



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Calderwood Plumbing and Heating Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 12

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9

The following feedback forms have been completed by previous customers, rating their experience of dealing with Calderwood Plumbing and Heating Ltd.

ONLINE FEEDBACK PROVIDED	Date received: 16 th April 2024			
	Total cost of work: £5335.08			
	Description of work: Complete new bathroom refit. This included the removal and disposal of the old bathroom.			
	Comments: We are incredibly happy with our new bathroom. The work and professionalism carried out by Connor and his team was incredible from start to finish. Me and my partner were impressed from the offset in how courteous and thoughtful the team were and even how they communicated with our toddler. It's the small touches like this that made this one of the best experiences I have had with any trades. I would absolutely recommend Calderwood and will definitely be using their services again in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 10th April 2024</p> <p>Total cost of work: £12,000</p> <p>Description of work: Full new heating system to extension on house including all new radiators . Outside taps.</p> <p>Comments: Conner & his team are fantastic at what they do, clean & tidy and very professional. Wouldn't hesitate to recommend them (and I have numerous times) they've done quite a lot of work within my property and will use them again in future if needed.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 4th April 2022</p> <p>Total cost of work: £1056</p> <p>Description of work: Calderwood plumbing supplied a concealed cistern and installed it into our 1.10m x 1.45m cloakroom/WC along with the new items we purchased from elsewhere i.e. toilet, basin top sink, radiator and integrated wall tap. They also boxed a section of the wall above for my own electrician to put three spot lights on.</p> <p>Comments: This company has great reviews which is why we were keen to try and they didn't disappoint. Definitely a reliable company which has skilled workmen who were simply first class. Very professional and all work was completed to a high standard. Many thanks to Connor and his team!</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 26th August 2021</p> <p>Total cost of work: £4696</p> <p>Description of work: Installation of a new boiler and five radiators.</p> <p>Comments: The team were extremely hard-working, arriving on time every morning, working until the very end of each day. Even when an error on our part meant additional work needed to be done the following week, they were very accommodating, and Connor arranged for his team to come the same day to finish everything. We couldn't fault the work done and we are already planning on using Calderwood for a further job in our bathroom. A very professional, friendly and efficient service – highly recommend!</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 1st July 2020</p> <p>Total cost of work: £650</p> <p>Description of work: Full heating system flush, magnetic filter installation, stopcock replacement.</p> <p>Comments: Very friendly and quick to respond. All work was explained to show what was done and why. Everything that could not be kept clean was thoroughly cleaned afterwards. Would certainly recommend to others and will use again for future work.</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: 16th June 2020</p> <p>Total cost of work: £80</p> <p>Description of work: The pipe on our radiator was leaking, welded a new copper pipe on to my radiator, filled the system and tidied up.</p> <p>Comments: Connor contacted me to have a look at the pipe on our radiator as it was leaking, he took of his boots off on entering my property, very professional polite and courteous. He welded a new copper pipe on to my radiator, filled the system and tidied up. I would recommend this company 100% as I have had bad experience with plumbers in the past including ceilings coming down due to bad workmanship. I will have a look at their boiler service plan to have peace of mind.</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: 24th April 2020</p> <p>Total cost of work: £95</p> <p>Description of work: Fitting a temperature controlled outdoor hot water tap and fitting a washing machine.</p> <p>Comments: Was very efficient and professional. Turned up to do the work on time. Would definitely recommend to others.</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>9</p>	<p>10</p>

ONLINE FEEDBACK PROVIDED	<p>Date received: 22nd April 2020</p> <p>Total cost of work: £2500</p> <p>Description of work: Replaced and installed new combi boiler system.</p> <p>Comments: My previous gas central heating system was 18 years old. Having never replaced a heating system I did not have much knowledge of the best options available. Conner from Calderwood Heating explained the different types of systems and gave me quotes. On his expert advice I chose the Combi system. I am fully satisfied with work carried out. Both Connor and his apprentice were professional and reliable and I would have no hesitation in recommending them.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 21st April 2020</p> <p>Total cost of work: £275</p> <p>Description of work: Connor fitted a new shower pump as the previous one had air trapped in it. He also repaired 2 broken radiators that would not heat and mended a broken toilet flush.</p> <p>Comments: I found Connor to be extremely helpful and knowledgeable, he came to see us at short notice as our showers wouldn't work. He gave us different options as to what we could do to resolve the issue. He also explained everything to us. He then returned a day later to repair our radiators and toilet flush. I trust Connor explicitly and would have no hesitation in recommending him to others.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 st April 2020			
	Total cost of work: £280			
	Description of work: Diagnosis of boiler fault and new fan installed. Central heating boiler checked completely.			
	Comments: Connor offers a fantastic service, he responded to my request and was at my property within 2 hours of the call, was very professional, friendly and courteous throughout and called me back afterwards on 2 occasions to make sure everything was to my satisfaction. I would definitely recommend Calderwood Plumbing and Heating and will definitely be using them again. 100% satisfied.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 st April 2020			
	Total cost of work: £1700			
	Description of work: Replaced existing boiler with combination boiler.			
	Comments: Excellent work! Highly recommend and will be using their services again 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: 21 st April 2020			
	Total cost of work: £290			
	Description of work: Replaced pump for shower.			
	Comments: Great job completed by Calderwood Plumbing and Heating. Attended to my issue very quickly and re-attended the following day with the parts required. He provided full details of what was causing the issue and how to repair. I would definitely use Calderwood Plumbing and Heating in future and have recommended their services to friends and family.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10