



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# John's Home Improvements

**NUMBER OF FEEDBACK FORMS RECEIVED: 14**

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

The following feedback forms have been completed by previous customers, rating their experience of dealing with John's Home Improvements.

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> February 2024			
	Total cost of work: £50			
	Description of work: Fitted four pull-out baskets to existing kitchen cupboards from materials provided.			
	Comments: I phoned up to ask for a quote and found that he happened to be available and was here within 30 minutes to quote, and within an hour he'd finished the job! Most impressed with the way he went about his business and standard of work.			
	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> April 2023			
	Total cost of work: Not provided.			
	Description of work: Media wall built ,with shelves and lights, wires hidden in wall ,TV and fire fitted . Painted and papered whole room including ceiling and skirting boards and window sills ,also fitted new floor and new skirting and floored hall and new skirting.			
	Comments: Have used John several times now . He is professional and meticulous in his work . John is trustworthy and his work is fantastic. Never over priced for his jobs . Always smiling ,would recommend.			
	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: 12<sup>th</sup> July 2022</p> <p>Total cost of work: £5000</p> <p>Description of work: The work undertaken to date has included full upgrades to 1 cloakroom toilet, 2 en-suite shower rooms and a family bathroom. I sourced the majority of items, with help from JJS. Work involved strip out and removal of old items (all pedestals, showers, toilets and furniture) and installation of all new units including upgraded pipework/valves where necessary, plus minor electrical work installing downlighters, extractor fans and replacing switches where necessary which were all 20 year old.</p> <p>Comments: All work completed on time with regular communication to confirm all sourced items were available. Flexibility was key and JJS were always concerned about the customer requirements, convenience and expectations. Areas worked in were always left at the end of each night, ready for next day and areas outside immediate rooms clear of all tools and rubbish. Value for money labour costs was evident based on other quotes received. Cannot recommend them highly enough and will be using them again.</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: 18<sup>th</sup> March 2022</p> <p>Total cost of work: £3500</p> <p>Description of work: Remove and replace 20 year old bathroom furniture in a downstairs cloakroom, 2 en-suite bathrooms and a family bathroom. Purchase of furniture and items were completed by myself separately but I received all necessary support and advice from trader sourcing items from suppliers that he had a relationship with.</p> <p>Comments: Quote received at the outset and a full explanation provided as to why their quote excluded the purchase and delivery of required items. Their advice in this matter was invaluable and in the event 100% reliable. Trader was true to his word, turned up as promised, completed the work to a high standard and kept me very well informed throughout. Work was so good I have used their services again and they are top of my list to consider for any future kitchen installation.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 <sup>st</sup> February 2022			
	Total cost of work: £1800			
	Description of work: John came to fit our kitchen which we bought. He also fitted our bathroom 2 years ago.			
	Comments: Fantastic job! If John came across any problems he always made sure there was a solution. Hardworking, hardly stopped for a breather. Got job done within time limit. Arrived when he said he would. Done a great job! Defo recommend John!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work: £ N/A</p> <p>Description of the work undertaken: DECORATED LOUNGE + HALLWAY. PAPERED 1 WALL HUNG TV BRACKET</p> <p>Your comments: ALWAYS FIRST CLASS SERVICE AND VERY RELIABLE + TRUSTWORTHY. WOULD AND HAVE RECOMMENDED TO FRIENDS &amp; FAMILY</p>	Date received: 15 <sup>th</sup> October 2019			
	Total cost of work: N/A			
	Description of work: Decorated lounge and hallway. Papered 1 wall. Hung TV bracket.			
	Comments: Always first class service and very reliable and trustworthy. Would and have recommended to friends and family.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work: £ N/A</p> <p>Description of the work undertaken: BATHROOM REFIT X2</p> <p>Your comments: WE ARE ALWAYS HAPPY WITH THE WORK THAT JOHN HAS DONE FOR US. WE USE HIM WHEN WE NEED WORK DONE AND HAVE RECOMMENDED HIM TO FRIENDS + FAMILY</p>	Date received: 6 <sup>th</sup> September 2019			
	Total cost of work: N/A			
	Description of work: Bathroom refit x2.			
	Comments: We are always happy with the work that John has done for us, we use him when we need work done and have recommended him to friends and family.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	8	10	10

