



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Gutter Vac Livingston

NUMBER OF FEEDBACK FORMS RECEIVED: 17

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9

The following feedback forms have been completed by previous customers, rating their experience of dealing with Gutter Vac Livingston.

ONLINE FEEDBACK PROVIDED	Date received: 25 th September 2023			
	Total cost of work: £125			
	Description of work: Clean and repair gutter.			
	Comments: Kenny was very reliable and did an excellent job, would highly recommend to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 th May 2023			
	Total cost of work: £100			
	Description of work: Cleaned all guttering (top & lower) levels and did a repair.			
	Comments: It's has been the best job done on my gutters and I have had them done a few times before by other people but not as good as Kenneth done. Also he replies to you when you contact him, comes when he says he will, very reliable.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 th March 2023			
	Total cost of work: £40			
	Description of work: Gutters cleaned			
	Comments: Up-Front communication good and also once onsite. Job completed to a good standard, no mess to tidy up afterwards.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2 nd September 2022			
	Total cost of work: £45			
	Description of work: Cleaned heavily soiled gutters on the property.			
	Comments: Was happy with the with that was carried out. I did have one downpipe which I knew was going to be an issue but Kenny still managed to pull some of the debris out, enough to get some water running through the downpipe. Should have been using Gutter Vac on a regular basis and I would never have had the downpipe blocked, lesson learned 😊			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 st September 2022			
	Total cost of work: £30			
	Description of work: Gutters to front and rear of two storey home cleaned out.			
	Comments: Excellent service, prompt, friendly, reliable and trustworthy. Will definitely use again and definitely recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 th August 2022			
	Total cost of work: £60			
	Description of work: Gutters cleared of many years of moss/debris. Repair carried out to broken seal at a very reasonable cost.			
	Comments: Great service. Kenny arrived, viewed the gutters and got to work after explaining the process. Very efficient and clean/tidy job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 th August 2022			
	Total cost of work: £30			
	Description of work: Clean out and remove moss from 2 storey house front and rear rhones including downpipe outlet.			
	Comments: Observed work being carried out and satisfied that rhones are free from all debris.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th August 2022			
	Total cost of work: £65			
	Description of work: Cleaned all gutters round the property. Also cleaned weeds and moss from the gutters and off an extension roof.			
	Comments: Kenny phoned me back after I left a message whilst he was on holiday. He came round to complete the job on his return from his holiday. We've booked him for another job because we were so pleased.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>35.00</u></p> <hr/> <p>Description of the work undertaken: <u>CLEANED ALL GUTTERS ROUND THE OUTSIDE OF THE HOUSE</u></p> <hr/> <hr/> <p>Your comments: <u>VERY GOOD</u></p> <hr/>	<p>Date received: 1st July 2022</p> <p>Total cost of work: £35</p> <p>Description of work: Cleaned all gutters round the outside of the house.</p> <p>Comments: Very good.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>120.00</u></p> <hr/> <p>Description of the work undertaken: <u>HOUSE GUTTERS CLEANED (INSIDE & OUTSIDE)</u></p> <hr/> <hr/> <p>Your comments: <u>KENNY ALSO CLEANS OUR HOUSE WINDOWS. VERY HAPPY WITH THE QUALITY OF HIS WORK</u></p> <hr/>	<p>Date received: 1st July 2022</p> <p>Total cost of work: £120</p> <p>Description of work: House gutters cleaned (inside and outside).</p> <p>Comments: Kenny also cleans our house windows. Very happy with the quality of his work.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>40</u></p> <hr/> <p>Description of the work undertaken: <u>VACUUMED ALL GUTTERS, DISPOSED OF DEBRIS</u></p> <hr/> <hr/> <p>Your comments: <u>FRIENDLY RELIABLE SERVICE</u></p> <hr/>	<p>Date received: 28th June 2022</p> <p>Total cost of work: £40</p> <p>Description of work: Vacuumed all gutters, disposed of debris.</p> <p>Comments: Friendly reliable service.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 40</p> <hr/> <p>Description of the work undertaken: Gutter cleaning with vacuum system.</p> <hr/> <p>Your comments: A quick, easy + clean way to have gutters cleaned. No ladders involved. Would highly recommend.</p>	<p>Date received: 28th June 2022</p> <p>Total cost of work: £40</p> <p>Description of work: Gutter cleaning with vacuum system.</p> <p>Comments: A quick, easy and clean way to have gutters cleaned. No ladders involved. Would highly recommend.</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 £ 30</p> <hr/> <p>Description of the work undertaken: using vac to clean gutters</p> <hr/> <p>Your comments: Very polite, professional & friendly. Very reasonably priced & pricing is clear at onset. Will definitely use again for next clean & have already recommended.</p>	<p>Date received: 23rd May 2022</p> <p>Total cost of work: £30</p> <p>Description of work: Using vac to clean gutters.</p> <p>Comments: Very polite, professional and friendly. Very reasonably priced and pricing is clear at onset. Will definitely use again for next clean and have already recommended.</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 £ 50.00</p> <hr/> <p>Description of the work undertaken: All gutters cleaned at home address, which is a large two storey house with multi-level gutters.</p> <hr/> <p>Your comments: Have used this company twice before over the years and have been very satisfied with service and price.</p>	<p>Date received: 19th May 2022</p> <p>Total cost of work: £50</p> <p>Description of work: All gutters cleaned at home address, which is a large two storey house with multi-level gutters.</p> <p>Comments: Have used this company twice before over the years and have been very satisfied with service and price.</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>£30</u></p> <p>Description of the work undertaken: <u>CLEANING OF GUTTERING FRONT & BACK OF HOUSE.</u></p> <p>Your comments: <u>I WILL BE CONTINUING THIS COMPANY TO CLEAN MY HOMES GUTTERS YEARLY</u></p>	<p>Date received: 10th May 2022</p> <p>Total cost of work: £30</p> <p>Description of work: Cleaning of guttering front and back of house.</p> <p>Comments: I will be continuing this company to clean my homes gutters yearly.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £</p> <p>Description of the work undertaken: <u>Guttering cleaning on two properties, one 3-bed, 1 x 4 bed houses. Also one repair to guttering.</u></p> <p>Your comments: <u>Kenny did a very thorough job of cleaning out the guttering, it was not the 5 minute half a painful job I had had before with another tradesman". Very happy with the service and very reasonably priced.</u></p>	<p>Date received: 4th May 2022</p> <p>Total cost of work: Not provided</p> <p>Description of work: Guttering cleaning on two properties, one 3-bed, 1 x 4-bed houses. Also one repair to guttering.</p> <p>Comments: Kenny did a very thorough job of cleaning out the guttering, it was not the 5 minute half a painful job I had before with another "tradesman". Very happy with the service and very reasonably priced.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>40 00</u></p> <p>Description of the work undertaken: <u>Replaced guttering and broken down pipes.</u></p> <p>Your comments: <u>Excellent service, Kenneth is a lovely person and very accommodating. He done an excellent job at a very good price!</u></p>	<p>Date received: 3rd May 2022</p> <p>Total cost of work: £40</p> <p>Description of work: Replaced guttering and broken down pipes.</p> <p>Comments: Excellent service. Kenneth is a lovely person and very accommodating. He done an excellent job at a very good price!</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10