



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Waterways Plumbing Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 153 (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 Waterways Plumbing Ltd.

<p>Total cost of the work £ <u>£85</u></p> <p>Description of the work undertaken: <u>outside tap installed.</u></p> <p>Your comments: <u>very friendly and helpful.</u></p>	<p>Date received: 31st March 2025</p> <p>Total cost of work: £85</p> <p>Description of work: Outside tap installed</p> <p>Comments: Very friendly and helpful</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	9	10	10	10

<p>Total cost of the work £ <u>55.00</u></p> <p>Description of the work undertaken: <u>To replace kitchen tap</u></p> <p>Your comments: <u>Very helpful and would use again.</u></p>	<p>Date received: 31st March 2025</p> <p>Total cost of work: £55</p> <p>Description of work: To replace kitchen tap</p> <p>Comments: Very helpful and would use again</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 th March 2025			
	Total cost of work: £55			
Description of work: Change of kitchen tap.				
Comments: None provided.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 th March 2025			
	Total cost of work: £38			
Description of work: Fixed noisy cistern fill in en-suite and also bathroom cistern which wasn't filling properly. Replacement parts required were immediately available from his stock and repairs carried out on the spot.				
Comments: Would absolutely recommend Waterways Plumbing Ltd. Given a 2 hour time slot. Assessed and gave cost before carrying out the work. Repairs done straight away as parts carried, so no need for a follow up visit to complete. Friendly, professional and efficient.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th March 2025			
	Total cost of work: £55			
Description of work: I needed my kitchen taps replaced with a mixer tap I had purchased but it wasn't compatible with my plumbing system so James fitted new valves to my existing taps and they now work perfectly, can't praise him highly enough, superb tradesmen.				
Comments: First class service from a very highly recommended plumber.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 th March 2025			
	Total cost of work: £70			
	Description of work: Replacement part required for toilet as constantly running. Also checked and tightened up valve under sink.			
	Comments: James replies quickly to your enquiry. Kept to the timescales and fully informed throughout... Would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 th March 2025			
	Total cost of work: £85			
	Description of work: Garden tap fitted			
	Comments: Excellent job and great price			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 th March 2025			
	Total cost of work: £60			
	Description of work: Replaced 2 x sticking/dripping taps in en-suite.			
	Comments: Responded quickly to text message left (said would reply in less than 30 mins and did). Ascertained details of job via text message and gave quote immediately. Some further texts just to confirm on some details and always kept us up to date. Arrived when said they would and completed job quickly and tidily.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £120 -</p> <hr/> <p>Description of the work undertaken: <i>Removal & capping of old radiator & wall tiles</i> <i>Removal of floor mounted bath taps</i></p> <hr/> <p>Your comments: <i>Excellent work. James explained everything prior to start of work & left everything very tidy. Arrived on time & was very professional & courteous.</i></p>	<p>Date received: 19th March 2025</p> <p>Total cost of work: £120</p> <p>Description of work: Removal and capping of old radiator and wall tiles. Removal of floor mounted bath taps.</p> <p>Comments: Excellent work. James explained everything prior to start of work and left everything very tidy. Arrived on time and was very professional and courteous.</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: 19th March 2025</p> <p>Total cost of work: £85</p> <p>Description of work: Outside tap installation</p> <p>Comments: Friendly and informative. Very happy with the work completed.</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: 10th March 2025</p> <p>Total cost of work: £40</p> <p>Description of work: Fixed a substantial leak on stopcock.</p> <p>Comments: Very professional service and pricing. Fast response to initial enquiry. Will definitely use this excellent company in the future. First class.</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: 4 th March 2025			
	Total cost of work: £70			
	Description of work: Repair to toilet cistern.			
	Comments: James arrived only 30 mins after my phone call, and fixed the cistern very promptly and tidily. Whilst sorting the main problem James luckily spotted another part which needed replacing, but refused to take any extra payment at the end of the job. I will definitely use Waterways for any future issues and can't recommend them highly enough.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 rd March 2025			
	Total cost of work: £95			
	Description of work: Installing new kitchen tap. Repairing bathroom hot water tap. Repairing very loud toilet cistern.			
	Comments: From 1st contact James made a very reliable and competent impression. An appointment for the needed repairs was made within 2 days of contacting him. His email contact was precise and accurate. Would thoroughly recommend using his services.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 th February 2025			
	Total cost of work: £70			
	Description of work: Inlet valve replacement			
	Comments: Very satisfactory			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 th February 2025			
	Total cost of work: £85			
