COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Utterly-Gutterly

NUMBER OF FEEDBACK FORMS RECEIVED: 66 (showing most recent 30)

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.7

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

ONLINE FEEDBACK PROVIDED	Date received: 31st October 2026 Total cost of work: £100 Description of work: Quality work cleand all gutters even all debris on roof and gave my deive a quik clean too very good lad. Comments: Excellent service highly recommend			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 31st October 2026 Total cost of work: £130 Description of work: Tony unblocked my downpipe and cleaned all my gutters. Comments: Tony was very quick in responding to my emails then came out promptly to give me a quote and fitted the work in very quickly, he was very polite explained everything to me and left everything clean and tidy before he left.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23rd October 2026 Total cost of work: £220 Description of work: Cust iron gutter repair Comments: Phoned utterly-gutterly with a leaking gutter and Tony was very quick at looking at the gutters giving me a quote and then doing to work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21st January 2026 Total cost of work: £70 Description of work: Gutter repair - New connection from gutter to down pipe. Cleaned out downpipe and provided advice on how to stop it from blocking up. Also advised that if it did not work he could come back and put a junction in. Which I appreciated very much. Comments: Polite, friendly, put you at your ease and very professional.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20th January 2026 Total cost of work: £180 Description of work: Downpipe unclogged/repaired. Comments: Friendly and easy to deal with.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18th June 2024 Total cost of work: £600 Description of work: Guttering above garage door was replaced, remainder of guttering and all soffits cleaned. Comments: The guys did a fantastic job. All rubbish was cleared. We couldn't be happier and will be getting the gutters cleaned next year.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17th June 2024 Total cost of work: £260 Description of work: Fix gutter that was loose on small front roof and fix leak in the gutter at back Comments: Very professional. Happy with work. Would recommend to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3rd April 2024 Total cost of work: £40 Description of work: Unblocked down pipe Comments: If only all tradespeople were like this! An almost instantaneous call back from an enquiry about a persistent, noisy dripping from the gutter / down-pipe. Arrived promptly at the agreed time the following day. The problem was quickly identified as a blocked down -pipe which was rectified there and then. Silence! I have only the highest praise for Tony's utter professionalism and integrity and wouldn't hesitate contacting him in future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1st February 2024 Total cost of work: £50 Description of work: Down pipe had jumped out of the connector to the gutter in the high winds. Comments: Very efficient friendly and quick service the day after calling. Reconnection completed in 10 mins.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19th December 2023 Total cost of work: £150 Description of work: Replacement of downpipe. Discovered during replacement that original builder did not connect downpipe to drain so rectified this. Comments: Excellent service from Tony and his colleague today. During the replacement of the downpipe they found that the original builder failed to connect the downpipe to the drain. A bit of hard digging and the problem was rectified. One very satisfied customer. Top marks for customer service, work completed and will certainly have no hesitation in using Utterly Gutterly again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12th December 2023 Total cost of work: £380 Description of work: Replace broken guttering. Comments: Tony is a lovely man that does work for myself and family members. Once again the work was excellent. I would highly recommend Utterly Gutterly.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27th January 2023 Total cost of work: £120 Description of work: Replaced a gutter joint and fixed the back door gutter. Comments: Extremely professional, I couldn't have asked for a better service. I would recommend Utterly-Gutterly to anyone			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26th January 2023 Total cost of work: N/A Description of work: Received a text from Tony advising he would look to fit job in next week and give me update beforehand but neither happened. I had to contact him. Comments: On this occasion I feel the standard fell short as communication could have been better.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	1	1	1	1

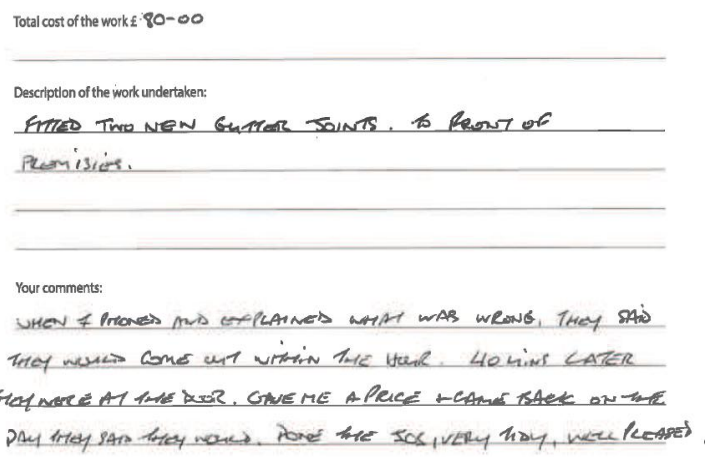
Trader right to reply:
Your feedback is untrue
I told you it would be best if you used another company because of your inappropriate messages late at night. I did this because I felt uncomfortable dealing with you after receiving your texts.

