



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Waterways Plumbing Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 101 (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.

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 8 th October 2024 | | | |
| | Total cost of work: £55 | | | |
| | Description of work: Fixed a leak in toilet | | | |
| | Comments: James is absolutely brilliant and would recommend. | | | |
| | 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: 4 th October 2024 | | | |
| | Total cost of work: £75 | | | |
| | Description of work: Water filter installed | | | |
| | Comments: Excellent service will use again and recommend | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 4 th October 2024 | | | |
| | Total cost of work: £20 | | | |
| Customer Ratings (Out of 10) | Description of work: Changed a mixer tap. | | | |
| | Comments: On time, did the Job quickly and efficiently. Cleaned up after finishing. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 3 rd October 2024 | | | |
| | Total cost of work: £95 | | | |
| Customer Ratings (Out of 10) | Description of work: Repair leaking toilet. Supplied and fitted seals for toilet. | | | |
| | Comments: Very courteous. Replied to initial message very quickly. Arrived promptly to complete job. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 1 st October 2024 | | | |
| | Total cost of work: £74 | | | |
| Customer Ratings (Out of 10) | Description of work: Bathroom sink leak - replacement of waste system | | | |
| | Comments: Very quick response to initial enquiry. Clear and concise text exchanges. Arrived next day at stated time with parts. Job done! James was extremely pleasant and a pleasure to deal with. No hesitation to recommend Waterways Plumbing Ltd | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|---|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 30 th September 2024 | | | |
| | Total cost of work: £168 | | | |
| Description of work: Supply and fit inlet valve, flush mechanism, bolts, washers and seals to cistern. | | | | |
| Comments: I asked him by WhatsApp and he responded immediately. Finishing all the jobs within a few hours. My tenant is very happy. | | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 10 | 10 | 10 |

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|--|--|-----------------|---------|----------|
| Total cost of the work £ 70 <hr/> Description of the work undertaken: <i>Supply and fit clicker waste to Bathroom & wash hand basin</i> <hr/> <hr/> Your comments: <i>This was the first time I had used this Plumber. He came as a matter of urgency which I was pleased about. Unfortunately he did not clear the waste pipe & the sink was not clearing very well. Otherwise he was very good with the fitting which he supplied.</i> | Date received: 27 th September 2024 | | | |
| | Total cost of work: £70 | | | |
| Description of work: Supply and fit clicker waste to bathroom wash hand basin. | | | | |
| Comments: This was the first time I had used this plumber. He came as a matter of urgency which I was pleased about. Unfortunately he did not clear the waste pipe and the sink was not clearing very well. Otherwise he was very good with the fitting which we supplied. | | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 7 | 10 | 10 |

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|---|--|-----------------|---------|----------|
| Total cost of the work £152 <hr/> Description of the work undertaken: <i>REPLACEMENT RADIATOR IN BATHROOM</i> <hr/> <hr/> Your comments: <i>VERY EFFICIENT, TIDY AND PLEASANT PERSON TO BE RECOMMENDED.</i> | Date received: 26 th September 2024 | | | |
| | Total cost of work: £152 | | | |
| Description of work: Replacement radiator in bathroom. | | | | |
| Comments: Very efficient, tidy and pleasant person. To be recommended. | | | | |
| | 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: 20 th September 2024 | | | |
| | Total cost of work: £65 | | | |
| Description of work: Radiator leak. | | | | |
| Comments: Quick and effective service. | | | | |
| | 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: 17 th September 2024 | | | |
| | Total cost of work: £155 | | | |
| Description of work: Mixer tap replaced with a new one on main kitchen sink and new waste disposal pipe with chain and plug put into existing stainless steel sink in utility. | | | | |
| Comments: James always arrives promptly at the agreed time, the work was completed quickly and efficiently, without any mess. James was extremely helpful and advised us on the correct tap to buy for the kitchen sink. This is the second time that James has done work for us (he previously renewed a flush system on a toilet) and we wouldn't hesitate to use him again. | | | | |
| | 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: 13 th September 2024 | | | |
| | Total cost of work: £20 | | | |
| Description of work: Fix loose tap connection underneath sink. | | | | |
| Comments: Communication, cost, professionalism and work was all perfect. Would 100% use James again. | | | | |
| | 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: 11 th September 2024 | | | |
| | Total cost of work: £80 | | | |
| Description of work: Changed cistern valve. | | | | |
| Comments: Fantastic job, as described, quick. | | | | |
| | 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: 11 th September 2024 | | | |
| | Total cost of work: £46 | | | |
| Description of work: Fix leak from outside tap. | | | | |
| Comments: James was extremely timely, helpful, knowledgeable and provided excellent customer service all round. He gave me some great advice and was happy to help. Thank you. | | | | |
| | 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: 11 th September 2024 | | | |
| | Total cost of work: £55 | | | |
| Description of work: Toilet repair. | | | | |
| Comments: Excellent all round. | | | | |
| | 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: 9 th September 2024 | | | |
| | Total cost of work: £0 | | | |
| | Description of work: Initially suspected leak from pipe under sink. Sent a few photos and got quoted £60 to replace washing machine valve. Upon physical inspection, it was found to be leaking from dishwasher valve. As dishwasher is never used, James switched the valve off and the leak stopped. This was free of charge so the cost is noted above as £0 | | | |
| | Comments: Very good communication with James, arrived when he said he would and was very pleasant to deal with. Very honest too having spotted the issue was different to first suggestion, did a quick fix for free and checked in the following day to ensure all was ok. Would definitely recommend James at Waterways to anyone. | | | |
| | 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: 9 th September 2024 | | | |
| | Total cost of work: £30 | | | |
| | Description of work: Reset/refitted and tidy up hot water tap which had become slack. | | | |
| | Comments: Best plumber I have had. I have used waterways before and will do in the future. You won't find anyone better. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 9 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 9 th September 2024 | | | |
| | Total cost of work: £55 | | | |
| | Description of work: Visited twice...due to leaking kitchen mixer tap. 1st visit found leaking tap had been incorrectly fitted @10yrs ago. He helped fix the tap meantime but we bought new tap which the plumber returned and fitted. Very quick. Very pleasant. Very tidy. | | | |
| | Comments: See above. | | | |
| | 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: 4 th September 2024 | | | |
| | Total cost of work: £130 | | | |
| Description of work: Fix dripping toilet. | | | | |
| Comments: James is friendly and professional. | | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 10 | 10 | 9 |

