



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Boiler-Serv

**NUMBER OF FEEDBACK FORMS RECEIVED: 49 (showing most recent 30)**

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

The following feedback forms have been completed by previous customers, rating their experience of dealing with Boiler-Serv.

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> February 2026			
	Total cost of work: £80			
	Description of work: Boiler service			
	Comments: Nice tradesman, job completed at price quoted. All 👍			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> October 2025			
	Total cost of work: £80			
	Description of work: Boiler service and gas safety check			
	Comments: Peter has carried out our boiler services for a number of years now. He is very professional and always very courteous. His approach and workmanship is top class. Always on time and very clean working with great communication on everything being done explained clearly. We would highly recommend Peter to anyone requiring a boiler service / repairs and gas service checks. Cannot fault any of his service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> October 2025			
	Total cost of work: £80			
Customer Ratings (Out of 10)	Description of work: Boiler service.			
	Comments: Great service from Peter. Get him to service the boiler yearly and never had an issue.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> October 2025			
	Total cost of work: £70			
Customer Ratings (Out of 10)	Description of work: Annual boiler service.			
	Comments: We have used Boiler-Serv for the last three years since we moved to West Calder. I initially contacted him after seeing a recommendation on Facebook. On each occasion to our home, Peter has always been prompt, polite and tidy. Any arrangements made he has kept us updated on his arrival time. His prices are very reasonable too. Would definitely recommend Boiler-Serv.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> October 2025			
	Total cost of work: £75			
Customer Ratings (Out of 10)	Description of work: Complete boiler service.			
	Comments: Very polite. Explained what was going to take place. Educated me with some of the workings for programme changes.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 <sup>th</sup> October 2025			
	Total cost of work: £130			
	Description of work: Full boiler service and new gasket fitted			
	Comments: Peter Booth was recommended to me when my usual serviceman failed to respond to an emergency I had. He came ASAP and worked out the problem and got the boiler working again. He ordered the part I needed and fitted it. There were no more problems.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 <sup>th</sup> October 2025			
	Total cost of work: £70			
	Description of work: Boiler service.			
	Comments: I definitely recommend Peter Booth for servicing your boiler. He does the job thoroughly and always explains what he's done and what he recommends might need doing 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: 6 <sup>th</sup> October 2025			
	Total cost of work: £85			
	Description of work: Radiators not working, Peter arranged a prompt visit and on arrival, very quickly diagnosed the issue as a valve needing replaced. Peter replaced the valve, no need to order anything, as he is always well equipped for the job. Heating back on & all swiftly sorted.			
	Comments: Peter at Boiler-Serv is a professional, polite & very knowledgeable tradesman. He is very helpful, punctual & reliable. He always explains things well & is fair on price. I wouldn't call anyone else to fix/service my boiler or heating. I have recommended Boiler-Serv to my family & friends.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 23<sup>rd</sup> September 2025</p> <p>Total cost of work: £240</p> <p>Description of work: Removed old central heating programmer and thermostat, and replaced with a new hive thermostat and hub. Peter was very helpful, after setting it up he showed me how it worked and how to change the settings, which was very helpful indeed.</p> <p>Comments: I also use Boiler-Serv to service and do my landlord gas safety certificates at my rental properties. I wouldn't use anyone else. I 100% recommend this company.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 22<sup>nd</sup> September 2025</p> <p>Total cost of work: £70</p> <p>Description of work: Yearly boiler service. Boiler in garage.</p> <p>Comments: Previously had heating system repair very impressed with the work. Thanks</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 16<sup>th</sup> September 2025</p> <p>Total cost of work: £70</p> <p>Description of work: Yearly Boiler Service.</p> <p>Comments: I found Peter's details on the trusted traders page in 2019 and he has been servicing our boiler ever since. He is knowledgeable, reasonably priced and we trust he is doing the best job to keep our boiler running for as long as possible. Recently we have had some issues with our boiler and Peter has got them fixed. He has kept us up to date with timescales, costs and anything else we need to know.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> September 2025			
	Total cost of work: £70			
	Description of work: Annual Boiler Service			
	Comments: Peter is very professional, on time and courteous trader. He has serviced our boiler for four years now and has always been excellent.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> September 2025			
	Total cost of work: £150			
	Description of work: Boiler service and replacement part			
	Comments: Peter is reliable and on-time, provides updates when necessary. Would definitely recommend him			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> August 2025			
	Total cost of work: £70			
	Description of work: Boiler service.			
	Comments: Can't recommend Boiler Serv any higher. Peter's knowledge was second to known. I have previously had my boiler serviced but it is clear now it was not done properly as Peter was so thorough and spent time servicing the boiler. Peter has also helped me with issues I was having with my heating. He is friendly, reasonable, trustworthy and I would not hesitate to recommend him to all my friends and family. Thanks for your help Peter.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> August 2025			
	Total cost of work: £70			
	Description of work: Boiler inspection, service and any work needed.			
