



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Waterways Plumbing Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 70 (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: 9 th August 2024			
	Total cost of work: £75			
	Description of work: Fixing flushing mechanism and cistern filling.			
	Comments: Super quick and efficient			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th August 2024			
	Total cost of work: £92			
	Description of work: Supply and fit a new bath waste overflow pop up waste system			
	Comments: James came out very quickly after we first contacted him and completed the work for a reasonable fixed price which he confirmed by email in advance. Highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 th August 2024			
	Total cost of work: £80			
	Description of work: Supply and fit replacement pipe work for shower.			
	Comments: Waterways Plumbing (James) provided a prompt and efficient service. He was able to provide a next day call out service which was ideal for our requirements. He was friendly, professional and we would definitely recommend his services.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 th August 2024			
	Total cost of work: £140			
	Description of work: Replaced toilet flushing mechanism and fitted new shower.			
	Comments: 10/10 Arrived on time and left place spotless. Even cost £5 less than estimated.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 st August 2024			
	Total cost of work: £130			
	Description of work: Toilet not flushing. Changed all the cistern flush valve, ball cock etc. and associated seals.			
	Comments: Great service and reasonable prices. I've used waterways 3 or 4 times in the past for different plumbing jobs in the house.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 st August 2024			
	Total cost of work: £75			
Description of work: Fit electric shower.				
Comments: James is fantastic.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 th July 2024			
	Total cost of work: £60			
Description of work: Fit new tap in kitchen.				
Comments: We have used this company before and were happy with the work carried out. When we needed to replace the tap in the kitchen we contacted James again. He responded quickly to the text message and gave a quote for carrying out the work. He gave advice on the type of tap to buy and fitted it as soon as we purchased it. Would highly recommend him for plumbing jobs.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 th July 2024			
	Total cost of work: £75			
Description of work: Fitted new shower.				
Comments: Great job! 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: 25 th July 2024			
	Total cost of work: £0			
Customer Ratings (Out of 10)	Description of work: Replacement valve in toilet cistern			
	Comments: Great job, and professional as always			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 th July 2024			
	Total cost of work: £164			
Customer Ratings (Out of 10)	Description of work: Fixed toilet and replaced plug fixtures in the bath.			
	Comments: Very pleasant man, explained everything that would need to be done and how much it would cost. Would highly recommend this company.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 th July 2024			
	Total cost of work: £65			
Customer Ratings (Out of 10)	Description of work: Supply and fit new fill valve to toilet.			
	Comments: James is a highly rated Tradesman for your plumbing needs. He is friendly, professional, punctual and courteous. He is also upfront about the scope of work and associated costs.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 th July 2024			
	Total cost of work: £45			
	Description of work: Fixed a small leak under my sink.			
	Comments: James was very kind and came out very quickly after I requested his help. He was very helpful and the work was priced very reasonably. Thank you James!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 th July 2024			
	Total cost of work: £85			
	Description of work: Fitted outdoor hot tap.			
	Comments: Absolutely amazing! James was superb. I'll be recommending him to everybody.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th July 2024			
	Total cost of work: £55			
	Description of work: Replaced garden tap, inc removing and upgrading internal water connection.			
	Comments: Very professional and great to deal with, very fast response to initial request and price and work was explained clearly before starting. Would definitely use again and recommend to anyone needing a trusted plumber.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th July 2024			
	Total cost of work: £40			
Customer Ratings (Out of 10)	Description of work: Loose washbasin.			
	Comments: James was a lovely guy, who did a great job, and cheap too, which is great. I would recommend him to anyone.			
	Value for money	Quality of work	Service	Tidiness
	10	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 th July 2024			
	Total cost of work: £45			
Customer Ratings (Out of 10)	Description of work: Unblocked sink.			
	Comments: James is professional, honest and straightforward, finding the most cost effective solution to the plumbing problem. Great service and would definitely recommend.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2 nd July 2024			
	Total cost of work: £45			
Customer Ratings (Out of 10)	Description of work: Toilet connector was leaking. Explained it was the paper thin washer which was to be replaced but also, [house builder] had place the connected ridiculously close to the wall and was a very rigid connection, so James put in a new flexible connector which was appreciated. Fast & efficient work - very happy.			
	Comments: as above			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th June 2024			
	Total cost of work: £42			
Customer Ratings (Out of 10)	Description of work: Shower drain fixed and pipe work replaced.			
	Comments: James once again comes out to help us. Top class service.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 th June 2024			
	Total cost of work: £85			
Customer Ratings (Out of 10)	Description of work: Supply and fit garden tap.			
	Comments: Excellent in all respects. Initial response, cost, communication, promptness, neatness. Very professional job well done (and at very short notice).			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 th June 2024			
	Total cost of work: £75			
Customer Ratings (Out of 10)	Description of work: The tap and plug were changed on our bathroom sink. The trader also added isolation switches to the pipes and turned off/on the water to undertake the work.			
	Comments: James was fantastic, the sink access was tricky as there was a drawer in the way but did not have a 'normal' way of removing it. He spent a good amount of time figuring it out how to remove it when initially we thought he wasn't going to be able to do the work. Once there was access to the sink the work was done swiftly and professionally. Would highly recommend Waterways Plumbing to anyone!			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 th June 2024			
	Total cost of work: £41			
	Description of work: Replace broken valve in loft space.			
	Comments: We had a leak and phoned James. Within one hour he had arrived and replaced the broken part. I have used Waterways Plumbing several times and I wouldn't go past James. He specialises in same day repair work which is essential if you have a problem. 10/10 all round			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 th June 2024			
	Total cost of work: £75			
	Description of work: I had a new shower fitted.			
	Comments: Excellent service and one I will definitely use again and 100% recommend to others too.			
	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: £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

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 29th May 2024</p> <p>Total cost of work: £75</p> <p>Description of work: Replacement of sink plug.</p> <p>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.</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>