



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# RB Pro Clean and Control

**NUMBER OF FEEDBACK FORMS RECEIVED: 34 (showing most recent 30)**

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

The following feedback forms have been completed by previous customers, rating their experience of dealing with RB Pro Clean and Control.

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> October 2023			
	Total cost of work: £60			
	Description of work: Cleaned gutters on house and conservatory.			
	Comments: Left message on Roberts answering service - he called me back the following day and said he would call me back the following week to arrange visit to carry out work. He did and turned up at the time he gave me. Agreed price. He went about his work in a very professional and courteous manner. No mess and very pleased with work done. Will use again and would certainly recommend to others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 <sup>th</sup> August 2023			
	Total cost of work: £40			
	Description of work: Gutter cleaning carried out.			
	Comments: Excellent job done by Robert, would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> August 2023			
	Total cost of work: £40			
	Description of work: Gutters cleaned			
	Comments: Mr Brown was very friendly and professional he even tried to help us with a problem we had even though it was not his remit, he also gave us some good advice.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> June 2023			
	Total cost of work: £290			
	Description of work: Gutters of 4-bed detached property vacuumed & externally cleaned. Exterior painted woodwork also cleaned.			
	Comments: Some of the gutters & high woodwork are very awkward to get at, but Robert did an excellent job. The gutters were very dirty, having not been done last year. The results were amazing, everything looks so much better. Robert is thorough and conscientious. He is also polite & pleasant and I highly recommend him.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 <sup>st</sup> April 2023			
	Total cost of work: £40			
	Description of work: Clean gutters			
	Comments: This is the second time have had gutters cleaned by Robert. Highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> April 2023			
	Total cost of work: £40			
	Description of work: Clean gutters front and back on mid-terraced house.			
	Comments: Robert Brown arrived on time and completed the job to my satisfaction. He was thorough and tidy and I'm very happy with the work done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> June 2022			
	Total cost of work: £45			
	Description of work: Gutter cleaning.			
	Comments: Good clean job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> April 2022			
	Total cost of work: £40			
	Description of work: This was the clearing of the gutters through vacuum.			
	Comments: I made an initial enquiry by text. Response very quick, price advised. Then got the quote through the door, called and arranged a suitable day. Had to cancel due to Covid but rearranged. Punctuality was second to none and was very polite, very happy with solution and work well done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>100.00</u> Description of the work undertaken: <u>Squirrel Removal.</u>  Your comments: <u>Excellent service 100% recommend.</u>	Date received: 17 <sup>th</sup> 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 £ <u>50.00</u> Description of the work undertaken: <u>WASP NEST REMOVAL   TREATMENT</u>  Your comments: <u>Excellent service, very professional and I have recommended this company to other people too.</u>	Date received: 10 <sup>th</sup> December 2021 Total cost of work: £50 Description of work: Wasp nest removal/treatment. 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

