



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## One Design Electrical Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 47 (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.

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 13 <sup>th</sup> March 2025   |                 |         |          |
|                              | Total cost of work: £875   |                 |         |          |
|                              | Description of work: Supply and fit of 22 dimmable LED downlights to four circuits in living room/dining room, along with supply and fit of a four-gang dimmer switch.   |                 |         |          |
|                              | Comments: Michael and Brandon arrived on time, completed the job without stopping for a break, and tidied up after them leaving the room spotless. Great job, good value for money and I 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: 7 <sup>th</sup> March 2025   |                 |         |          |
|                              | Total cost of work: £810  |                 |         |          |
|                              | Description of work: Upgrade to Consumer Unit, SPD and individual RCBO's, install 10mm cable for shower and pullcord and fit new shower. Everything fully checked.  |                 |         |          |
|                              | Comments: Michael and his apprentice were very professional, friendly and always tidied up after themselves. Michael will answer any questions you may have and reply promptly to emails. I would definitely recommend One Design Electrical to anyone needing electrical work done and would use them in the future. This in fact was the 3rd time I have used them. Very pleased. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 6 <sup>th</sup> February 2025  |                 |         |          |
|                              | Total cost of work: £80   |                 |         |          |
|                              | Description of work: Fit an outside light   |                 |         |          |
|                              | Comments: Michael arrived when he said he would and fitted light to my satisfaction. Very happy with the job. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9   | 10              | 10      | 10       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 15 <sup>th</sup> January 2025   |                 |         |          |
|                              | Total cost of work: £698   |                 |         |          |
|                              | Description of work: New consumer unit fitted and repairs to existing electrical work.                               |                 |         |          |
|                              | Comments: Always on time. Michael and his apprentice provided a first class service and were friendly and efficient. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 15 <sup>th</sup> January 2025  |                 |         |          |
|                              | Total cost of work: £160  |                 |         |          |
| ONLINE FEEDBACK PROVIDED     | Description of work: All sockets fully checked and connections tightened where necessary. Problem of intermittently tripping fuse sorted.       |                 |         |          |
|                              | Comments: I was completely satisfied with the work I had done and would recommend One Design Electrical to anyone needing electrical work done. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 12 <sup>th</sup> December 2024  |                 |         |          |
|                              | Total cost of work: Not provided   |                 |         |          |
| ONLINE FEEDBACK PROVIDED     | Description of work: Fitted outside electrical socket from garage.   |                 |         |          |
|                              | Comments: Michael is nice and friendly and polite. He and his Apprentice did the job efficiently. They always turn up on time too. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 5 <sup>th</sup> December 2024   |                 |         |          |
|                              | Total cost of work: £80  |                 |         |          |
| ONLINE FEEDBACK PROVIDED     | 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       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 15 <sup>th</sup> November 2024  |                 |         |          |
|                              | Total cost of work: £640   |                 |         |          |
| Customer Ratings (Out of 10) | 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 |
|                              | 10   | 10              | 10      | 10       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 15 <sup>th</sup> November 2024  |                 |         |          |
|                              | Total cost of work: £200   |                 |         |          |
| Customer Ratings (Out of 10) | 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 |
|                              | 10   | 10              | 10      | 10       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 8 <sup>th</sup> November 2024                  |                 |         |          |
|                              | Total cost of work: £550                                      |                 |         |          |
| Customer Ratings (Out of 10) | 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 |
|                              | 10  | 10              | 10      | 10       |

|                                     |   |                        |                |                 |
|-------------------------------------|---|------------------------|----------------|-----------------|
| <p>ONLINE FEEDBACK PROVIDED</p>     | <p>Date received: 14<sup>th</sup> October 2024</p> <p>Total cost of work: £1800</p> <p>Description of work: Replaced an old fuse board and installed a new consumer unit and installed an EV charger.</p> <p>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.</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: 4<sup>th</sup> September 2024</p> <p>Total cost of work: £615</p> <p>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.</p> <p>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.</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: 28 <sup>th</sup> 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       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 8 <sup>th</sup> 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       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 25 <sup>th</sup> 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        |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 5 <sup>th</sup> 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       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 17 <sup>th</sup> 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       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 6 <sup>th</sup> 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       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 3 <sup>rd</sup> 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       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 11 <sup>th</sup> 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       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 28 <sup>th</sup> 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       |



|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 2 <sup>nd</sup> 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       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 2 <sup>nd</sup> 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       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 30 <sup>th</sup> 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       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 6 <sup>th</sup> 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       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 3 <sup>rd</sup> August 2023  |                 |         |          |
|                              | Total cost of work: £915  |                 |         |          |
|                              | Description of work: EICR   |                 |         |          |
|                              | 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. |                 |         |          |
|                              | 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> July 2023                      |                 |         |          |
|                              | Total cost of work: £1300                                     |                 |         |          |
|                              | Description of work: Installed car electrical charging point. |                 |         |          |
|                              | Comments: Fabulous service, would highly recommend.           |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

|                                     |  |                        |                |                 |
|-------------------------------------|--|------------------------|----------------|-----------------|
| <p>ONLINE FEEDBACK PROVIDED</p>     | <p>Date received: 16<sup>th</sup> 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> |                        |                |                 |
| <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: 19<sup>th</sup> 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> |                        |                |                 |
| <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: 14<sup>th</sup> April 2023</p> <p>Total cost of work: £159.78</p> <p>Description of work: Install new extractor fan for bathroom and repair cable. Installed new light switch in hallway.</p> <p>Comments: Very polite, and very professional, would definitely use him 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>       |