



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Waterways Plumbing Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 49 (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.

ONLINE FEEDBACK PROVIDED	Date received: 10 th June 2024			
	Total cost of work: £75			
	Description of work: Repaired a toilet that was not flushing properly.			
	Comments: Fantastic communication, prompt service and very personable. Would recommend and use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 th June 2024			
	Total cost of work: £70			
	Description of work: Leak repair at toilet basin			
	Comments: Very happy with the standard of work, efficiency and professionalism. Felt the price was very fair.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th June 2024			
	Total cost of work: £100			
	Description of work: Replaced the flushing system in toilet.			
	Comments: Waterways were very professional from the day I contacted them till completion of the work which had to be carried out. The plumber called James arrived at the arranged time. He was respectful of my property. Very tidy. Very pleasant and polite at all times. He explained what he would be doing and did a first class job. Would highly recommend James and Waterways Plumbing Ltd. Very nice young man.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th June 2024			
	Total cost of work: £48			
	Description of work: Repair of bathroom tap.			
	Comments: Excellent service. Trader came at arranged time, even called to say he was on way. Repair completed quickly and efficiently at agreed cost. No call out charge. Very happy with whole service and without doubt will use in future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 31 st May 2024			
	Total cost of work: £105			
	Description of work: Supply and fit new kitchen tap.			
	Comments: It was a pleasure to let a trader into my home who knew what they were doing, didn't cost the earth and great chat! I have James's number added to my contact list and will always be the first person to call if I have a water problem or need advice.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 31 st May 2024			
	Total cost of work: £55			
	Description of work: Replace and repair draining system of kitchen sink.			
	Comments: Brilliant to now know a good plumber who takes on the smaller jobs and is prompt in attendance and does the job well.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 th May 2024			
	Total cost of work: £125			
	Description of work: Replacing syphon and flush pipe.			
	Comments: Arrived on time and completed the job perfectly.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 th May 2024			
	Total cost of work: £75			
	Description of work: Replacement of sink plug.			
	Comments: Got back quickly when called, gave an early appointment. Explained problem, solution and cost, doing the repair there and then. He was very courteous and friendly. I would strongly recommend Waterways Plumbing.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 th May 2024			
	Total cost of work: £70			
	Description of work: We had a leak under kitchen sink and a leak under cloakroom sink. Kitchen sink - replaced plug hole drain and sealed from underneath. Cloakroom sink - replaced piping underneath sink.			
	Comments: James carried out the work quickly and quietly. I have used Waterways Plumbing Ltd many times over the last 8 years for two properties. Every job has been completed to a very high standard. I highly recommend Water Plumbing Ltd.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>45</u> Description of the work undertaken: <u>Reconnection of outside tap.</u> Your comments: <u>First class service</u>	Date received: 29 th May 2024			
	Total cost of work: £45			
	Description of work: Reconnection of outside tap.			
	Comments: First class service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 th May 2024			
	Total cost of work: £60			
	Description of work: Change of washer than connects cistern to toilet. Change of bolts in cistern. Fixing toilet back onto wall that 'the house builder' failed to do.			
	Comments: James was prompt, kind and warm and done the work to a high level. Explaining to me exactly what happened and what needed changed and fixed. I would highly recommend him to my friends.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 th May 2024			
	Total cost of work: £80			
	Description of work: James came to fix my toilet as I had a leak. He explained what needed doing and he arrived on time, fixed the problem. I would highly recommend him.			
	Comments: James has always done a great job. I would definitely recommend him, he doesn't over charge and comes when he says he will.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 th May 2024			
	Total cost of work: £35			
	Description of work: Unblock pipe under bathroom sink.			
	Comments: James has done a few jobs for me and I would recommend him highly. He is a really nice honest person.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 th May 2024			
	Total cost of work: £20			
	Description of work: Fitted a new toilet seat.			
	Comments: I rang James as I was having trouble fitting the toilet seat myself.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 th May 2024			
	Total cost of work: £150			
	Description of work: Outdoor hot tap supplied and fitted.			
	Comments: James is absolutely fantastic, we would never go past him now for all our small plumbing needs. We have now used James multiple times for overflow issues, leaks, new sink tap, outdoor tap and more. James always replies quickly and gets the job done exactly when he says he will. Very professional, friendly and a pleasure to have doing works in the home.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 rd May 2024			
	Total cost of work: £75			
	Description of work: Replacement of an old non-working electric shower.			