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|---|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 4 th September 2024 | | | |
| | Total cost of work: £130 | | | |
| Description of work: Replacement of toilet components and new flush system, a complete replacement of new parts. | | | | |
| Comments: A very professional and efficient service provided with all information explained clearly. I am extremely satisfied with the work provided and would have no hesitation in recommending this company to other people. | | | | |
| | 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: 2 nd September 2024 | | | |
| | Total cost of work: £60 | | | |
| Description of work: Supply and fit kitchen sink waste and overflow. | | | | |
| Comments: James was very responsive to my request, arrived promptly as promised and gave a quote before starting work to check I was OK to proceed. The work was completed as requested and I couldn't be happier with the result. | | | | |
| | 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: 30 th August 2024 | | | |
| | Total cost of work: £80 | | | |
| | Description of work: Replacement of kitchen taps. | | | |
| | Comments: Another fantastic job, very professional, courteous and knowledgeable. Nice guy, very polite. | | | |
| | 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: 27 th August 2024 | | | |
| | Total cost of work: £244 | | | |
| | Description of work: Replace 2 radiators (we supplied these), repair a toilet flush and replace/repair an outside tap. | | | |
| | Comments: Contacted James from our local town FB page. He was prompt with the timing he gave us when coming to quote the work. He arrived in time to complete the work, neat, tidy and no mess left. Really pleased and would recommend. | | | |
| | 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: 26th August 2024 | | | |
| | Total cost of work: £107 | | | |
| | Description of work: Emergency call out for a toilet flush not working and leaking toilet pipe. Supplied and fitted new flexi pan connector, dual flush pneumatic button and sealed the base of the toilet. | | | |
| | Comments: Very prompt and timely service, excellent communication and completed work to a very high standard leaving the property tidy and clean. Provided receipt for work done. Delighted with Waterways Plumbing Ltd in every aspect of the job. | | | |
| | 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: 23 rd August 2024 | | | |
| | Total cost of work: £165 | | | |
| | Description of work: Fit new mixer tap unit in kitchen. Fix hot water tap in utility room (internal assembly had seized shut). Replace pipework and fit new tap to outside tap in garden. | | | |
| | Comments: James provided a single overall estimate in advance for all 3 jobs. He arrived at the agreed time and it took him just under 2 hours to complete all the work. On completion he demonstrated all items working. | | | |
| | 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: 23 rd August 2024 | | | |
| | Total cost of work: £60 | | | |
| | Description of work: Fixed an issue caused by previous tradesman that had caused damage to my home. | | | |
| | Comments: I could not thank James enough and praise him enough for his work. I was at my wits end with a leak. Nobody could fix it and it was causing damage to my property. I found James (Waterways Plumbing) through a local women's Facebook page. He was swift to respond to my communication, came out very quickly and fixed my problem in less than 30 minutes. Kept his appointments impeccably, explained everything he had done and why and very reasonably priced. He will now be my go-to. | | | |
| | 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: 23 rd August 2024 | | | |
| | Total cost of work: £85 | | | |
| | Description of work: Replace kitchen tap and fix tap for washing machine. | | | |
| | Comments: Excellent communication in preparation of the job. James gave timely updates on his time of his arrival. Excellent craftsmanship! | | | |
| | 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: 21 st August 2024 | | | |
| | Total cost of work: £50 | | | |
| | Description of work: Plunger/handle on top of toilet, | | | |
| | Comments: Excellent work carried out. Very prompt service, and friendly and informative. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 21 st August 2024 | | | |
| | Total cost of work: £115 | | | |
| | Description of work: New radiator valve. | | | |
| | Comments: On time. Very reliable. Very responsive to job requests. Always polite and courteous and carries our work to a very high standard. | | | |
| | 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: 21 st August 2024 | | | |
| | Total cost of work: £60 | | | |
| | Description of work: Fixed leaking toilet and flush. | | | |
| | Comments: Work carried out very professionally. Clean and tidy worker who offered a solution to the problem without the need to replace toilet. Very pleased. 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: 19th August 2024

Total cost of work: £55

Description of work: Fit new kitchen tap.

Comments: Job completed, fast response and excellent service.

| Value for money | Quality of work | Service | Tidiness |
|-----------------|-----------------|---------|----------|
| 10 | 10 | 10 | 10 |

Customer Ratings (Out of 10)