



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

The Jack of All

NUMBER OF FEEDBACK FORMS RECEIVED: 13

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.

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|---|---|-----------------|---------|----------|
| <p>Total cost of the work: £ 450</p> <hr/> <p>Description of the work undertaken: Assembled wardrobes, shoe cabinets, wall mounted shelves, mirrors, ceiling and wall lighting changed. Outdoor tap re-fitted, connected & repaired</p> <p>Your comments: Fabulous service. Perfection to detail. Explained everything. Competitive pricing. Clean and tidy. Friendly. Would highly recommend</p> | <p>Date received: 21st January 2025</p> <p>Total cost of work: £450</p> <p>Description of work: Assembled wardrobes, shoe cabinets, wall mounted shelves, mirrors, ceiling and wall lighting changed. Outdoor tap re-fitted, connected and repaired.</p> <p>Comments: Fabulous service. Perfection to detail. Explained everything. Competitive pricing. Clean and tidy. Friendly. 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: 30th October 2023</p> <p>Total cost of work: £80</p> <p>Description of work: Put tracks for our blinds back up after we'd had double glazing redone.</p> <p>Comments: Really helpful, provided good explanations for things that had to change. Looked after our property and was polite and courteous.</p> | | | |
| Customer Ratings (Out of 10) | Value for money | Quality of work | Service | Tidiness |
| | 10 | 9 | 9 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 30 th October 2023 | | | |
| | Total cost of work: £110 | | | |
| Customer Ratings (Out of 10) | 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 |
| | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 18 th July 2023 | | | |
| | Total cost of work: £45 | | | |
| Customer Ratings (Out of 10) | 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 |
| | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 18 th July 2023 | | | |
| | Total cost of work: £45 | | | |
| Customer Ratings (Out of 10) | 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 |
| | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| 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 |

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|------------------------------|--|-----------------|---------|----------|
| 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 |

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|--|--|-----------------|---------|----------|
| <p>Total cost of the work £ 610.00</p> <hr/> <p>Description of the work undertaken: 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.</p> <p>Your 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.</p> | Date received: 4 th January 2023 | | | |
| | Total cost of work: £610 | | | |
| | 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. | | | |
| | 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 |

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

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|---|---|-----------------|---------|----------|
| Total cost of the work £ 80 - <hr/> Description of the work undertaken: Leaky Sink in bathroom and resealed shower <hr/> 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 resealed shower. Comments: Prompt and very tidy. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|---|---|-----------------|---------|----------|
| Total cost of the work £ 25.00 <hr/> Description of the work undertaken: SMALL ELECTRICAL WORK AND PATCH WALL REPAIRS. <hr/> 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 |

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|--|---|------------------------|----------------|-----------------|
| <p>Total cost of the work £ 1200</p> <p>Description of the work undertaken: KITCHEN REFIT OUT AND RADIATORS CHANGED</p> <p>Your comments: Very quick and tidy. Great value and great workmanship. Will definitely have him back!</p> | <p>Date received: 22nd November 2022</p> <p>Total cost of work: £1200</p> <p>Description of work: Kitchen refit out and radiators changed.</p> <p>Comments: Very quick and tidy. Great value and great workmanship. Will definitely have him back!</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> |

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|---|---|------------------------|----------------|-----------------|
| <p>Total cost of the work £ 150.00</p> <p>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.</p> <p>Your comments: TRADER DELIVERED GOOD QUALITY WORK IN QUICK TIME.</p> | <p>Date received: 22nd November 2022</p> <p>Total cost of work: £150</p> <p>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.</p> <p>Comments: Trader delivered good quality work in quick time.</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>9</p> | <p>9</p> | <p>10</p> | <p>9</p> |