



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Chris Allison Heating Services Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 10

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9

The following feedback forms have been completed by previous customers, rating their experience of dealing with Chris Allison Heating Services Ltd.

ONLINE FEEDBACK FORM	Date received: 22 nd December 2022			
	Total cost of work: £60			
	Description of work: Pipes had frozen in cold weather. When they defrosted there was a lot of air left in the system which needed to be cleared.			
	Comments: Came out at very short notice the week of Christmas to make sure everything was resolved and working properly. Very happy.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK FORM	Date received: 5 th September 2022			
	Total cost of work: £160			
	Description of work: Fitted new gas pipe in a new area and associated work.			
	Comments: Chris arrived when he said he would and gave a cost for the work and returned to complete the work all within agreed timescales. Would have no hesitation in recommending Chris' work and we are having him back to complete further work for us.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK FORM</p>	<p>Date received: 17th May 2022</p> <p>Total cost of work: £401</p> <p>Description of work: Investigation and identification of faint gas smell inside the house, and necessary repairs to ensure central heating and hot water could be used once again. Also ancillary work to fix a leaking radiator and mains cold water tap.</p> <p>Comments: Chris is an excellent tradesman in terms of his expertise and his customer service. He responded quickly to my initial enquiry and was able to fit in an inspection at short notice (VERY rare at the moment when tradesmen are so busy!). He explained the issue to me and kept me fully apprised of the options for repair and anticipated costs, and what the longer-term prognosis might be. I thoroughly recommend Chris for any heating services work that you might have.</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 FORM</p>	<p>Date received: 6th May 2022</p> <p>Total cost of work: £55</p> <p>Description of work: Cut and replaced copper pipe work due to me hammering a nail through the pipe.</p> <p>Comments: I called Chris for help after I put a nail through copper pipe, he was happy to come and help after a job in Edinburgh. He arrived in a timely manner, provided upfront quote which was more than reasonable and promptly cut and replaced copper pipe work making sure there was no leaks, no air in system and heating all up and running again! Nice honest guy and would not hesitate to recommend him to anyone else! 10/10 Thanks 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>

ONLINE FEEDBACK FORM	Date received: 28 th April 2022			
	Total cost of work: £436			
	Description of work: After very thoroughly investigating a flushing/drainage problem Chris identified the need for a new WC and expertly and efficiently installed it. A long-term nagging problem was finally solved by Chris' professionalism. During this work, he noticed a small gas leak which we had been unaware of, and swiftly arranged for the appropriate engineer to remedy this as a matter of urgency. Very highly recommended.			
	Comments: See above. Very highly recommended: expert, professional, considerate and careful.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK FORM	Date received: 27 th April 2022			
	Total cost of work: £3000			
	Description of work: Install new boiler and radiators. Relocated radiators, fitted new pipe work.			
	Comments: Chris was very professional, very helpful, polite and arrived on time. Would not accept payment until I was satisfied with the work carried out.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK FORM	Date received: 27 th April 2022			
	Total cost of work: £376			
	Description of work: Chris came twice. Once to fix a broken toilet flush. Another time to replace two radiators, exchange a bath panel and replace the bath tap. The price doesn't include the cost of the material. The price above is the cost for the second job, just for the labour.			
	Comments: I can't recommend Chris enough. He's extremely reliable and efficient.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th April 2022			
	Total cost of work: £1950			
	Description of work: Replacing a new boiler and setting up 3 rd party app to control the heating system.			
	Comments: Fantastic and helpful in giving options prior to work, giving us opportunity to decide which boiler and 3 rd party app to use. Professional and approachable.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th April 2022			
	Total cost of work: £260			
	Description of work: New radiator supplied and fitted in a bedroom with a RTV. Pipe leaking in kitchen, new pipe supplied and fitted.			
	Comments: Fast, reliable, friendly and honest. No job too big or little and I will continue to use their service in future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th April 2022			
	Total cost of work: £294			
	Description of work: Call out, purchased installed a new shower for me when my previous stopped working.			
	Comments: Great service, communication and explained everything simply. Would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10