



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

One Design Electrical Ltd

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 One Design Electrical Ltd.

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 5 th December 2024 | | | |
| | Total cost of work: £80 | | | |
| | Description of work: Replacing light fittings and switches. | | | |
| | Comments: Mikey was very professional, friendly, neat and did a great job. Would definitely recommend and we will use again. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 15 th November 2024 | | | |
| | Total cost of work: £640 | | | |
| | Description of work: At very short notice came out to replace outdated fuse box with up to date one, fault with earth found, returned very promptly to investigate. Issue found and quickly fixed. | | | |
| | Comments: Would definitely recommend. Prompt service. Friendly. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 15 th November 2024 | | | |
| | Total cost of work: £200 | | | |
| | Description of work: Installed socket and internet point for tv. Hung new tv on the wall. | | | |
| | Comments: Very pleased with the work carried out. The boys were efficient and very friendly. They came highly recommended and didn't disappoint. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 8 th November 2024 | | | |
| | Total cost of work: £550 | | | |
| | Description of work: RCD box replaced (electrical work) | | | |
| | Comments: Really nice guy, not too expensive & great job done | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 14 th October 2024 | | | |
| | Total cost of work: £1800 | | | |
| | Description of work: Replaced an old fuse board and installed a new consumer unit and installed an EV charger. | | | |
| | Comments: Michael and his team were excellent. They were quick to respond to communication and answered all my questions before the job started. On the day they turned up exactly on time and got the job done quickly and left with everything tidied and explained the systems they had just installed. Would definitely recommend to anyone. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 4 th September 2024 | | | |
| | Total cost of work: £615 | | | |
| | Description of work: Supply and installation of extraction hood in kitchen, supply and installation of extraction fan in bathroom, repair of faulty wiring in electrical fuse box. | | | |
| | Comments: Communication and time keeping was excellent and the job was completed timeously, professionally and to a high standard. The pair also cleaned up after themselves and were mindful about keeping noise to a minimum as the work was carried out. Kept me fully informed throughout. The best experience I have had with a tradesperson in terms of communication, courtesy, time-keeping and quality of work. Can't recommend highly enough. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 28 th August 2024 | | | |
| | Total cost of work: £735 | | | |
| | Description of work: Replaced fuse box, removed wall lights, fixed a couple of faulty sockets and created a new double socket. | | | |
| | Comments: Michael was knowledgeable and informative when he came to quote for the work. We agreed a day for the work and he kept me informed of his arrival time and turned up when he said he would. The job was done well and they tidied up after themselves. I was very pleased with the standard of work and would definitely use them again or recommend them to others. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 8 th August 2024 | | | |
| | Total cost of work: £100 | | | |
| | Description of work: To erect new outside light on garage and also in porch. Supplied and fitted two light sockets in hallway. | | | |
| | Comments: I'm very pleased with the work. Michael and apprentice were polite and helpful. They did the jobs quickly and efficiently. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 25 th July 2024 | | | |
| | Total cost of work: £1520 | | | |
| | Description of work: Electrical power to external garage inclusive of lighting and power sockets, also installing external power unit for hot tub. | | | |
| | Comments: One design electrical have now carried out 2 jobs for me now since buying a house, there speedy service and response to inquiries was second to none. very professional when onsite constantly updating you as the job progresses. I would recommend One Design Electrical to friends, family and work colleagues. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 9 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 5 th July 2024 | | | |
| | Total cost of work: £1500 | | | |
| | Description of work: New consumer unit, various jobs of additional sockets, lighting, phone points in a house renovation | | | |
| | Comments: Highly recommend! Great at communicating, turned up on time, got work done quickly, neatly, and tidied up afterwards. Very happy with the work done :) | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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| ONLINE FEEDBACK PROVIDED | Date received: 17 th June 2024 | | | |
| | Total cost of work: £730 | | | |
| Description of work: Replacement of RCD unit and installation of security lighting. | | | | |
| Comments: Very happy with service and would use One Design Electrical for and future electrical work. | | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|--|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 6 th June 2024 | | | |
| | Total cost of work: £80 | | | |
| Description of work: Fault finding and fitment of electrical sockets and light switches. | | | | |
| Comments: Very fast response to post and also fast turnaround to undertake the works at my property, I would have no hesitation on recommending One Design Electrical. | | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 9 | 10 | 10 |

