COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

RB Pro Clean and Control

NUMBER OF FEEDBACK FORMS RECEIVED: 41 (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: 4th November 2026 Total cost of work: £70.00 Description of work: Gutter cleaning Comments: Robert is very professional and friendly. He was not daunted by the over grown gutter to the rear of our house! Front and rear gutters were cleaned and everywhere was left clean and tidy before he left. For the work carried out we think his prices are very reasonable. We would highly recommend Robert.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3rd November 2026 Total cost of work: £80.00 Description of work: Gutter vac for a 3 bedroom semi detached house with conservatory. Comments: Excellent job and very happy with it			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	9

ONLINE FEEDBACK PROVIDED	Date received: 5th October 2026 Total cost of work: £60.00 Description of work: Cleaning out gutters of all elevations.. Comments: Highly recommend the gutter cleaning service provided by, Robert. Turned up when he said he would. Clean, tidy friendly yet professional. A pleasure to deal with. Will definitely use his services again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2nd September 2026 Total cost of work: £120.00 Description of work: Cleaned gutters at back and front of my home Comments: Lovely gentleman, he took care of my property and carried out an excellent job, trustworthy work. Will definitely use his service again			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26th August 2025 Total cost of work: £180 Description of work: Robert carried out a Gutter vac, Gutter wash, Soffit and downpipe wash. Comments: From initial contact to arranging the work to be carried out, it was a joy to deal with Robert. He was reliable and arrived to carry out the work when agreed. All he required was access to an electric point which was available from my shed. I was not at home all the time. On my return my soffits, gutters and downpipes were gleaming. There was no mess at all and as someone who might be described as “picky”, I found no fault. I will have no hesitation to contact Robert again and recommend him.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26th May 2025 Total cost of work: £100 Description of work: Gutter cleaning. Comments: Excellent work, well priced.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24th June 2024 Total cost of work: £80 Description of work: Gutter and valley cleaning a four bedroom detached house. Comments: Extremely polite and efficient service. It was immediately obvious that Robert was a professional. Immaculate vehicle and equipment. Gutters cleaned by vacuum cleaner. A great job carried out. Thoroughly recommended this service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12th 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: 18th 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: 4th 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: 22nd 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

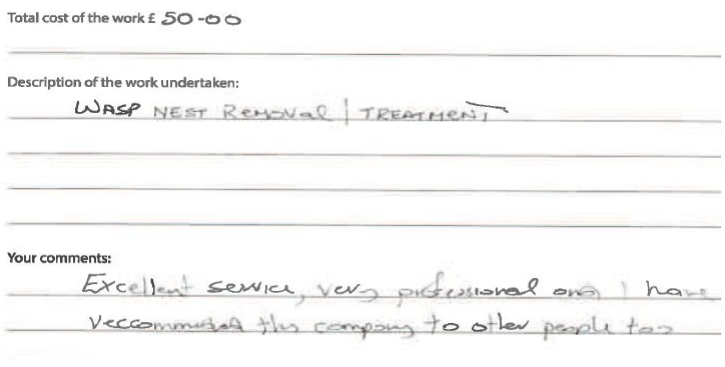
ONLINE FEEDBACK PROVIDED	Date received: 21st April 2023 Total cost of work: £40 Description of work: Clean gutters Comments: This is the second time have had gutters cleaned by Robert. Highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

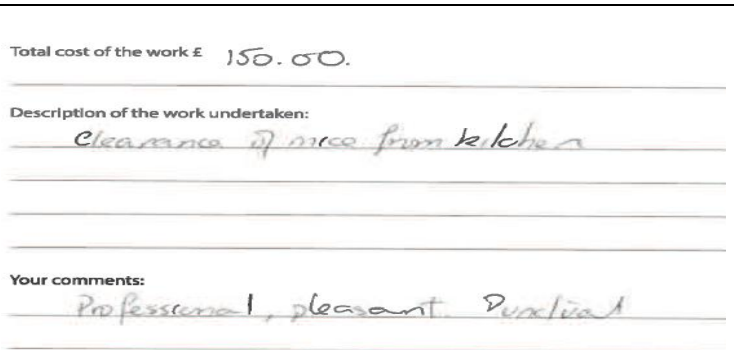
ONLINE FEEDBACK PROVIDED	Date received: 14th April 2023 Total cost of work: £40 Description of work: Clean gutters front and back on mid-terraced house. Comments: Robert Brown arrived on time and completed the job to my satisfaction. He was thorough and tidy and I'm very happy with the work done.			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