	Description of work: New kitchen mixer taps fitted, piping for dishwasher fixed, bathroom sink tap fixed & pipe replaced.			
	Comments: Excellent work, very professional, friendly & polite Excellent value for money.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 th February 2025			
	Total cost of work: £25			
	Description of work: Unblock toilet.			
	Comments: From the first contact, James was friendly and professional, he gave me a quote ,turned up when he said he would, worked well, and gave me a receipt on payment. I would definitely recommend him to others and will use him again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 31 st January 2025			
	Total cost of work: £75			
	Description of work: Install replacement shower in bathroom.			
	Comments: We have used Waterways Plumbing for a number of small jobs in the past and have always been delighted with the service we have received. James has just installed a new shower in the bathroom. Very fair price, work carried out efficiently, no mess. Would recommend him with confidence.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 th January 2025			
	Total cost of work: £56			
Description of work: Changed the spindles on the hot and cold taps on my bathroom sink.				
Comments: James, responded to my email enquiry quickly, he kept in touch by email to book a time which was suitable for us both, he was very friendly, efficient, arrived on time when he said, great job, thank you, highly recommended.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 st January 2025			
	Total cost of work: £55			
Description of work: Changed and fitted new tap				
Comments: James was excellent from start to finish.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 th January 2025			
	Total cost of work: £68			
Description of work: Replace outside tap and install a new inline isolator valve.				
Comments: Jamie promptly provided a quote for this repair job and carried it out the following day. He did a great job with no mess and took the time to explain what he had done and how best to use the isolator in cold weather. Jamie was polite and friendly and I would have no hesitation in recommending him for plumbing repairs.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 th January 2025			
	Total cost of work: £130			
	Description of work: Replaced the internal workings of my toilet including the flush mechanism. Working better than new.			
	Comments: I would definitely recommend Waterways Plumbing Ltd, James was extremely knowledgeable and thorough and I will be using his services again as he was extremely competent and he has a very pleasant manner.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 th January 2025			
	Total cost of work: £95			
	Description of work: Kitchen sink plumbing fixed.			
	Comments: Great guy very professional will call again if needed!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th January 2025			
	Total cost of work: £55			
	Description of work: Tap replacement due to a leak.			
	Comments: James was responsive, polite, tidy and great at his work. He did come at short notice when our old tap developed a leak. Excellent professional and recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 rd January 2025			
	Total cost of work: £130			
Description of work: Replacement of toilet flushing mechanism.				
Comments: Excellent communication and service. Prompt response. Recommend by family who had used his service previously and I would likewise recommend James.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 rd January 2025			
	Total cost of work: £156			
Description of work: I had a leak coming from my bath, contacted waterways, we spoke via text showed james pictures of the leak, he came to my house on the 31.12.24 had a look said that it could be a tricky job, gave me 2 quotes for the job, came back on the 2.1.25 completed the job to a high standard.				
Comments: I would 100% recommend waterways plumbing kept us up to date with all the work, I feel the work that was carried out and what we paid was well reasonable				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 rd January 2025			
	Total cost of work: £68			
Description of work: Replace leaking pipe work under kitchen sink				
Comments: Usual excellent service				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 rd December 2024			
	Total cost of work: £35			
	Description of work: Unblocked pipework on bathroom sink and replaced a pop up plug hole.			
	Comments: All round great service from James, from contacting him to begin with to arranging a time for him to come and look at the issue, communication was great arrived and explained what he would do to advising how much it would cost and fixing the issue there and then. Great service and highly recommended 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: 20 th December 2024			
	Total cost of work: £70			
	Description of work: New taps fitted and pipe work sorted.			
	Comments: James is the best Plumber and Tradesman me and my family have ever dealt with. The very best (BAR NONE!)			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 th December 2024			
	Total cost of work: £55			
	Description of work: Capped outside tap.			
	Comments: Came very quickly. Very friendly and courteous. Explained everything. Will definitely use James again. Thanks James for a job well done.			
	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: 16th December 2024</p> <p>Total cost of work: £55</p> <p>Description of work: Replace kitchen tap and fit isolator valves.</p> <p>Comments: Punctual, explained job before starting. Quality of work excellent. Left area tidy. Would certainly recommend.</p>			
	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>