



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## A. Dunbar Painter & Decorator

**NUMBER OF FEEDBACK FORMS RECEIVED: 25**

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

The following feedback forms have been completed by previous customers, rating their experience of dealing with A. Dunbar Painter & Decorator.

<p>Total cost of the work £</p> <hr/> <p>Description of the work undertaken:</p> <p><i>plastering ceiling after roof leak - removed large section &amp; replaced seamlessly - then painted</i></p> <hr/> <p>Your comments:</p> <p><i>Sometimes it feels awkward having workmen in but not with these guys - friendly - put me at ease - respectful of our property - kept us informed &amp; professional</i></p>	<p>Date received: 20<sup>th</sup> December 2022</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Plastering ceiling after roof leak – removed large section and replaced seamlessly – then painted.</p> <p>Comments: Sometimes it feels awkward having workmen in but not with these guys – friendly – put me at ease – respectful of our property. Kept us informed and professional.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p> <p>N/A</p>	<p>Quality of work</p> <p>N/A</p>	<p>Service</p> <p>N/A</p>	<p>Tidiness</p> <p>N/A</p>

<p>Total cost of the work £ N/A</p> <p>Description of the work undertaken: 4 Bed Bungalow, All prep - wallpaper removed, wall filled sanded Woodwork undercoated twice caulked and glossed All ceilings painted throughout 1 room papered</p> <p>Your comments: Initially got them to do hall and 1 bedroom. So pleased with work that we rebooked them to do the rest of house. Friendly professional manner would have no hesitation in having them back or recommending</p>	<p>Date received: 20<sup>th</sup> December 2022</p> <p>Total cost of work: Not provided.</p> <p>Description of work: 4 bed bungalow, all prep – wallpaper removed, wall filled, sanded, woodwork undercoated twice, caulked and glossed. All ceilings painted throughout. 1 room papered.</p> <p>Comments: Initially got them to do hall and 1 bedroom. So pleased with work that we rebooked them to do the rest of house. Friendly, professional manner, would have no hesitation in having them back or recommending.</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: 27<sup>th</sup> September 2022</p> <p>Total cost of work: £440</p> <p>Description of work: Dining room: repair crack in ceiling, paint ceiling/coving; strip lining paper from all walls, paper full room.</p> <p>Comments: Would most definitely recommend Alan and Ian for any decorating jobs, they've been a great find on Trusted Trader, and are currently pricing my next project! Decent price, great job, clean and efficient. Kept us well informed by text about timings etc., and were actually able to do our job a month earlier than expected which was a bonus. No complaints whatsoever and no hesitation in recommending them - apart from I don't want them to get too popular and then my next jobs will have to wait!</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 £ 620.</p> <hr/> <p>Description of the work undertaken:  <u>PAINTED ALL GLOSS SURROUNDINGS FROM WOOD-PINE TO WHITE GLOSS, EMULSIONED CEILING AND WALLS &amp; COVING</u></p> <hr/> <p>Your comments:  <u>I am very pleased with the work undertaken in my lounge, done a fantastic job from start to finish. So much so I have asked him to do my hall &amp; stairs asap</u></p>	<p>Date received: 21<sup>st</sup> September 2022</p> <p>Total cost of work: £620</p> <p>Description of work: Painted all gloss surroundings from wood-pine to white gloss, emulsioned ceiling and walls and coving.</p> <p>Comments: I am very pleased with the work undertaken in my lounge, done a fantastic job from start to finish. So much so I have asked him to do my hall and stairs asap.</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 £ 1,000</p> <hr/> <p>Description of the work undertaken:  <u>PAINTING HALL, STAIRS + LANDING INCLUDING 10 DOORS</u></p> <hr/> <p>Your comments:  <u>FROM OUR FIRST COMMUNICATION + INTRODUCTION VIA TEXT MESSAGE, ALAN WAS QUICK TO GET IN TOUCH, HE CAME TO LOOK AT THE WORK NEEDED, GAVE A PRICE + START DATE WHICH WERE ADHERED TO. I WOULD HAVE NO HESITATION USING HIS SERVICES AGAIN.</u></p>	<p>Date received: 16<sup>th</sup> September 2022</p> <p>Total cost of work: £1000</p> <p>Description of work: Painting hall, stairs and landing including 10 doors.</p> <p>Comments: From our first communication and introduction via text message, Alan was quick to get in touch, he came to look at the work needed, gave a price and start date which were adhered to. I would have no hesitation using his services again.</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 £ 1,800</p> <hr/> <p>Description of the work undertaken:  <u>All house emulsioned. 3 walls stripped of wallpaper and re-done. All doors &amp; skirting glossed. Living room, Dining room, Kitchen, Hall. 2 Bedrooms</u></p> <hr/> <p>Your comments:  <u>Very pleasant and very particular, job well done.</u></p>	<p>Date received: 29<sup>th</sup> July 2022</p> <p>Total cost of work: £1800</p> <p>Description of work: All house emulsioned. 3 walls stripped of wallpaper and re-done. All doors and skirtings glossed. Livingroom, dining room, kitchen, hall, 2 bedrooms.</p> <p>Comments: Very pleasant and very particular. Job well done.</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: 26 <sup>th</sup> July 2022			
	Total cost of work: £320			
Description of work: Living room walls and ceiling painted, three coats.				
Comments: Came on time and work completed when he said it would be. Very satisfied with work done and would definitely use again.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 250 Description of the work undertaken: EMULSION, WALLPAPER BEDROOM Your comments: GREAT JOB	Date received: 7 <sup>th</sup> July 2022			
	Total cost of work: £250			
Description of work: Emulsion, wallpaper bedroom.				
Comments: Great job.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 395 Description of the work undertaken: WHITEN CEILING, VARNISH WOODWORK, PAPER WALLS IN A BEDROOM PAPER FIREPLACE WALL IN LIVING ROOM Your comments: WORK CARRIED OUT TO A GOOD STANDARD, VERY EFFICIENT AND TIDY	Date received: 28 <sup>th</sup> June 2022			
	Total cost of work: £395			
Description of work: Whiten ceiling, varnish woodwork, paper walls in a bedroom. Paper fireplace wall in living room.				
Comments: Work carried out to a good standard. Very efficient and tidy.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 5977 ~</p> <hr/> <p>Description of the work undertaken:  Painting of 10,000 Sq Ft of offices, meeting rooms, toilets canteen, kitchen &amp; large external wall. Also repaired cracks in walls prior to painting.</p> <hr/> <p>Your comments:  Very efficient. Managed to work alongside all of our staff Managing to avoid getting in their way. Cordoned off areas really well. Worked quietly &amp; very respectful of our staff &amp; management team. Good job.</p>	<p>Date received: 28<sup>th</sup> June 2022</p> <p>Total cost of work: £5977</p> <p>Description of work: Painting of 10,000 sq. ft of offices, meeting rooms, toilets, canteen, kitchen and large external wall. Also repaired cracks in walls prior to painting.</p> <p>Comments: Very efficient. Managed to work alongside all of our staff managing to avoid getting in their way. Cordoned off areas really well. Worked quietly and very respectful of our staff and management team. Good job.</p>								
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Value for money	Quality of work	Service	Tidiness						
10	10	10	10						