ONLINE FEEDBACK PROVIDED	Date received: 27th 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: 22nd 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

	Date received: 17th 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

	Date received: 10th 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 £ 150.00.

Description of the work undertaken:
Clearance of mice from kitchen

Your comments:
Professional, pleasant. Punctual

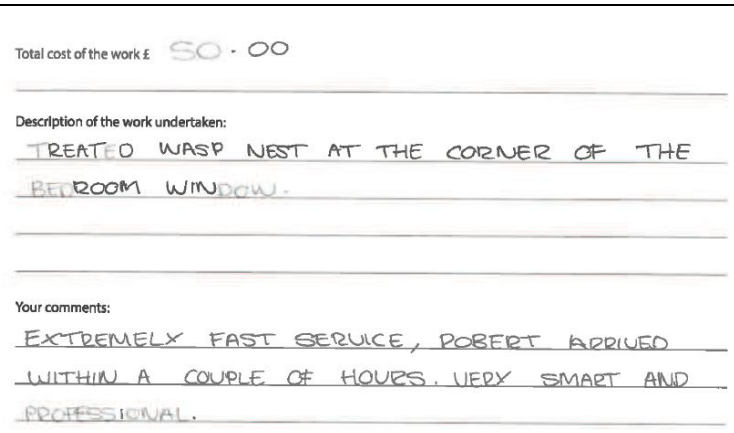
Date received: 10th December 2021

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 £ 50.00

Description of the work undertaken:
TREATED WASP NEST AT THE CORNER OF THE BEDROOM WINDOW.

Your comments:
EXTREMELY FAST SERVICE, ROBERT ARRIVED WITHIN A COUPLE OF HOURS. VERY SMART AND PROFESSIONAL.

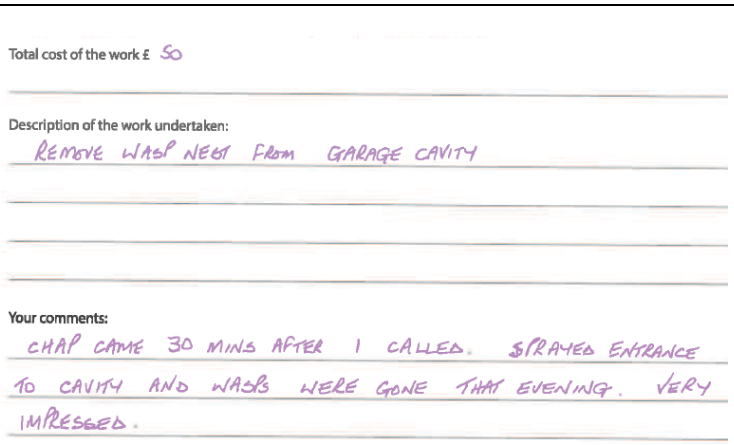
Date received: 10th December 2021

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


Total cost of the work £ 50

Description of the work undertaken:
REMOVE WASP NEST FROM GARAGE CAVITY

Your comments:
CHAP CAME 30 MINS AFTER I CALLED. SPRAYED ENTRANCE TO CAVITY AND WASPS WERE GONE THAT EVENING. VERY IMPRESSED.