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|--|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 3 rd June 2024 | | | |
| | Total cost of work: £120 | | | |
| Description of work: Replace outdoor security light. | | | | |
| Comments: Michael has done various pieces of electrical work at different times. I have always found him to be courteous and the work has been completed successfully. Property has always been left clean and tidy. Where additional work has been required, he has provided both an explanation and quote in advance. I would be happy to recommend him. | | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 11 th December 2023 | | | |
| | Total cost of work: £80 | | | |
| | Description of work: Removal of faulty bathroom extractor fan. Supply and fit replacement. | | | |
| | Comments: Second time I've used Mikey. Always professional, polite and arrives on time. Explained in easy to understand terms what the problem was and how it could be fixed. Would definitely use again. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 28 th November 2023 | | | |
| | Total cost of work: £400 | | | |
| | Description of work: Installing down lighters, dimmer switch and shortening cables. | | | |
| | Comments: Michael and his team were courteous and prompt from the start. The quality of One Design's work is excellent and I have already recommended him to a friend. Keep up the wonderful service. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 2 nd November 2023 | | | |
| | Total cost of work: £80 | | | |
| | Description of work: We had a power failure (not a power cut - only our house was affected). RCD on consumer unit kept tripping and we couldn't see why despite trying all methods of fault-finding. | | | |
| | Comments: Michael and young Brandon came out at short notice and did an excellent job of quickly diagnosing and fixing the problem (it wasn't straightforward), and at a very reasonable price. Prompt and efficient service. Highly recommended. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 2 nd November 2023 | | | |
| | Total cost of work: £150 | | | |
| | Description of work: Identified fault in wiring causing breaker to trip constantly. | | | |
| | Comments: Totally recommended. Prompt, friendly , found the problem and resolved it there and then. Will be our first one to call in the future. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 30 th October 2023 | | | |
| | Total cost of work: £550 | | | |
| | Description of work: New consumer unit installed and repair of existing wiring. | | | |
| | Comments: Very professional and friendly manner and work was carried out on time. Cleaned up perfectly after the job. Would highly recommend him. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 6 th October 2023 | | | |
| | Total cost of work: £805 | | | |
| | Description of work: Upgrade fuse box Fixed faulty connection to shower and moved switch outside bathroom. | | | |
| | Comments: I was extremely happy with the work completed by Michael and his apprentice. A great team. Thanks. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 3rd August 2023</p> <p>Total cost of work: £915</p> <p>Description of work: EICR</p> <p>Comments: Michael was able to schedule in date for initial assessment and date for required work for EICR within 11 days of first messaging. Provided detailed breakdown of work required and cost. Work completed promptly to a high standard. Left no mess. Highly recommend for any electrical needs. Will be using again in future.</p> | | | |
| Customer Ratings (Out of 10) | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 7th July 2023</p> <p>Total cost of work: £1300</p> <p>Description of work: Installed car electrical charging point.</p> <p>Comments: Fabulous service, would highly recommend.</p> | | | |
| Customer Ratings (Out of 10) | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 16th May 2023</p> <p>Total cost of work: £128</p> <p>Description of work: Woke up to find the power was off in three rooms only in our house. Although not an immediate emergency, we quickly searched online for, preferably, a local electrician (and having no recommendations to rely on), we found One Design Electrical Ltd. A local and a registered company. Took a punt, and Michael from One Design was with us the next day, even earlier than anticipated. Good stuff.</p> <p>Comments: Michael was courteous and worked efficiently to find the fault. He soon had a temporary solution in place to get the power back on in the three rooms. He quickly followed up with 3 options to permanently fix the issue, all in writing with pricing. Michael answered our questions promptly and he was soon back to the house to resolve the fault as arranged a day later. A fast, no fuss, efficient service from Michael and One Design Electrical Ltd. Just what was needed. Recommended.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 19th April 2023</p> <p>Total cost of work: £1099.60</p> <p>Description of work: Electric Vehicle charger fitted to outside of house.</p> <p>Comments: Michael was professional and knowledgeable throughout the process. He explained all the options available and gave us lots of choices along with his recommendations. He arrived when promised and fitted the charger within the expected timescale. We are delighted with the charger and would definitely recommend Michael and his company to anyone looking for a company that is reliable and trustworthy.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 14 th April 2023 | | | |
| | Total cost of work: £159.78 | | | |
| Customer Ratings (Out of 10) | Description of work: Install new extractor fan for bathroom and repair cable. Installed new light switch in hallway. | | | |
| | Comments: Very polite, and very professional, would definitely use him again. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 16 th March 2023 | | | |
| | Total cost of work: £1088 | | | |
| Customer Ratings (Out of 10) | Description of work: Outside cool white led lights on driveway, 2 x up/down lights at either side of front door, fixed 1 x indoor pendant & 1 x socket. | | | |
| | Comments: Mikey did a fantastic job, he did exactly what I asked for and I am over the moon, Mikey was a hard worker, he didn't stop till the job was finished, he was very pleasant and professional. I would highly recommend him, he really is very honest and reliable. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 21 st February 2023 | | | |
| | Total cost of work: £160 | | | |
| Customer Ratings (Out of 10) | Description of work: 3 spotlights and fitting of wall light. | | | |
| | Comments: Michael was great value for money, nice to talk to and very tidy. I would definitely recommend. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 1 st February 2023 | | | |
| | Total cost of work: £718 | | | |
| | Description of work: Following a review of the electrics, Michael made recommendations as to upgrades/improvements and I was happy to take his advice. This work was subsequently completed successfully. | | | |
| | Comments: On two occasions Michael was able to help at short notice when I was left without power. He has now carried out a full review and has made improvements. Reasonable price and a friendly service. Will definitely use this company again and would recommend him. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 22 nd December 2022 | | | |
| | Total cost of work: £115 | | | |
| | Description of work: Installing a Tado and extra electrical sockets. | | | |
| | Comments: Very tidy and professional. Came out at short notice when another trusted trader let me down. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 19 th December 2022 | | | |
| | Total cost of work: £300 | | | |
| | Description of work: Electrical outlet & switch repair, Light fixture repair, rewiring of 2 lights, change 4 light switches. | | | |
| | Comments: Professional and courteous service from Mikey. On time and on budget. Would definitely use again. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

ONLINE FEEDBACK PROVIDED

Date received: 27th September 2022

Total cost of work: £1700

Description of work: Replace consumer unit plus lots of other electrical works which have been piling up for over 24 years!

Comments: If we could award more than 10/10 we would! Can't recommend Michael highly enough. Genuinely nice guy. Asked him to do extra work and it wasn't a problem. Stuck to his quote (plus extra for the extra jobs obviously). Very high standard and guaranteed work. Very tidy. And we already have him booked for more work!

Value for money

Quality of work

Service

Tidiness

Customer Ratings (Out of 10)

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