<p>Total cost of the work £ <u>N/A.</u></p> <p>Description of the work undertaken:  <u>→ Removing + fitting upstairs family bathroom, downstairs cloak room toilet.</u>  <u>→ Fitting down lights throughout the downstairs</u>  <u>→ painting upstairs hallway</u></p> <p>Your comments:  <u>John did an outstanding job. He provided a quote which he stuck to, his quality of work was excellent and he was very clean + tidy at the end of each day. Highly recommend.</u></p>	<p>Date received: 6<sup>th</sup> September 2019</p> <p>Total cost of work: N/A</p> <p>Description of work: Removing and fitting upstairs family bathroom, downstairs cloak room toilet. Fitting down lights throughout the downstairs. Painting upstairs hallway.</p> <p>Comments: John did an outstanding job. He provided a quote which he stuck to, his quality of work was excellent and he was very clean and tidy at the end of each day. Highly recommend.</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 £ <u>N/A</u></p> <p>Description of the work undertaken:  <u>BATHROOM + KITCHEN UPGRADES</u></p> <p>Your comments:  <u>FIXING MISTAKES FROM PREVIOUS COWBOY INSTALLERS; FIRST CLASS WORKMANSHIP;</u></p>	<p>Date received: 6<sup>th</sup> September 2019</p> <p>Total cost of work: N/A</p> <p>Description of work: Bathroom and kitchen upgrades.</p> <p>Comments: Fixing mistakes from previous cowboy installers; first class workmanship.</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 £ <u>N/A</u></p> <p>Description of the work undertaken:  <u>Installation of new kitchen.</u></p> <p>Your comments:  <u>Kitchen completed to a high standard. John has completed work for us in the past, and we will continue to use him in the future.</u></p>	<p>Date received: 6<sup>th</sup> September 2019</p> <p>Total cost of work: N/A</p> <p>Description of work: Installation of new kitchen.</p> <p>Comments: Kitchen completed to a high standard. John has completed work for us in the past, and we will continue to use his 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 £ N/A</p> <p>Description of the work undertaken:  REPLACED BATHROOM / WALLBOARDED WALLS / TILED KITCHEN /  DECORATED ALL HOUSE (I.E WALLPAPER PAINT)  PUT UP LIGHT FIXTURE.</p> <p>Your comments:  JOHN WAS VERY HELPFULL AND COURTEOUS  WENT OUT OF HIS WAY TO BE OF ASSISTANCE  TO US I WOULD DEFINATELY RECOMMEND  JJS HOME IMPROVEMENTS.</p>	<p>Date received: 6<sup>th</sup> September 2019</p> <p>Total cost of work: N/A</p> <p>Description of work: Replaced bathroom/wallboarded walls/tiled kitchen/decorated all house (i.e. wallpaper, paint). Put up light fixture.</p> <p>Comments: John was very helpful and courteous, went out of his way to be of assistance to us, I would definitely recommend JJS Home Improvements.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ N/A</p> <p>Description of the work undertaken:  FITTED NEW KITCHEN + PAINTED KITCHEN, DINING ROOM AND  LOUNGE AS AN OPEN PLAN</p> <p>Your comments:  JOHN WAS VERY PLEASANT + CONSCIENTIOUS, ALWAYS  ARRIVING ON TIME + LEAVING THE JOB VERY TIDY ON  A DAILY BASIS</p>	<p>Date received: 6<sup>th</sup> September 2019</p> <p>Total cost of work: N/A</p> <p>Description of work: Fitted new kitchen and painted kitchen, dining room and lounge as all open plan.</p> <p>Comments: John was very pleasant and conscientious, always arriving on time and leaving the job very tidy on a daily basis.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 1800</p> <p>Description of the work undertaken:  Re-fit of bathroom</p> <p>Your comments:  No issues with trader, all work carried out as discussed  to a satisfactory standard</p>	<p>Date received: 4<sup>th</sup> September 2019</p> <p>Total cost of work: £1800</p> <p>Description of work: Re-fit of bathroom.</p> <p>Comments: No issues with trader, all work carried out as discussed to a satisfactory standard.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	8	9	9

Total cost of the work £ N/A-

Description of the work undertaken:

1. COMPLETE STRIP OUT + RENEW EN-SUITE.
2. PLACEMENT OF SHOWER PANELS IN BATHROOM + MOVE BATH.
3. NEW FLOORING IN LIVINGROOM + HALL, BLOCKING UP OF DOORWAY.

Your comments:

JOHN IS A GREAT GUY THAT YOU CAN TRUST + GIVES YOU CONFIDENCE FROM THE OFF FROM START TO FINISH AND EACH OF THE JOBS NO CHALLENGE IS TOO DIFFICULT. TOP QUALITY JOB + KEEPS IN TOUCH AFTERWARDS TO ENSURE SATISFIED.

Date received: 4<sup>th</sup> September 2019

Total cost of work: N/A

Description of work: 1. Complete strip out and renew en-suite. 2. Placement of shower panels in bathroom and move bath. 3. New flooring in livingroom and hall, blocking up of doorway.

Comments: John is a great guy that you can trust and gives you confidence from the off. From start to finish on each of the jobs no challenge is too difficult. Top quality job and keeps in touch afterwards to ensure satisfied.

Value for money

Quality of work

Service

Tidiness

Customer Ratings (Out of 10)

10

10

10

10