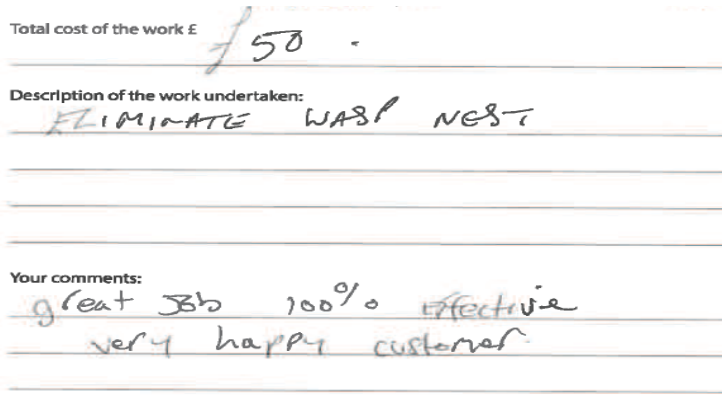
Date received: 10th December 2021

Total cost of work: £50

Description of work: Remove wasp nest from garage cavity.

Comments: Chap came 30 mins after I called. Sprayed entrance to cavity and wasps were gone that evening. Very impressed.

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


Total cost of the work £ £50.

Description of the work undertaken: ELIMINATE WASP NEST

Your comments: great job 100% effective very happy customer

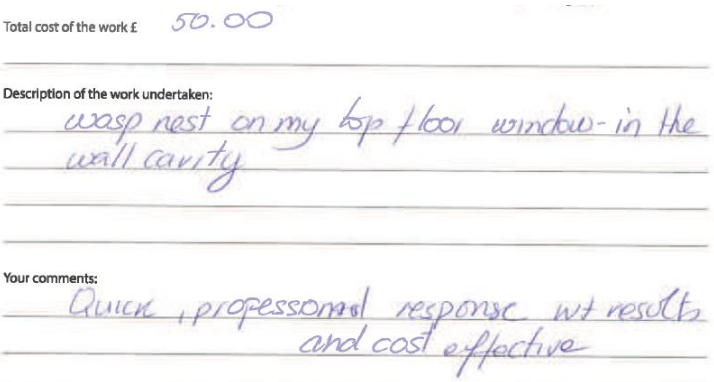
Date received: 10th December 2021

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 £ 50.00

Description of the work undertaken: wasp nest on my top floor window - in the wall cavity

Your comments: Quick, professional response wt results and cost effective

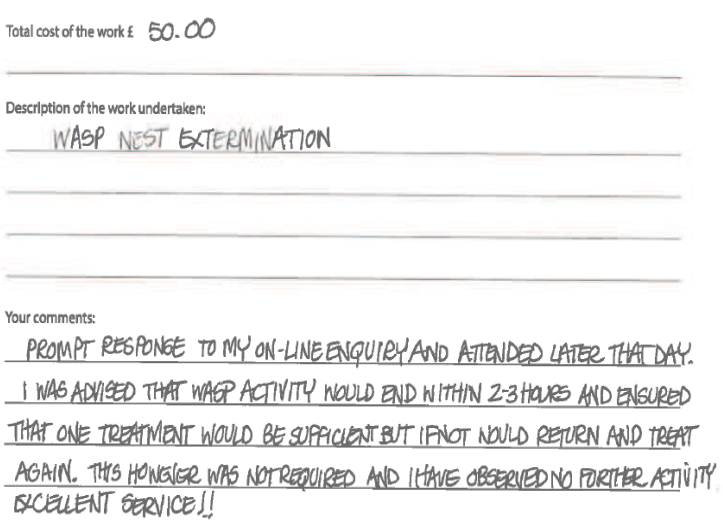
Date received: 10th December 2021

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 £ 50.00

Description of the work undertaken: WASP NEST EXTERMINATION

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!!