Total cost of the work £ <u>150.00.</u> Description of the work undertaken: <u>Clearance of mice from kitchen</u>  Your comments: <u>Professional, pleasant. Punctual</u>	Date received: 10 <sup>th</sup> December 2021 Total cost of work: £150 Description of work: Clearance of mice from kitchen. Comments: Professional, pleasant, punctual.			
	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>TREATED WASP NEST AT THE CORNER OF THE BEDROOM WINDOW.</u>  Your comments: <u>EXTREMELY FAST SERVICE, ROBERT ARRIVED WITHIN A COUPLE OF HOURS. VERY SMART AND PROFESSIONAL.</u>	Date received: 10 <sup>th</sup> December 2021 Total cost of work: £50 Description of work: Treated wasp nest at the corner of the bedroom window. Comments: Extremely fast service, Robert arrived within a couple of hours. Very smart and professional.			
	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/> <p>Your comments: CHAP CAME 30 MINS AFTER I CALLED. SPRAYED ENTRANCE TO CAVITY AND WASPS WERE GONE THAT EVENING. VERY IMPRESSED.</p>	<p>Date received: 10<sup>th</sup> 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>								
	<table border="1"> <thead> <tr> <th>Value for money</th> <th>Quality of work</th> <th>Service</th> <th>Tidiness</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	10	10	10	10
Value for money	Quality of work	Service	Tidiness						
10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 50</p> <hr/> <p>Description of the work undertaken: ELIMINATE WASP NEST</p> <hr/> <p>Your comments: great job 100% effective very happy customer</p>	<p>Date received: 10<sup>th</sup> December 2021</p> <p>Total cost of work: £50</p> <p>Description of work: Eliminate wasp nest.</p> <p>Comments: Great job, 100% effective, very happy customer.</p>								
	<table border="1"> <thead> <tr> <th>Value for money</th> <th>Quality of work</th> <th>Service</th> <th>Tidiness</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	10	10	10	10
Value for money	Quality of work	Service	Tidiness						
10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 50.00</p> <hr/> <p>Description of the work undertaken: wasp nest on my top floor window - in the wall cavity</p> <hr/> <p>Your comments: Quick, professional response w/ results and cost effective</p>	<p>Date received: 10<sup>th</sup> December 2021</p> <p>Total cost of work: £50</p> <p>Description of work: Wasp nest on my top floor window – in the wall cavity.</p> <p>Comments: Quick, professional response with results and cost effective.</p>								
	<table border="1"> <thead> <tr> <th>Value for money</th> <th>Quality of work</th> <th>Service</th> <th>Tidiness</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	10	10	10	10
Value for money	Quality of work	Service	Tidiness						
10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 50.00</p> <hr/> <p>Description of the work undertaken: WASP NEST EXTERMINATION</p> <hr/> <p>Your comments: 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 HOWEVER WAS NOT REQUIRED AND I HAVE OBSERVED NO FURTHER ACTIVITY. EXCELLENT SERVICE!!</p>	<p>Date received: 10<sup>th</sup> December 2021</p> <p>Total cost of work: £50</p> <p>Description of work: Wasp nest extermination.</p> <p>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!!</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>9</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ 40.00</p> <hr/> <p>Description of the work undertaken: Cleaned gutters at the front and rear of my house with the use of a large gutter vacuum.</p> <hr/> <p>Your comments: Robert was extremely professional and efficient with the work he carried out. Would use his service again and have recommended to our friends and neighbours.</p>	<p>Date received: 10<sup>th</sup> December 2021</p> <p>Total cost of work: £40</p> <p>Description of work: Cleaned gutters at the front and rear of my house with the use of a large gutter vacuum.</p> <p>Comments: Robert was extremely professional and efficient with the work he carried out. Would use his services again and have recommended to our friends and neighbours.</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: 25<sup>th</sup> November 2021</p> <p>Total cost of work: £65</p> <p>Description of work: Vacuum clean gutters on front, back &amp; sides of detached house.</p> <p>Comments: Robert cleaned out our gutters last year. The gutters at one side &amp; part of the front of the house are very awkward to get at, but he did a great job &amp; removed the grass growing in the angle at the front! He is pleasant &amp; polite, arranged a time &amp; kept to it. I would not hesitate to recommend him.</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: 7 <sup>th</sup> October 2021			
	Total cost of work: £40			
Customer Ratings (Out of 10)	Description of work: Gutters cleaned.			
	Comments: Very good service and all organised. Would recommend and use again.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

Total cost of the work £ <u>50.00</u> Description of the work undertaken: <u>REMOVING A WASP NEST ON ROOF</u> Your comments: <u>SERVICE WAS VERY GOOD &amp; PROMPT</u> <u>VERY PLEASANT YOUNG MAN.</u>	Date received: 22 <sup>nd</sup> September 2021			
	Total cost of work: £50			
Customer Ratings (Out of 10)	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

ONLINE FEEDBACK PROVIDED	Date received: 18 <sup>th</sup> May 2021			
	Total cost of work: £170			
Customer Ratings (Out of 10)	Description of work: Cleaned out all gutters with industrial vacuum. Cleaned all white UPVC fascia, guttering, soffits, down pipes and canopy at front door.			
	Comments: Very thorough job completed by Robert and we are very pleased with the results. Robert gave us an indicative timescale for the job and advised he would call ahead to give advanced notice a few days before, which he did. He arrived promptly and worked away until job completed. Would recommend Robert and would use his services again in the future.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 <sup>st</sup> April 2021			
	Total cost of work: £45			
Customer Ratings (Out of 10)	Description of work: Clean gutters to front and rear of house.			
	Comments: First class service. I would have no hesitation in recommending Robert.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 <sup>rd</sup> September 2020			
	Total cost of work: £40			
Customer Ratings (Out of 10)	Description of work: Gutter cleaning			
	Comments: Robert was very polite and professional. He attended property and supplied an estimate for work to be completed. He phoned prior to attending to arrange a mutual day and time. He was prompt and was thorough in his work. A receipt was given for work carried out. I wouldn't hesitate to recommend.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> August 2020			
	Total cost of work: £55			
Customer Ratings (Out of 10)	Description of work: Clean all gutters of house.			
	Comments: Very good work. I found the cost a little on the high side.			
	Value for money	Quality of work	Service	Tidiness
	8	10	10	10



ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> August 2020			
	Total cost of work: £400			
	Description of work: Removed all moss and cleared gutters from front and back of house.			
	Comments: Robert was very professional and completed the job quickly and exactly as stated. He kept in contact to advise each step of the process. Very reliable and would definitely recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> June 2020			
	Total cost of work: £220			
	Description of work: Pressure wash rear garden slabs and decking area, tidying up afterwards and removing all equipment and materials used.			
	Comments: Robert from Algae Clean Scotland was, from initial contact to job completion, excellent. His promptness in getting back to us, confirming his availability, and communication throughout made us confident he was the right person to undertake the work. He described in detail how he was going to tackle the job and the cost involved on his quote. The results were fantastic and his friendliness and professionalism absolutely spot-on. I would recommend him fully.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> May 2020			
	Total cost of work: £55			
	Description of work: Gutter cleaning on large house.			
	Comments: Excellent work and very pleasant guy.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED

Date received: 21<sup>st</sup> April 2020

Total cost of work: £50

Description of work: Cleaning of gutters to front and rear of the building and the gutters on a conservatory. These had not been cleared for about a year and had stones etc in them from the work on a neighbours roof.

Comments: Took longer than expected because of the debris left by another company following retiling of the roof next door. Despite this no increase in cost. The work was carried out very efficiently and to a high standard. The gentleman was extremely pleasant and attentive to detail. He cleared everything up and disposed of the gutter contents before departing. Will be recommending the company to friends and relatives. A first class 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:

Inspected + Cleaned All The Gutters, Including The Conservatory, Removing Leaves/Moss/Dirt Accumulated In The Gutters To Assist In Proper Drainage.

Your comments:

With our extension, many people refuse to clean the gutters due to conservatory + roof pitch preventing access. Robert's system enables access from the ground so perfect. Robert was professional, courteous + we are so pleased with the work.

Date received: 17<sup>th</sup> October 2019

Total cost of work: £80

Description of work: Inspected and cleaned all the guttering, including the conservatory, removing leaves/moss/dirt accumulated in the guttering to assist in proper drainage.

Comments: With our extension, many people refuse to clean the guttering due to the conservatory and roof pitch preventing access. Robert's system enables access from the ground so perfect. Robert was professional, courteous and we are so pleased with the work.

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

Customer Ratings (Out of 10)

10	10	10	10
----	----	----	----

Total cost of the work £

£160 for the first job and £80 for additional work on a separate occasion

Description of the work undertaken:

1. Gutters on house and garage cleaned with a vacuum & by hand where necessary. Moss cleaned off low roof & product applied
2. Moss removed from garage, driveway & garden shed.

Your comments:

I was very happy with the work carried out but also I was comfortable with Robert Brown. His initial flyer impressed me - which is why I called him. He wore his ID, his logo was on his t-shirt and everything he had was clean & tidy. My impression is that he takes pride in his work.

Date received: 17<sup>th</sup> October 2019

Total cost of work: £160 for the first job and £80 for additional work on a separate occasion.

Description of work: 1. Gutters on house and garage cleaned with a vacuum and by hand where necessary. Moss cleaned off low roof and product applied.  
2. Moss removed from garage, driveway and garden shed.

Comments: I was very happy with the work carried out but also I was comfortable with Robert Brown. His initial flyer impressed me – which is why I called him. He wore his ID, his logo was on his t-shirt and everything he had was clean and tidy. My impression is that he takes pride in his work.

Value for money

Quality of work

Service

Tidiness

Customer Ratings (Out of 10)

10

10

10

10