ONLINE FEEDBACK PROVIDED.	Date received: 23rd May 2022 Total cost of work: £40 Description of work: Cleaned guttering. Comments: Quick, efficient, great job. Very pleasant to deal with and prompt doing work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24th June 2020 Total cost of work: £30 Description of work: Annual gutter clean. Comments: Tony has carried out major repair work in the past for me and carries out an annual roof check and clean out of the guttering. Trustworthy and reliable on every occasion. Highly Recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2nd December 2019 Total cost of work: £1400 Description of work: Supplied and fitted white UPVC fascia plus fixings and trims on garage. Boxed in front gutter and fitted slanted drip-proof trim above the side garage door. Supplied and fitted new felt trim surrounds on corrugated asbestos garage roof and, inside the garage, filled gaps in the concrete wall panels with sealant. Comments: My garage leaked like a sieve. I checked the Trusted Trader website, phoned the company on a Friday and Tony said he would come round and see me on Monday morning. Sure enough, he phoned at 09.30 and arrived at 10am. I told him what I wanted done, he estimated the cost there and then – and said he'd be able to do the work in 2 to 3 weeks. Three weeks later, the job was done. I am really happy with their work, and they even tidied and swept up after themselves.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4th November 2019 Total cost of work: £1200 Description of work: New install. Comments: New installation looks amazing adds value to our property thanks guys amazing job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10


Total cost of the work £ 80-00

Description of the work undertaken:

FITTED TWO NEW GUTTER JOINTS. TO FRONT OF PREMISES.

Your comments:

WHEN I PHONED AND EXPLAINED WHAT WAS WRONG, THEY SAID THEY WOULD COME OUT WITHIN THE HOUR. 40 MINS LATER THEY WERE AT THE DOOR. GAVE ME A PRICE + CAME BACK ON THE DAY THEY SAID THEY WOULD. DONE THE JOB, VERY TIDY, WELL PLEASED

Date received: 10th September 2019

Total cost of work: £80

Description of work: Fitted two new gutter joints to front of premises.

Comments: When I phoned and explained what was wrong, they said they would come out within the hour. 40 mins later they were at the door. Gave me a price and came back on the day they said they would. Done the job, very tidy, well pleased.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED

Date received: 28th August 2019

Total cost of work: £850

Description of work: Install guttering. Repair roof tiles.

Comments: Very friendly, easy to deal with and have already recommended Tony to others. Great job.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED

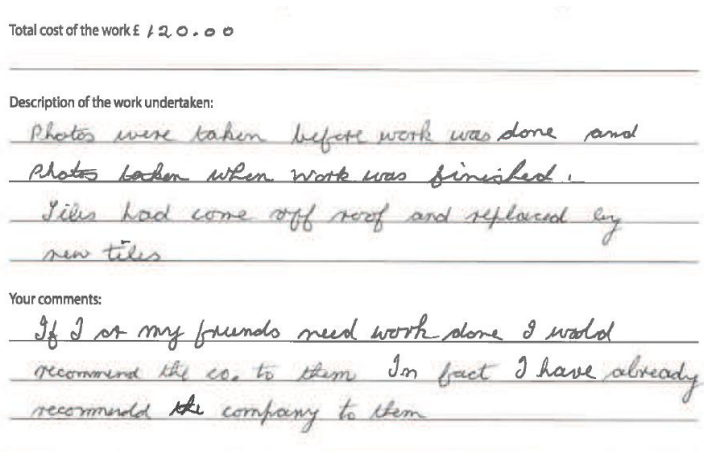
Date received: 8th July 2019

Total cost of work: £220

Description of work: Called Tony to get advice and work required on my gutter that runs along my garage. Agreed to replace the entire gutter and down pipe at the front of my garage and would also replace all brackets and add extra supports.

