



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# RCM Aerial & Satellite Installations

**NUMBER OF FEEDBACK FORMS RECEIVED: 22**

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

The following feedback forms have been completed by previous customers, rating their experience of dealing with RCM Aerial & Satellite Installations.

ONLINE FEEDBACK RECEIVED	Date received: 31 <sup>st</sup> July 2023			
	Total cost of work: £120			
	Description of work: TV wall mount.			
	Comments: Excellent job from start to finish would highly recommend Ross .			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK RECEIVED	Date received: 27 <sup>th</sup> October 2022			
	Total cost of work: £150			
	Description of work: Replace old Satellite dish and mount, fit wideband LNB and twin cables, tune and setup.			
	Comments: Friendly, professional service. Arrived on time; job carried out to a higher standard than previous large organization installation. Would wholly recommend. Thanks Ross.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK RECEIVED	Date received: 15 <sup>th</sup> June 2022			
	Total cost of work: £160			
	Description of work: Fitted new aerial and two outlet points for televisions in bedrooms.			
	Comments: Excellent service. Work explained very well and carried out to exacting specifications. I have difficulty accessing rear of property but this was no problem for Ross. He worked around it with ease. Very clean and tidy and worked extremely efficiently. Would certainly recommend him. 10/10			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK RECEIVED	Date received: 4 <sup>th</sup> April 2022			
	Total cost of work: £140			
	Description of work: New aerial and cable installed on my mum's TV.			
	Comments: Ross was very professional, explained fully what was needed and got on with the job quickly and efficiently, would definitely recommend his services.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK RECEIVED	Date received: 18 <sup>th</sup> February 2022			
	Total cost of work: £130			
	Description of work: Fitted new Sky dish at high height. Has also come back and realigned the dish when winds have moved it.			
	Comments: Really impressed with his work. Easy to contact.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK RECEIVED	Date received: 14 <sup>th</sup> January 2022			
	Total cost of work: £140			
	Description of work: Supply and install external aerial and connect to TV in livingroom.			
	Comments: Ross responded my online enquiry quickly by email. Followed up with a phone call on the Monday, as promised. Came out the following day and installed the aerial, tuned the TV channels and checked everything was working all for the agreed cost. Ross was friendly, professional and tidy. I would recommend him to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK RECEIVED	Date received: 9 <sup>th</sup> November 2021			
	Total cost of work: Not provided			
	Description of work: Moved aerial cable from one side of the building to the other. Fitted a new aerial. Brought the cable into the house via a cupboard so that there were no cables in the living room. Came up with the idea of fitting an extension cable through a cupboard so the job was neat and tidy. Fitted trunking over the cables to minimise the appearance. Fitted a TV mount and fitted our TV on the wall.			
	Comments: Clean, fast, listened to what we wanted and came up with creative solutions to help keep things neat and tidy. Really happy with Ross and would recommend him to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK RECEIVED	Date received: 9 <sup>th</sup> June 2021			
	Total cost of work: £160			
	Description of work: Remove and replace TV aerials.			
	Comments: No problems.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	8