	Comments: I cannot recommend James highly enough. I have had him out three or four times now. He always arrives when he says he will, does the work to a very high standard, his prices are reasonable and he makes himself as available as possible. You really can't ask for anything else. I would not use anyone else!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 rd May 2024			
	Total cost of work: £150			
	Description of work: Replacement of outside down pipe due to burst pipe. Installation of hot outside tap with thermostat.			
	Comments: Excellent, professional job as always. He attended on time and explains everything before he starts. Nice guy and you can trust he'll always do a good job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>55</u></p> <p>Description of the work undertaken: <u>Removed kitchen tap & replaced with new tap I had bought</u></p> <p>Your comments: <u>Very friendly plumber (James Anderson) and incredibly professional. Job completed within 15-20 mins. Great work.</u></p>	<p>Date received: 22nd May 2024</p> <p>Total cost of work: £55</p> <p>Description of work: Removed kitchen tap and replaced with new tap I had bought.</p> <p>Comments: Very friendly plumber (James Anderson) and incredibly professional. Job completed within 15-20 mins. Great work.</p>			
	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: 20th May 2024</p> <p>Total cost of work: £116</p> <p>Description of work: Work on radiator, valve was leaking and required replacement.</p> <p>Comments: James responded to my query promptly, and quoted the job. He turned up when he said he would, carried out the work in short order to a high standard, as well as providing advice. Would certainly recommend and would use his services again in future.</p>			
	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 May 2024</p> <p>Total cost of work: £116</p> <p>Description of work: Replaced ballcock in cistern. Inspected additional cistern for leaks etc.</p> <p>Comments: Excellent service. Prompt and very professional attention. Work completed to time and cost. Highly recommend.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 th May 2024			
	Total cost of work: £140			
	Description of work: Cistern would not flush with the water entering the cistern constantly running into the toilet bowl. All internal components of cistern needed to be replaced. Cistern had to be removed from the wall and toilet pan moved to allow access to pipework and allow cistern components to be removed. New parts fitted. Isolating valve connected to cistern water feed. Cistern reconnected to toilet pan and the wall. Faulty components removed and floor wiped down.			
	Comments: This is my second time using Waterways. Great communication from James in the lead up to the work being carried out. Arrived when he said he would and explained everything including costs and the time the repair would take before getting started. Would definitely use again. Have already passed his contact details on to neighbours.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th May 2024			
	Total cost of work: £95			
	Description of work: Fixed leaking toilet			
	Comments: Excellent service. Very professional and courteous. Great knowledge and experience. 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: 9 th May 2024			
	Total cost of work: £90			
	Description of work: Fixed a leaking toilet. Replaced a pipe, washers and connectors from the cistern to the toilet.			
	Comments: I have used James in the past to replace taps. Always does a great job. Very reliable.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 th May 2024			
	Total cost of work: £75			
	Description of work: Replacing Kitchen tap and fixing pipework to the outside tap			
	Comments: James has carried out a couple of pieces of work in my house. He is always on time and is able to give an accurate estimate prior to attending. He provides an excellent service at a very reasonable cost.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th May 2024			
	Total cost of work: £40			
	Description of work: Small plumbing jobs			
	Comments: James is a courteous, professional & friendly plumber. We have used him twice now & would not hesitate to recommend Waterways! James is quick to reply, always arrives promptly, offers very reasonable prices & completes jobs to a high standard with minimal fuss.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th May 2024			
	Total cost of work: £50			
	Description of work: Burst flexi pipe from under my bathroom sink.			
	Comments: I found James to be helpful, Polite & professional. I 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: 29 th April 2024			
	Total cost of work: £55			
	Description of work: New outside tap			
	Comments: Excellent service. Very quick to respond and came out very quickly to fix the problem. Told me the cost upfront. Highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 rd April 2024			
	Total cost of work: £70			
	Description of work: Replace electric shower			
	Comments: James came at short notice on time, would use again, definitely recommend 100%. 👍			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 rd April 2024			
	Total cost of work: £85			
	Description of work: Install an outside tap			
	Comments: James, responded quickly with quote and when installation could be done. Arrived on time, James did a good job, cleaned up after he was finished. Overall a very professional job and a highly recommended tradesman.			
	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: 11th April 2024</p> <p>Total cost of work: £58</p> <p>Description of work: The trader undertook the replacement of mine broken kitchen tap.</p> <p>Comments: Highly skilled and professional service. The attention to details were very important to the job done and did the repair to high service standards. I'll highly recommend this plumber/trades personal.</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>