



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

The Jack of All

NUMBER OF FEEDBACK FORMS RECEIVED: 10

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8

The following feedback forms have been completed by previous customers, rating their experience of dealing with The Jack of All.

ONLINE FEEDBACK PROVIDED	Date received: 30 th October 2023			
	Total cost of work: £80			
	Description of work: Put tracks for our blinds back up after we'd had double glazing redone.			
	Comments: Really helpful, provided good explanations for things that had to change. Looked after our property and was polite and courteous.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	9	10

ONLINE FEEDBACK PROVIDED	Date received: 30 th October 2023			
	Total cost of work: £110			
	Description of work: New carpet fitted and doors required to be shorter He was professional. Clean tidy. And did an exceptional job. Would highly recommend.			
	Comments: Great worker.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 th July 2023			
	Total cost of work: £45			
	Description of work: To replace internal door handle			
	Comments: I contacted Chris by text and he quickly responded. He gave me a date and turned up on time. He quickly replaced the handle and tidied up. He was polite and courteous. I would definitely use him again in the future and would recommend him.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 th July 2023			
	Total cost of work: £45			
	Description of work: On first visit, he checked my bathroom wall light as it wasn't working. Put new fuse in and checked all connections. Discovered the light unit was broken and made it safe. Didn't charge for that visit. At today's visit, he disconnected and removed the old light, screwed in and connected the new light and then filled in the holes and cleaned the wall.			
	Comments: Chris arrived at the time arranged and did all the work that needed done. He then tidied up afterwards. He was very polite and courteous on both visits and I will certainly contact him again for any DIY work I need doing.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 nd March 2023			
	Total cost of work: £45			
	Description of work: Repaired top and bottom runners of sliding wardrobe doors.			
	Comments: Arrived on time and completed the work within the time he had estimated. Clean and tidy First class.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 th February 2023			
	Total cost of work: £260			
	Description of work: Replaced an internal door plus handles with lock, filled holes in the wall and fixed two small leaks.			
	Comments: Very helpful and informative. I was very pleased and relieved to have several different problems solved for me in the one visit.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 610.00	Date received: 4 th January 2023			
	Total cost of work: £610			
Description of the work undertaken: <i>Fixed doors, put hooks on doors. Filled Glass Panels on door, Shaved doors to fit. Fixed Shower door. Supplied and fitted new Dado rails also new skirting Board. Supplied and fitted all new internal doors</i>	Description of work: Fixed doors. Put hooks on doors. Filled glass panels on door. Shaved doors to fit. Fixed shower door. Supplied and fitted new dado rails also new skirting board. Supplied and fitted all new internal doors.			
Your comments: <i>Chris was a fantastic worker very clean no mess, kept you informed of everything, would not hesitate to recommend him to anyone, nothing was too much for him extremely obliging</i>	Comments: Chris was a fantastic worker, very clean, no mess, kept you informed of everything, would not hesitate to recommend him to anyone, nothing was too much for him, extremely obliging.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 100	Date received: 20 th December 2022			
	Total cost of work: £100			
Description of the work undertaken: <i>LIGHT FITTINGS COAT HANGER, HOOKS FITTED.</i>	Description of work: Light fittings, coat hanger, hooks fitted.			
Your comments:	Comments: None provided.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	8	10	8

Total cost of the work £ 80 - Description of the work undertaken: Leaky Sink in bathroom and re sealed shower Your comments: Prompt and very tidy	Date received: 24 th November 2022 Total cost of work: £80 Description of work: Leaky sink in bathroom and re-sealed shower. Comments: Prompt and very tidy.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 25.00 Description of the work undertaken: Small electrical work and patch wall repairs. Your comments: Very pleasant and professional - honest about the scope of work he could and couldn't do. Would highly recommend.	Date received: 22 nd November 2022 Total cost of work: £25 Description of work: Small electrical work and patch wall repairs. Comments: Very pleasant and professional – honest about the scope of work he could and couldn't do. Would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 1200 Description of the work undertaken: Kitchen refit out and radiators changed Your comments: Very quick and tidy. Great value and great workmanship. Will definitely have him back!	Date received: 22 nd November 2022 Total cost of work: £1200 Description of work: Kitchen refit out and radiators changed. Comments: Very quick and tidy. Great value and great workmanship. Will definitely have him back!			
	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:

- SIX SHELVES FITTED & SUPPLIED
- SHELVES FITTED IN HALL CUPBOARD.
- SUPPORTS FOR SHELVES FITTED.
- SHELVES CUT TO PRE-MEASUREMENTS MEASURED BY THE TRADER.

Your comments:

TRADER DELIVERED GOOD QUALITY WORK IN QUICK TIME.

Date received: 22nd November 2022

Total cost of work: £150

Description of work: Six shelves fitted and supplied. Shelves fitted in hall cupboard. Supports for shelves fitted. Shelves cut to pre-measurements measured by the trader.

Comments: Trader delivered good quality work in quick time.

Value for money

Quality of work

Service

Tidiness

9

9

10

9

Customer Ratings (Out of 10)