



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Utterly-Gutterly

NUMBER OF FEEDBACK FORMS RECEIVED: 53 (showing most recent 30)

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8

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

ONLINE FEEDBACK PROVIDED.	Date received: 23 rd 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: 24 th 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

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 2nd December 2019</p> <p>Total cost of work: £1400</p> <p>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.</p> <p>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.</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: 4th November 2019</p> <p>Total cost of work: £1200</p> <p>Description of work: New install.</p> <p>Comments: New installation looks amazing adds value to our property thanks guys amazing job.</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: £80-00</p> <p>Description of the work undertaken: <u>FITTED TWO NEW GUTTER JOINTS TO FRONT OF PREMISES.</u></p> <p>Your comments: <u>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.</u></p>	<p>Date received: 10th September 2019</p> <p>Total cost of work: £80</p> <p>Description of work: Fitted two new gutter joints to front of premises.</p> <p>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.</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>

ONLINE FEEDBACK PROVIDED	Date received: 28 th 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: 8 th 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

<p>Total cost of the work £ 120.00</p> <hr/> <p>Description of the work undertaken:</p> <p><i>Photos were taken before work was done and photos taken when work was finished.</i></p> <p><i>Tiles had come off roof and replaced by new tiles</i></p> <p>Your comments:</p> <p><i>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</i></p>	Date received: 26 th 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

<p>Total cost of the work £ 80</p> <hr/> <p>Description of the work undertaken: <i>ROOF BRUSHED TO REMOVE PINE-NEEDLES BEFORE CLEARING GUTTERS</i></p> <hr/> <p>Your comments: <i>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 PLUMBERS 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!</i></p>	<p>Date received: 24th January 2019</p> <p>Total cost of work: £80</p> <p>Description of work: Roof brushed to remove pine needles before clearing gutters.</p> <p>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 <u>never</u> follow up with a quote – <u>so</u> frustrating!</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>9</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ 40</p> <hr/> <p>Description of the work undertaken: <i>Full gutter clean</i></p> <hr/> <p>Your comments: <i>Used twice before</i></p>	<p>Date received: 7th November 2018</p> <p>Total cost of work: £40</p> <p>Description of work: Full gutter clean.</p> <p>Comments: Used twice before.</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: 31st October 2018</p> <p>Total cost of work: £80</p> <p>Description of work: Gutter repair.</p> <p>Comments: Highly professional and finally fixed my guttering where others had failed, amazing.</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>

Total cost of the work £ <u>60</u> <hr/> Description of the work undertaken: <u>Gutter repair + clean</u> <hr/> <hr/> Your comments: <u>Really impressed with service provided.</u> <u>Great price + guys were friendly + helpful</u> <u>Would definitely recommend to friends + family</u>	Date received: 18 th 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: 20 th 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 £ <u>35</u> <hr/> Description of the work undertaken: <u>Gutters cleaned.</u> <hr/> <hr/> Your comments: <u>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. -1,1,1,0</u>	Date received: 11 th 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: 1 st 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: 16 th 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: 6 th 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

ONLINE FEEDBACK PROVIDED	Date received: 1 st November 2017			
	Total cost of work: £50			
Customer Ratings (Out of 10)	Description of work: Cleaning and fixing of gutters.			
	Comments: Great company. Will use them again!			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 th October 2017			
	Total cost of work: £350			
Customer Ratings (Out of 10)	Description of work: Front guttering replaced on main roof and bay window. Repair carried out on rear guttering.			
	Comments: Brilliant! I was actually on holiday when they came so was a bit worried I wasn't there but no issues whatsoever. Great job, cleaned up and even came back the next week to touch up the paint on the soffit boards. Have NO worries with this company!!			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