Comments: Tony arrived on the date and time that was agreed and I can say that he did an excellent job replacing my tired gutter and added the extra brackets that was advised which looks great and also took away all the old gutter/down pipe and fittings for disposal. I plan to get Tony back to do more gutter replacement in the near future.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10


Total cost of the work £ 120.00

Description of the work undertaken:
Photos were taken before work was done and Photos taken when work was finished. Tiles had come off roof and replaced by new tiles

Your comments:
If I or my friends need work done I would recommend the co. to them In fact I have already recommended the company to them

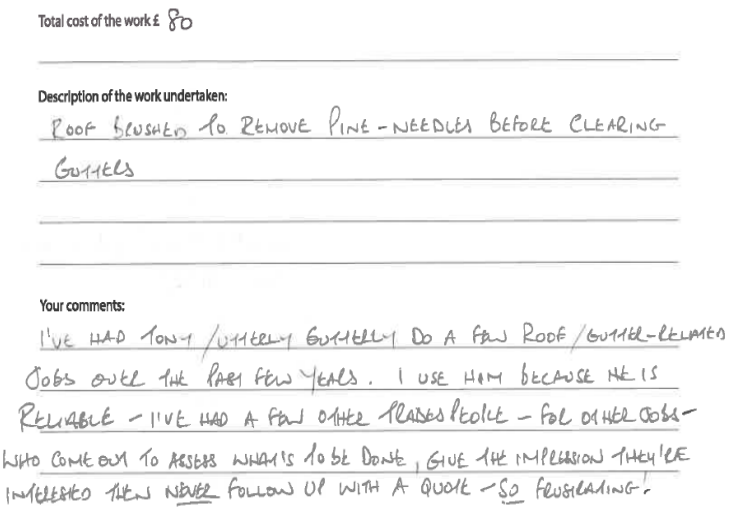
Date received: 26th June 2019

Total cost of work: £120

Description of work: Photos were taken before work was done and photos taken when work was finished. Tiles had come off roof and replaced by new tiles.

Comments: If 1 of my friends need work done I would recommend the co. to them. In fact I have already recommended the company to them.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10


Total cost of the work £ 80

Description of the work undertaken:
ROOF BRUSHED TO REMOVE PINE-NEEDLES BEFORE CLEARING GUTTERS

Your comments:
I'VE HAD TONY/UTTERLY GUTTERLY DO A FEW ROOF/GUTTER-RELATED JOBS OVER THE PAST FEW YEARS. I USE HIM BECAUSE HE IS RELIABLE – I'VE HAD A FEW OTHER TRADES PEOPLE – FOR OTHER JOBS – WHO COME OUT TO ASSESS WHAT'S TO BE DONE, GIVE THE IMPRESSION THEY'RE INTERESTED THEN NEVER FOLLOW UP WITH A QUOTE – SO FRUSTRATING!

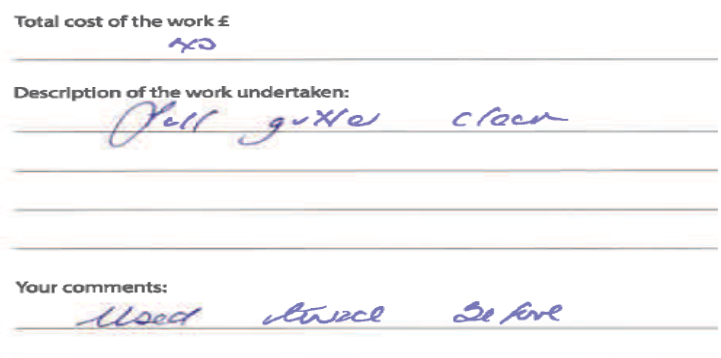
Date received: 24th January 2019

Total cost of work: £80

Description of work: Roof brushed to remove pine needles before clearing gutters.

Comments: I've had Tony/Utterly Gutterly do a few roof/gutter-related jobs over the past few years. I use him because he is reliable – I've had a few other trades people – for other jobs – who come out to assess what's to be done, give the impression they're interested then never follow up with a quote – so frustrating!

