



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Mitar Environmental Services Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 16**

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

The following feedback forms have been completed by previous customers, rating their experience of dealing with Mitar Environmental Services Ltd.

<p>Total cost of the work £ <u>£220+VAT</u></p> <p>Description of the work undertaken: <u>PEST CONTROL CONTRACT</u></p> <p>Your comments: <u>15 YEARS OF EXCELLENT + KIND WORK,</u> <u>ALWAYS HELPFUL + CHEERY, NOTHING IS TOO MUCH BOTHER</u></p>	<p>Date received: 10<sup>th</sup> May 2022</p> <p>Total cost of work: £220 + VAT</p> <p>Description of work: Pest control contract.</p> <p>Comments: 15 years of excellent and kind work. Always helpful and cheery, nothing is too much bother.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>Total cost of the work £ <u>240 00</u></p> <p>Description of the work undertaken: <u>Service contract which includes 8x visits on site</u></p> <p>Your comments: <u>Professional company + excellent technician who is friendly + helpful + goes above + beyond to carry out his work</u></p>	<p>Date received: 10<sup>th</sup> May 2022</p> <p>Total cost of work: £240</p> <p>Description of work: Service contract which includes 8 x visits on site.</p> <p>Comments: Professional company and excellent technician who is friendly and helpful and goes above and beyond to carry out his work.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> April 2022			
	Total cost of work: £1602			
Customer Ratings (Out of 10)	Description of work: House cleared and cleaned after death of tenant within the property.			
	Comments: Wholly satisfied with the work Mitar carried out and the admin surrounding making the appointment and settling the account.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> April 2022			
	Total cost of work: £180			
Customer Ratings (Out of 10)	Description of work: Squirrel removal from attic.			
	Comments: Friendly and efficient service. The only pest control team that actually managed to solve my issue.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> April 2022			
	Total cost of work: £264			
Customer Ratings (Out of 10)	Description of work: Eight pest control visits per annum.			
	Comments: Mitar Environmental Services provide us with a pest control yearly service contract. They are reliable, trustworthy and provide a first class service.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> April 2022			
	Total cost of work: £1545			
	Description of work: Trap and removal of squirrels in attic space and protecting property from further infestation by applying steel wire to flashings under roof.			
	Comments: Work was carried out quickly and in a professional manner. I am very pleased with the results and would recommend the company to anyone with squirrel or jackdaw infestations.			
	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> September 2016			
	Total cost of work: £65			
	Description of work: Called them to get rid of a wasps nest in my roof.			
	Comments: Came the same morning, very pleased with the work and certainly has appeared to get rid of the wasps. Would recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 <sup>th</sup> July 2016			
	Total cost of work: £60			
	Description of work: Wasp control			
	Comments: I was phoned back on within 10 minutes of submitting an enquiry email and that was on Sunday evening (wow!). Gentlemen arrived on time and the next day and quickly and professionally dealt with the situation. All sorted for the price quoted. Gentleman was polite and friendly. Would recommend without question.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work <math>\pounds</math> 200</p> <hr/> <p>Description of the work undertaken:  <u>Get rid of squirrels in loft + blocked their access to</u>  <u>stop more coming in</u></p> <hr/> <p>Your comments:  <u>Excellent service, friendly, helpful + efficient</u></p>	<p>Date received: 27<sup>th</sup> January 2016</p> <p>Total cost of work: <math>\pounds</math>200</p> <p>Description of work: Got rid of squirrels in loft and blocked their access to stop more coming in.</p> <p>Comments: Excellent service, friendly, helpful and efficient.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work <math>\pounds</math> 60</p> <hr/> <p>Description of the work undertaken:  <u>Wasps were pouring into my bathroom</u>  <u>as they had eaten through our ceiling!</u>  <u>The nest was removed and area covered</u>  <u>and all cleared up.</u></p> <hr/> <p>Your comments:  <u>I was really stuck as this situation</u>  <u>happened at the very worst time. Mitar</u>  <u>were an absolute godsend! I would have been</u>  <u>grateful for any help but they were absolute</u>  <u>5 stars!!</u></p>	<p>Date received: 27<sup>th</sup> October 2014</p> <p>Total cost of work: <math>\pounds</math>60</p> <p>Description of work: Wasps were pouring into my bathroom as they had eaten through our ceiling! The nest was removed and area covered and all cleared up.</p> <p>Comments: I was really stuck as this situation happened at the very worst time. Mitar were an absolute godsend! I would have been grateful for any help but they were absolute stars!!</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work <math>\pounds</math> 180 + vat</p> <hr/> <p>Description of the work undertaken:  <u>6x Routine visits to our property to</u>  <u>check pest control!</u></p> <hr/> <p>Your comments:  <u>Always arrives when he should +</u>  <u>carries out work without any</u>  <u>disruption to our working day. Also</u>  <u>advises/gives information on any issues</u>  <u>raised.</u></p>	<p>Date received: 2<sup>nd</sup> September 2014</p> <p>Total cost of work: <math>\pounds</math>180 + VAT</p> <p>Description of work: 6 x routine visits to our property to check pest control.</p> <p>Comments: Always arrives when he should and carries out work without any disruption to our working day. Also advises/gives information on any issues raised.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>48</u> Description of the work undertaken: <u>WASP NEST DESTROYED</u> Your comments: <u>EXCELLENT SERVICE</u>	Date received: 22 <sup>nd</sup> August 2014 Total cost of work: £48 Description of work: Wasp nest destroyed. Comments: Excellent service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>48</u> Description of the work undertaken: <u>WASP NEST TREATED</u> Your comments: <u>work carried out very professionally and to a high standard</u>	Date received: 22 <sup>nd</sup> August 2014 Total cost of work: £48 Description of work: Wasp nest treated. Comments: Work carried out very professionally and to a high standard.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>ONGOING</u> Description of the work undertaken: <u>SITE PEST CONTROL</u> Your comments: <u>COMPLETELY SATISFIED BY THE WORK BEING CARRIED OUT BY MITAR.</u>	Date received: 22 <sup>nd</sup> August 2014 Total cost of work: Ongoing Description of work: Site pest control. Comments: Completely satisfied by the work being carried out by Mitar.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £ <u>50.00</u> Description of the work undertaken: <u>Removed wasp hive from under the insulation in the loft.</u> Your comments: <u>would highly recommend. The job was completed in very quick time. Tradesman was reliable.</u>	Date received: 22 <sup>nd</sup> August 2014 Total cost of work: £50.00 Description of work: Removed wasp hive from under the insulation in the loft. Comments: Would highly recommend. The job was completed in very quick time. Tradesman was reliable.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £  <u>YEARLY CONTRACT</u></p> <p>Description of the work undertaken:  <u>PEST CONTROL SERVICES</u></p>	<p>Date received: 22<sup>nd</sup> August 2014</p> <p>Total cost of work: Yearly contract</p> <p>Description of work: Pest control services.</p> <p>Comments: All work to a high standard.</p>			
<p>Your comments:  <u>ALL WORK TO A HIGH STANDARD</u></p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>