ONLINE FEEDBACK RECEIVED	Date received: 24 <sup>th</sup> May 2021			
	Total cost of work: £170			
	Description of work: TV mounted on wall and booster installed so that ethernet cable could be removed.			
	Comments: Ross provided an extremely professional and quick service and some additional advice so that a broadband cable could be removed and replaced by a plug in booster, which has cut down the amount of cabling required for the TV and broadband. I would highly recommend RCM Aerial & Satellite Installations.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK RECEIVED	Date received: 17 <sup>th</sup> August 2020			
	Total cost of work: £60			
	Description of work: To run external Ethernet cable from ground floor front of house to 1st floor side of the house.			
	Comments: Friendly, knowledgeable workman. Excellent job done exactly as required at a very reasonable price.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK RECEIVED	Date received: 13 <sup>th</sup> July 2020			
	Total cost of work: £60			
	Description of work: Problem with satellite signals, fault diagnosed, part replaced, all connections checked and replaced.			
	Comments: Ross arrived on time diagnosed the problem and sorted it. Wore foot coverings entering house and checked all systems working correctly.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK RECEIVED	<p>Date received: 9<sup>th</sup> June 2020</p> <p>Total cost of work: £105</p> <p>Description of work: Removed external TV aerial which was damaged, installed new external aerial also installed new digital receiver at no extra charge. The external work and internal work was completed the work was carried out to a very high standard, no mess left behind.</p> <p>Comments: Ross turned up the day and on time, he called ahead to let us know when he would be arriving. Ross price was very reasonable, he was kind, considerate and very well mannered. I would not hesitate to recommend him, especially to anyone who has a vulnerable person within the household. Social distancing was adhered to, could not be any happier with the work carried out. Would highly recommend as a trader.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK RECEIVED	<p>Date received: 7<sup>th</sup> October 2019</p> <p>Total cost of work: £90</p> <p>Description of work: Installed new TV aerial and signal booster, repaired cable free of charge when it was damaged accidentally.</p> <p>Comments: Great service - a real focus on the customer and a desire to do a good job to get repeat business rather than maximising cost at first visit.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK RECEIVED</p>	<p>Date received: 2<sup>nd</sup> August 2019</p> <p>Total cost of work: £80</p> <p>Description of work: New aerial and connection to BT TV box.</p> <p>Comments: Left message and received an instant call back. Came out same day, offered reduction in cost if job was easy. Looked after my elderly parents and put in a new aerial and connected the BT TV. No mess no fuss. Thanks Ross.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 90.00</p> <p>Description of the work undertaken: CONNECT DIGITAL AERIAL TO A SECOND T.V.</p> <p>Your comments: VERY HAPPY WITH JOB.</p>	<p>Date received: 10<sup>th</sup> May 2019</p> <p>Total cost of work: £90</p> <p>Description of work: Connect digital aerial to a second TV.</p> <p>Comments: Very happy with job.</p>			
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 60.</p> <p>Description of the work undertaken: Repair Aerial Replace outside Aerial</p> <p>Your comments: Lovely lad. Very helpfull pleasant and professional. Would recomend.</p>	<p>Date received: 19<sup>th</sup> February 2019</p> <p>Total cost of work: £60</p> <p>Description of work: Repair aerial. Replace outside aerial.</p> <p>Comments: Lovely lad. Very helpful, pleasant and professional. Would recommend.</p>			
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 80</p> <p>Description of the work undertaken: AERIAL &amp; SATELLITE INSTALLATION</p> <p>Your comments: JOB WELL DONE FIRST CLASS</p>	<p>Date received: 18<sup>th</sup> February 2019</p> <p>Total cost of work: £80</p> <p>Description of work: Aerial &amp; satellite installation.</p> <p>Comments: Job well done first class.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 40</p> <p>Description of the work undertaken: TAP IN TO EXISTING AERIAL FOR BEDROOM T.V. + FREEVIEW BOX</p> <p>Your comments: EXCELLENT WORK FROM A VERY GOOD YOUNG MAN. I WAS FULL OF GREAT WORK DONE. VERY PROVEN AT WORK</p>	<p>Date received: 14<sup>th</sup> February 2019</p> <p>Total cost of work: £40</p> <p>Description of work: Tap in to existing aerial for bedroom TV and Freeview box.</p> <p>Comments: Excellent work from a very good young man. I was full of great work done. Very proven at work.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 140</p> <p>Description of the work undertaken: Aerial was not receiving a signal and this was due to a faulty socket. socket was replaced and signal was received again</p> <p>Your comments: ROSS WAS VERY PLEASANT AND EXPLAINED ALL ASPECTS OF THE WORK HE WAS GOING TO UNDERTAKE. COSTS WERE EXPLAINED UP FRONT. MY HOUSE WAS ALSO LEFT AS IT WAS BEFORE ROSS ARRIVED. I WOULD HIGHLY RECOMMEND HIM.</p>	<p>Date received: 13<sup>th</sup> February 2019</p> <p>Total cost of work: £40</p> <p>Description of work: Aerial was not receiving a signal and this was due to a faulty socket. Socket was replaced and signal was received again.</p> <p>Comments: Ross was very pleasant and explained all aspects of the work he was going to undertake. Costs were explained up front. My house was also left as it was before Ross arrived. I would highly recommend him.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>80</u></p> <hr/> <p>Description of the work undertaken:</p> <p><u>REPLACE OLD AERIAL AND WIRING OF INDOOR LOFT AERIAL.</u></p> <hr/> <p>Your comments:</p> <p><u>JOB COMPLETED TO MY SATISFACTION, TOP MARKS FOR HONESTY, AND ATTITUDE. HAVE USED BEFORE AND WILL USE AGAIN. NOT MANY TRADESMEN CARRY THEIR OWN FOOTWEAR PROTECTION AND BRUSH AND SHOVEL.</u></p>	<p>Date received: 12<sup>th</sup> February 2019</p> <p>Total cost of work: £80</p> <p>Description of work: Replace old aerial and wiring of indoor loft aerial.</p> <p>Comments: Job completed to my satisfaction, top marks for honesty, and attitude. Have used before and will use again. Not many tradesmen carry their own footwear protection and brush and shovel.</p>								
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<p>Total cost of the work £ <u>70</u></p> <hr/> <p>Description of the work undertaken:</p> <p><u>new Ariel fitted in new build house</u></p> <hr/> <p>Your comments:</p> <p><u>Came the same day of enquiry and gave us a quote over the phone, however when he came to do the job it was easier than he thought and reduced the price, which was most considerate and professional</u></p>	<p>Date received: 12<sup>th</sup> February 2019</p> <p>Total cost of work: £70</p> <p>Description of work: New aerial fitted in new build house.</p> <p>Comments: Came the same day of enquiry and gave us a quote over the phone, however when he came to do the job it was easier than he thought and reduced the price, which was most considerate and professional.</p>								
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<p>Total cost of the work £ <u>£40.00</u></p> <hr/> <p>Description of the work undertaken:</p> <p><u>Aerial repair and reconnection</u></p> <hr/> <p>Your comments:</p> <p><u>Very impressed with trader, very prompt with arrival and arrangements for coming to do the job</u></p>	<p>Date received: 12<sup>th</sup> February 2019</p> <p>Total cost of work: £40</p> <p>Description of work: Aerial repair and reconnection.</p> <p>Comments: Very impressed with trader, very prompt with arrival and arrangements for coming to do the job.</p>								
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