<p>Total cost of the work £ 590</p> <hr/> <p>Description of the work undertaken:  Emulsion - 2 bedrooms  + 1 living room  Also all surrounds painted in satin wood - dk green  2<sup>nd</sup> bedroom - paper stripped, then filled, then 2 coats green emulsion</p> <hr/> <p>Your comments:  Both Alan + Ian were professional, very tidy, very courteous, highly skilled workmanship excellent. Very happy with excellent professional finish.</p>	<p>Date received: 28<sup>th</sup> June 2022</p> <p>Total cost of work: £590</p> <p>Description of work: Emulsion – 2 bedrooms and 1 living room. (1<sup>st</sup> bedroom – 2 walls white and 1 feature wall – blue, 2<sup>nd</sup> bedroom – 3 walls white and 1 feature wall – green, 3<sup>rd</sup> room – 1 feature wall – dk green) Also all surrounds painted in satin wood. 2<sup>nd</sup> bedroom – paper stripped, then filled, then 2 coats green emulsion.</p> <p>Comments: Both Alan and Ian were professional, very tidy, very courteous, highly skilled. Workmanship excellent. Very happy with excellent professional finish.</p>								
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Value for money	Quality of work	Service	Tidiness						
10	10	10	10						

<p>Total cost of the work £</p> <hr/> <p>Description of the work undertaken:  2 ROOMS EMULSIONED WALLS + CEILING PLUS WOODWORK REFRESHED</p> <hr/> <p>Your comments:  EXCELLENT WORK-</p>	<p>Date received: 4<sup>th</sup> March 2022</p> <p>Total cost of work: Not provided.</p> <p>Description of work: 2 rooms emulsioned, walls and ceiling plus woodwork refreshed.</p> <p>Comments: Excellent work.</p>								
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Value for money	Quality of work	Service	Tidiness						
10	10	10	10						

<p>Total cost of the work £ <u>£900</u></p> <p>Description of the work undertaken: <u>3 rooms painted, woodwork glossed, ceilings painted. Radiators painted</u></p> <p>Your comments: <u>Very professional, high standard</u> <u>Excellent timekeeper,</u> <u>pleasant manner</u> <u>highly recommend to friends and colleagues</u></p>	<p>Date received: 16<sup>th</sup> February 2022</p> <p>Total cost of work: £900</p> <p>Description of work: 3 rooms painted, woodwork glossed, ceilings painted. Radiators painted.</p> <p>Comments: Very professional, high standard. Excellent timekeeper. Pleasant manner. Highly recommend to friends and colleagues.</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 £ <u>180</u></p> <p>Description of the work undertaken: <u>PAINT 4 WALLS, CEILING &amp; WOODWORK</u></p> <p>Your comments: <u>Always 100% satisfied with work</u> <u>Zero Disruption + Tidy</u></p>	<p>Date received: 16<sup>th</sup> February 2022</p> <p>Total cost of work: £180</p> <p>Description of work: Paint 4 walls, ceiling and woodwork.</p> <p>Comments: Always 100% satisfied with work, zero disruption and tidy.</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: 9<sup>th</sup> February 2022</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Paint and wallpaper livingroom.</p> <p>Comments: Alan was very professional, clean, tidy, nothing is a problem to him, very efficient. I would recommend Alan to anyone. Great 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>