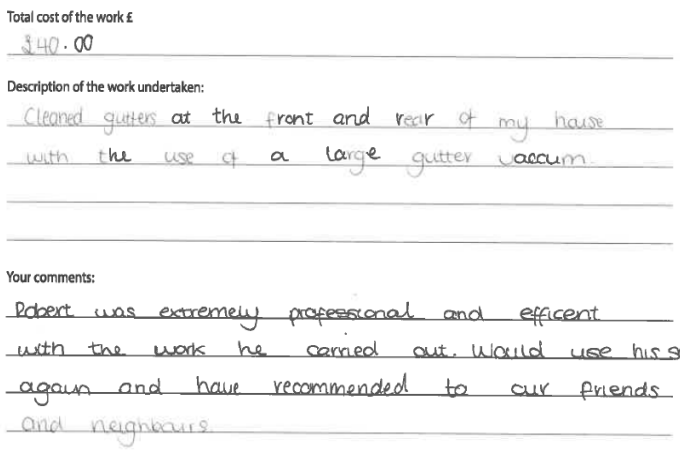
Date received: 10th December 2021

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

<table>
<tr><td rowspan="2">
Total cost of the work £
$40.00
Description of the work undertaken:
Cleaned gutters at the front and rear of my house with the use of a large gutter vaccum.
Your comments:
Robert was extremely professional and efficent with the work he carried out. Would use his service again and have recommended to our friends and neighbours.</td><td colspan="4">Date received: 10th December 2021

Total cost of work: £40

Description of work: Cleaned gutters at the front and rear of my house with the use of a large gutter vacuum.

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.</td></tr>
<tr><td>Value for money</td><td>Quality of work</td><td>Service</td><td>Tidiness</td></tr>
<tr><td>Customer Ratings (Out of 10)</td><td>10</td><td>10</td><td>10</td><td>10</td></tr>
</table>

<table>
<tr><td rowspan="2">ONLINE FEEDBACK PROVIDED</td><td colspan="4">Date received: 25th November 2021

Total cost of work: £65

Description of work: Vacuum clean gutters on front, back & sides of detached house.

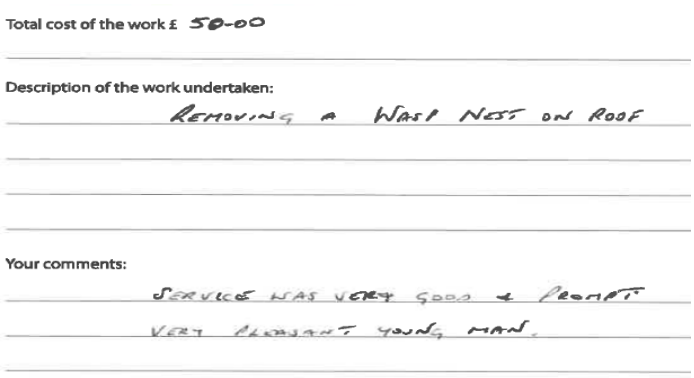
Comments: Robert cleaned out our gutters last year. The gutters at one side & part of the front of the house are very awkward to get at, but he did a great job & removed the grass growing in the angle at the front! He is pleasant & polite, arranged a time & kept to it. I would not hesitate to recommend him.</td></tr>
<tr><td>Value for money</td><td>Quality of work</td><td>Service</td><td>Tidiness</td></tr>
<tr><td>Customer Ratings (Out of 10)</td><td>10</td><td>10</td><td>10</td><td>10</td></tr>
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<table>
<tr><td rowspan="2">ONLINE FEEDBACK PROVIDED</td><td colspan="4">Date received: 7th October 2021

Total cost of work: £40

Description of work: Gutters cleaned.

Comments: Very good service and all organised. Would recommend and use again.</td></tr>
<tr><td>Value for money</td><td>Quality of work</td><td>Service</td><td>Tidiness</td></tr>
<tr><td>Customer Ratings (Out of 10)</td><td>10</td><td>10</td><td>10</td><td>10</td></tr>
</table>


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
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED

Date received: 18th May 2021

Total cost of work: £170

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
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED

Date received: 21st April 2021

Total cost of work: £45

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
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3rd September 2020 Total cost of work: £40 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
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28th August 2020 Total cost of work: £55 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
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17th 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