



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Envirotrap Pest Control

NUMBER OF FEEDBACK FORMS RECEIVED: 9

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9

The following feedback forms have been completed by previous customers, rating their experience of dealing with Envirotrap Pest Control.

	Date received: 17 th February 2022			
	Total cost of work: £100			
	Description of work: Squirrel removal			
	Comments: Excellent service. 100% recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 50.00	Date received: 10 th December 2021			
	Total cost of work: £50			
Description of the work undertaken: WASP NEST REMOVAL / TREATMENT	Description of work: Wasp nest removal/treatment.			
	Comments: Excellent service, very professional and I have recommended this company to other people too.			
Your comments: Excellent service, very professional and I have recommended this company to other people too	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 150.00.</p> <hr/> <p>Description of the work undertaken: Clearance of mice from kitchen</p> <hr/> <hr/> <p>Your comments: Professional, pleasant, punctual</p> <hr/>	<p>Date received: 10th December 2021</p> <p>Total cost of work: £150</p> <p>Description of work: Clearance of mice from kitchen.</p> <p>Comments: Professional, pleasant, punctual.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 50.00</p> <hr/> <p>Description of the work undertaken: TREATED WASP NEST AT THE CORNER OF THE BEDROOM WINDOW.</p> <hr/> <hr/> <p>Your comments: EXTREMELY FAST SERVICE, ROBERT ARRIVED WITHIN A COUPLE OF HOURS. VERY SMART AND PROFESSIONAL.</p> <hr/>	<p>Date received: 10th December 2021</p> <p>Total cost of work: £50</p> <p>Description of work: Treated wasp nest at the corner of the bedroom window.</p> <p>Comments: Extremely fast service, Robert arrived within a couple of hours. Very smart and professional.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 50</p> <hr/> <p>Description of the work undertaken: REMOVE WASP NEST FROM GARAGE CAVITY</p> <hr/> <hr/> <p>Your comments: CHAP CAME 30 MINS AFTER I CALLED. SPRAYED ENTRANCE TO CAVITY AND WASPS WERE GONE THAT EVENING. VERY IMPRESSED.</p> <hr/>	<p>Date received: 10th December 2021</p> <p>Total cost of work: £50</p> <p>Description of work: Remove wasp nest from garage cavity.</p> <p>Comments: Chap came 30 mins after I called. Sprayed entrance to cavity and wasps were gone that evening. Very impressed.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>£50</u> Description of the work undertaken: <u>ELIMINATE WASP NEST</u> Your comments: <u>great job 100% effective</u> <u>very happy customer</u>	Date received: 10 th December 2021 Total cost of work: £50 Description of work: Eliminate wasp nest. Comments: Great job, 100% effective, very happy customer.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>50.00</u> Description of the work undertaken: <u>wasp nest on my top floor window - in the wall cavity</u> Your comments: <u>Quick, professional response w/ results and cost effective</u>	Date received: 10 th December 2021 Total cost of work: £50 Description of work: Wasp nest on my top floor window – in the wall cavity. Comments: Quick, professional response with results and cost effective.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>50.00</u> Description of the work undertaken: <u>WASP NEST EXTERMINATION</u> Your comments: <u>PROMPT RESPONSE TO MY ON-LINE ENQUIRY AND ATTENDED LATER THAT DAY. I WAS ADVISED THAT WASP ACTIVITY WOULD END WITHIN 2-3 HOURS AND ENSURED THAT ONE TREATMENT WOULD BE SUFFICIENT BUT IF NOT WOULD RETURN AND TREAT AGAIN. THIS HONISER WAS NOT REQUIRED AND I HAVE OBSERVED NO FURTHER ACTIVITY. EXCELLENT SERVICE!!</u>	Date received: 10 th December 2021 Total cost of work: £50 Description of work: Wasp nest extermination. Comments: Prompt response to my online enquiry and attended later that day. I was advised that wasp activity would end within 2-3 hours and ensured that one treatment would be sufficient but if not would return and treat again. This however was not required and I have observed no further activity. Excellent service!!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £ 50-00

Description of the work undertaken:

REMOVING A WASP NEST ON ROOF

Your comments:

SERVICE WAS VERY GOOD + PROMPT

VERY PLEASANT YOUNG MAN.

Date received: 22nd September 2021

Total cost of work: £50

Description of work: Removing a wasp nest on roof.

Comments: Service was very good and prompt. Very pleasant young man.

Value for money	Quality of work	Service	Tidiness
10	10	10	10

Customer Ratings (Out of 10)