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> February 2022			
	Total cost of work: £600			
Customer Ratings (Out of 10)	Description of work: Painted kitchen and livingroom.			
	Comments: Came on time and completed the work on time, very neat and tidy.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> January 2022			
	Total cost of work: £1800			
Customer Ratings (Out of 10)	Description of work: 4 bedrooms decorated, 2 papered. Extensive, high awkward stair hall painted plus additional snagging work.			
	Comments: Highly recommended. Fantastic job. Communication was great throughout the week, what had been done what was next etc. Alan is a very reliable tradesman. 5 stars.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> December 2021			
	Total cost of work: £2300			
Customer Ratings (Out of 10)	Description of work: Full upstairs of house painted (5 bedrooms & hall).			
	Comments: Excellent job. House left immaculate and showed up exactly when he said he would. Will be getting Alan back to do the rest of my house once we finish with building work going on.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 <sup>th</sup> December 2021			
	Total cost of work: £640			
	Description of work: Painted living room and dining room.			
	Comments: Not only did Alan do a top class job, turned up on time when he said he would and worked to be done before a certain time at my request See you in 2022 for our hall, beautiful job done thank you.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 <sup>th</sup> November 2021			
	Total cost of work: £240			
	Description of work: Double coat painting lounge walls/ceiling (emulsion) & woodwork (gloss). Painting bathroom woodwork (gloss).			
	Comments: Second job undertaken by Alan for us. Recommended by a friend and more than happy with the quality, care and speed of work completion. A good price and all carried out in a warm, friendly way. Alan already advised that we'll be looking to him for further decorating jobs and have also advised some relatives of his work and very happy to recommend him to anyone looking for a speedy, flexible, careful painter/decorator.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 <sup>th</sup> November 2021			
	Total cost of work: £170			
	Description of work: Cracked taping repaired between walls & ceiling. Ceiling & walls repainted - including feature colour on lower half of walls around the entire room.			
	Comments: Alan is very reliable and always shows up on time. As well as providing very competitive prices within the industry the work undertaken is always to a very high standard. I am always happy with the finished result and have been a returning customer many times over.			
	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> November 2021			
	Total cost of work: Not provided.			
Description of work: Wallpapering and painting.				
Comments: Great job and quality of work would recommend on time and tidy after each day.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £ <u>ONGOING: CURRENTLY £56,321.00</u>	Date received: 15 <sup>th</sup> June 2021			
	Total cost of work: Ongoing, currently £56,321			
Description of the work undertaken: <u>34 NEW BUILD HOMES</u> <u>AMES TAPING</u> <u>EMULSION WALL &amp; CEILINGS</u> <u>SATIN FINISH WOODWORK</u>	Description of work: 34 new build homes. Ames taping. Emulsion wall and ceilings. Satin finish woodwork.			
	Comments: Alan is a professional tradesman who aims to please. Nothing is too much trouble and he will help anywhere he can with regards to programming works.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>£150</u>	Date received: 8 <sup>th</sup> June 2021			
	Total cost of work: £150			
Description of the work undertaken: <u>BEDROOM, CEILING, WALLS, DOOR</u> <u>ALL EMULSIONED, PROVIDED CEILING AND GLOSS</u>	Description of work: Bedroom, ceiling, walls, door all emulsioned, provided ceiling and gloss.			
	Comments: He is very reliable, reasonably priced.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 600/00

Description of the work undertaken:

1. LOWER UPPER HALLS & STAIRWAY STRIPPED OFF WALLPAPER

2. PLASTERBOARD REPAIRED AND SANDED

3. ALL DOORS & WOODWORK SURROUNDS PAINTED

4. ALL WALLS & CEILINGS EMULSIONED

Your comments:

VERY PROFESSIONAL APPROACH TO CUSTOMER CARE & SERVICE

DELIVERY HAVE ALREADY RECOMMENDED TO FAMILY & FRIENDS

Date received: 7<sup>th</sup> June 2021

Total cost of work: £600

Description of work: 1. Lower, upper walls & stairway stripped off wallpaper. 2. Plasterboard repaired and sanded. 3. All doors & woodwork surrounds painted. 4. All walls & ceilings emulsified.

Comments: Very professional approach to customer care & service delivery. Have already recommended to family & friends.

Value for money

Quality of work

Service

Tidiness

10

10

10

10

Customer Ratings (Out of 10)