting, radiators etc.</p> <p>Comments: First class all round.</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: 9th March 2020</p> <p>Total cost of work: £795</p> <p>Description of work: Painting metal framed windows in our office building.</p> <p>Comments: Brilliant job! We were unsure of how the windows were going to take the paint, but Ernest did a lot of research beforehand, presented us with different colour pallets and made 100% sure that he was able to do the job properly before committing to it.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 1500.00</p> <hr/> <p>Description of the work undertaken:</p> <p>Paint livingroom, hall and stairs</p> <hr/> <p>Your comments:</p>	<p>Date received: 25th February 2020</p> <p>Total cost of work: £1500</p> <p>Description of work: Paint livingroom, hall and stairs.</p> <p>Comments: None provided</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 rd February 2020			
	Total cost of work: £2285			
	Description of work: Full internal decoration of my two bed house. Including all prep work and painting of all walls and doors.			
	Comments: Ernest and his colleague George did an amazing job painting my entire house. It was not an easy task as the house had been unloved for several years and required lots of prep work. Ernest was professional and thorough throughout the entire process and everything was finished to an incredibly high standard.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 rd January 2020			
	Total cost of work: £850			
	Description of work: Prepared and decorated three rooms: painted walls, woodwork and doors.			
	Comments: An excellent job – very impressed. Ernest is very knowledgeable and experienced, he has a real eye for detail and an understanding of what is needed to get the best results. Wall preparation was conducted to a high standard – one room needed a lot of work and he delivered an excellent finish. He and George are hard workers, honest, reliable and friendly. We are very happy with the work. We will use again and 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: 6 th January 2020			
	Total cost of work: £1500			
	Description of work: Extensive internal improvement.			
	Comments: We have used EDC for a number of years as have many others in this community. Helpful, informative, painstaking and skillful. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10