Total cost of the work £ <u>220</u> Description of the work undertaken: <u>CLEARING OF VERY BLOCKED GUTTERS</u> <u>CLEARING DOWNPIPES (VERY BLOCKED!)</u> <u>SECURING DOWNPIPE TO WALL</u> <u>SEALING GUTTER JOINTS</u> Your comments: <u>REALLY NICE GUYS, GREAT JOB, VERY TIDY + EFFICIENT</u>	Date received: 10 th August 2017			
	Total cost of work: £220			
Customer Ratings (Out of 10)	Description of work: Clearing of very blocked gutters. Clearing downpipes (very blocked!). Securing downpipe to wall. Sealing gutter joints.			
	Comments: Really nice guys, great job, very tidy and efficient.			
	Value for money	Quality of work	Service	Tidiness
	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 th June 2017			
	Total cost of work: £40			
Customer Ratings (Out of 10)	Description of work: Unblocked downpipe, checked that it was clear by passing water through it.			
	Comments: Arrived as scheduled, friendly workers, knew what they were doing and resolved the issue speedily.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 th May 2017			
	Total cost of work: £40			
Customer Ratings (Out of 10)	Description of work: Gutter clean.			
	Comments: Very polite and professional. Will use again. Fantastic company.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>Total cost of the work £ 40</p> <hr/> <p>Description of the work undertaken:</p> <p>GUTTER CLEAN</p> <hr/> <hr/> <p>Your comments:</p> <p>PUNCTUAL, TIDY, SMART APPEARANCE, AND POLITE.</p> <p>AFTER STORMY STORMY WEATHER, APPOINTMENT MADE AT FIRST OPPORTUNITY OF BETTER WEATHER. JOB DONE WITHOUT FUSS & PREMISES LEFT TIDY. WILL BOOK NEXT YEAR.</p>	Date received: 28 th March 2017			
	Total cost of work: £40			
Customer Ratings (Out of 10)	Description of work: Gutter clean.			
	Comments: Punctual, tidy, smart appearance and polite. After stormy weather, appointment made at first opportunity of better weather. Job done without fuss and premises left tidy. Will book next year.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 th March 2017			
	Total cost of work: £60			
	Description of work: Cleaning and repairing gutters.			
	Comments: Very professional and easy to contact. Kept me informed re appointment as it had to be rearranged several times as the weather was very changeable - therefore was never left waiting for their visit. First appropriate day the job was done and leak repaired. Thank you.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £</p> <p><u>1,250.00</u> * <u>100.00</u></p> <p>Description of the work undertaken:</p> <p><u>Get remove mess & debris on tiles & spray with fungicide. Replace ridge tiles with new & replace gable end pointing. Clean gutters & surround areas.</u></p> <p>Your comments:</p> <p><u>After many attempts, I found Tony on your web site. This was to rework the tiles & pointing which was carried out earlier, another firm. Poor mortar broke up immediately. The cleaning followed & I had him back to recoat the woodwork.</u></p>	Date received: 19 th December 2016			
	Total cost of work: £1250 *£100			
	Description of work: To remove mess and debris on tiles and spray with fungicide. Replace ridge tiles with new and replace gable end pointing. Clean gutters and surround areas.			
	Comments: After many attempts, I found Tony on your web site. This was to rework the tiles and pointing which was carried out earlier, another firm. Poor mortar broke up immediately. The cleaning followed and I had him back to recoat the woodwork *(£100).			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £</p> <p><u>80</u></p> <p>Description of the work undertaken:</p> <p><u>Repair to garage gutter</u></p> <p><u>Cleaning moss from extension roof</u></p> <p>Your comments:</p> <p><u>Very pleased with work. Man very helpful and courteous</u></p>	Date received: 5 th December 2016			
	Total cost of work: £80			
	Description of work: Repair to garage gutter. Cleaning moss from extension roof.			
	Comments: Very pleased with work. Man very helpful and courteous.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>40</u> Description of the work undertaken: <u>GUTTER CLEANING</u> Your comments: <u>SUPERB JOB</u> <u>WORK OF A HIGH STANDARD</u>	Date received: 5 th December 2016 Total cost of work: £40 Description of work: Gutter cleaning. Comments: Superb job, work of 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>80</u> Description of the work undertaken: <u>GUTTER DRIPPING</u> Your comments: <u>EXCELLENT</u>	Date received: 2 nd November 2016 Total cost of work: £80 Description of work: Gutter dripping. Comments: Excellent.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 st October 2016 Total cost of work: £40 Description of work: Cleaned gutters. Comments: Very polite and professional and kind enough to give a discount as I am a pensioner.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £380

Description of the work undertaken:

Remove Ridge Pointing (top of roof)

Apply bonding before new pointing goes on

Apply Cement point to ridge

Supply & fit 2 Square line gutter brackets

Your comments:

The guys worked very well and very efficiently, they done a great job of repairing the roof. Really nice and polite guys! Tidied and cleared everything away after them. This is the 2nd year I have got the guys to maintain the gutters, I'll be getting them back on a yearly basis now.

Date received: 21st October 2016

Total cost of work: £380

Description of work: Remove ridge pointing (top of roof). Apply bonding before new pointing goes on. Apply cement point to ridge. Supply and fit 2 square line gutter brackets.

Comments: The guys worked very well and very efficiently, they done a great job of repairing the roof. Really nice and polite guys! Tidied and cleared everything away after them. This is the 2nd year I have got the guys to maintain the gutters, I'll be getting them back on a yearly basis now.

Value for money

Quality of work

Service

Tidiness

Customer Ratings (Out of 10)

10

10

10

10