	Comments: We have been using Peter at Boiler-Serv for over 5 years and would not use anyone else. He arrives when agreed, carries out the work to a brilliant standard, he's friendly and very reliable. He also always tidies up after himself and such a great value for money to keep the boiler safe. You know the price before he arrives as agreed and is never one to rip us off. Thank you we appreciate your workmanship. Highly recommend Boiler-Serv.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> July 2025			
	Total cost of work: £70			
	Description of work: Boiler service which was quick and thorough.			
	Comments: Great service, meticulous to detail, had Peter for the last four years great guy.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> June 2025			
	Total cost of work: £600			
	Description of work: Complete system flush of combi boiler.			
	Comments: Cleaning fluid (or something special) put in 2 weeks ago then returned to drain everything and flush through. Put something in the system that will help protect it. No mess. Very considerate working around me in my home office. Excellent work. Can't recommend enough!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> May 2025			
	Total cost of work: £100			
	Description of work: Investigation of noisy hot water system and replacement of a ball cock. Also took time to familiarise me with the system and gave welcome recommendation of a fitter to replace tank at a future date should I decide to tackle unrelated water pressure issue.			
	Comments: Helpful clear communications and can do attitude took me aback. Not all traders inspire confidence but his professionalism and competence were displayed throughout. Fixed my issue quickly, within estimate and without fuss. I'm very happy to recommend Boiler-Serv to others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> May 2025			
	Total cost of work: £70			
	Description of work: Standard boiler service.			
	Comments: Peter is very reliable, courteous and reasonably priced. He will arrive when he says he will and contact you if anything changes regarding timeframe or cost. No complaints from us!			
	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 2025			
	Total cost of work: £359			
	Description of work: Fix leaking boiler.			
	Comments: Brilliant company, easy organisation, timely, cost effective and explained the job to me. Definitely use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> April 2025			
	Total cost of work: £110			
	Description of work: Boiler and hot water cylinder service.			
	Comments: Peter is very friendly and trustworthy. Have had him Service our boiler last couple of years and when I had an emergency issue last year Peter was amazing at coming around at short notice. Very reliable 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: 16 <sup>th</sup> April 2025			
	Total cost of work: £299.92			
	Description of work: Emergency repair to gas boiler. Fitted new pump and cleared muck out of expansion thing. Checked over the overflow too.			
	Comments: I've used Peter for 4-5 years and so pleased with his work and prices. Servicing isn't crazy prices. He's on time, tidy, doesn't push for extra work. Honest.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> April 2025			
	Total cost of work: £208.40			
	Description of work: Diagnosing fault and replacement of switching heater valve and new connection block.			
	Comments: Peter provides a top class service. Really knowledgeable and friendly. He previously serviced our boiler and came out within a few hours of calling him to advise we were having issues with our central heating. After checking over the system he diagnosed the fault and repaired it there and then.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> April 2025			
	Total cost of work: £500			
Description of work: Boiler repair.				
Comments: Great service and well priced.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> April 2025			
	Total cost of work: £75			
Description of work: Boiler service.				
Comments: I've used Peter for years, he always manages to find time to come out when needed and I have always been happy with both the services provided and the costs! Highly recommend.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 <sup>th</sup> April 2025			
	Total cost of work: £390			
Description of work: I had a smart TADO wireless thermostat fitted and a secondary expansion tank as the original one has failed.				
Comments: Peter was really easy to communicate with and explained everything to me so that I understood what he was doing. He was flexible with my schedule and very professional. I will be using Peter as my heating engineer going forward. I am very pleased with the level of service and feel the pricing was fair.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 <sup>th</sup> April 2025			
	Total cost of work: £70			
	Description of work: Annual service for a gas boiler system.			
	Comments: Boiler-Serv conducted a very thorough service including disassembly, cleaning, inspection and reassembly. This service is to a much higher standard than those received in the past from the common household energy suppliers.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 <sup>th</sup> April 2025			
	Total cost of work: Not provided.			
	Description of work: Peter was very thorough in finding out why our boiler was playing up. He replaced a new seal. The boiler was also serviced.			
	Comments: I would recommend Peter who is polite and reliable and explains what needs to be done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> April 2025			
	Total cost of work: £90			
	Description of work: Boiler service and chemicals added to protect corrosion in the radiators.			
	Comments: Peter is fantastic and a truly genuine tradesman. All costs are given up front and any advice given by Peter is explained fully. Would not trust my boiler with anyone else!			
	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: 4<sup>th</sup> April 2025</p> <p>Total cost of work: £75</p> <p>Description of work: This was our annual boiler servicing.</p> <p>Comments: I would highly recommend this trader. Their communication is great and they are very professional and friendly. They have also taken time to answer multiple queries we've had outside of the visit, which has made it a really simple to get more information, outside of what we had booked them for, which is much appreciated. We have always been very satisfied with both the work and time frame, thank you!</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>