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	10


Total cost of the work £
40

Description of the work undertaken:
Full gutter clean

Your comments:
Used twice before

Date received: 7th November 2018

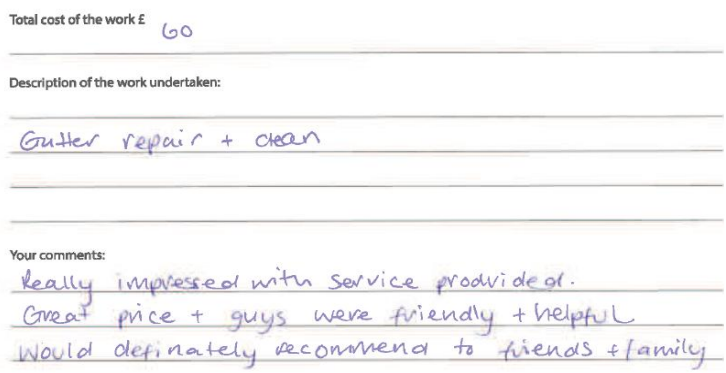
Total cost of work: £40

Description of work: Full gutter clean.

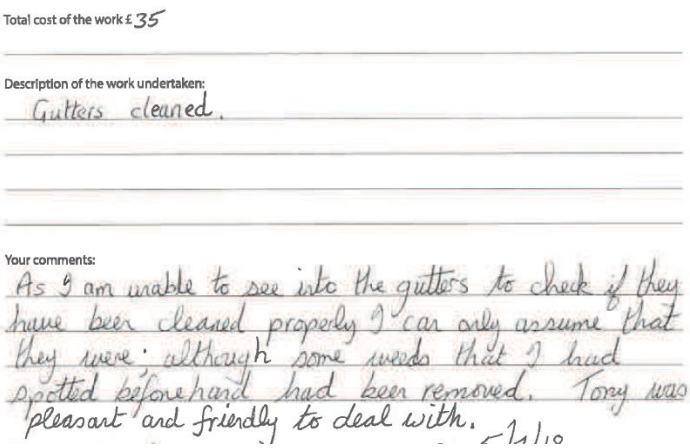
Comments: Used twice before.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 31st October 2018 Total cost of work: £80 Description of work: Gutter repair. Comments: Highly professional and finally fixed my guttering where others had failed, amazing.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

	Date received: 18th October 2018 Total cost of work: £60 Description of work: Gutter repair and clean. Comments: Really impressed with service provided. Great price and guys were friendly and helpful. Would definitely recommend to friends and family.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	9

ONLINE FEEDBACK PROVIDED	Date received: 20th September 2018 Total cost of work: £160 Description of work: On the rear of the house, replace the guttering with new and reposition the mounting brackets to ensure the correct run to the down pipe which is on my side of this semi. Comments: Tony once again excelled at righting a botched job, this time carried out one year ago as part of a part funded government initiative, & carried out by a major well known local company. He'll never let you down as top quality from start to finish is his objective. No worries with this company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10


Total cost of the work £35

Description of the work undertaken:
Gutters cleaned.

Your comments:
As I am unable to see into the gutters to check if they have been cleaned properly I can only assume that they were; although some weeds that I had spotted beforehand had been removed. Tony was pleasant and friendly to deal with.

Date received: 11th July 2018

Total cost of work: £35

Description of work: Gutters cleaned.

Comments: As I am unable to see into the gutters to check if they have been cleaned properly I can only assume that they were; although some weeds that I had spotted beforehand had been removed. Tony was pleasant and friendly to deal with.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9.8	9.9	9.9	9.9

ONLINE FEEDBACK PROVIDED

Date received: 1st February 2018

Total cost of work: £90

Description of work: First time to fix guttering that a cowboy builder had installed second time to fix broken tiles and cement side of roof.

Comments: I have found Tony to be very professional and trustworthy and he never over charges. After having several cowboys look at my roof it was great to meet Tony and now I only trust him and I have every confidence with his evaluation of my roof and guttering.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED

Date received: 16th January 2018

Total cost of work: £140

Description of work: Clean and repair / replace guttering.

Comments: 3 separate small jobs carried out very satisfactorily.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	8	8	7

ONLINE FEEDBACK PROVIDED	Date received: 6th November 2017 Total cost of work: £30 Description of work: Gutters cleaned and brushes fitted. Comments: Great service, many thanks.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10