



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Waterways Plumbing Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 117 (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: 20 <sup>th</sup> November 2024			
	Total cost of work: £45			
	Description of work: Installed washing machine.			
	Comments: James fitted me in between jobs which was brilliant. Work done to a very high standard and at a very reasonable rate. Would not hesitate to recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> November 2024			
	Total cost of work: £30			
	Description of work: Leak under sink.			
	Comments: Excellent workman, would recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> November 2024			
	Total cost of work: £40			
Customer Ratings (Out of 10)	Description of work: Repaired toilet that would not flush properly			
	Comments: Would highly recommend to anyone looking for plumbing work carried out. Got back to me within hours and came at the time stated			
	Value for money	Quality of work	Service	Tidiness
	10	N/A	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> November 2024			
	Total cost of work: £35			
Customer Ratings (Out of 10)	Description of work: Fixed a leaking radiator			
	Comments: James is my first point of contact for any plumbing work. Has never let me down.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> November 2024			
	Total cost of work: £55			
Customer Ratings (Out of 10)	Description of work: James responded very quickly when I called as my bath tap was pour out water at the top, wetting everywhere. He stopped the leak and informed me of the issue and gave me sound advice as I needed to get a new tap. My tap was less than 1 year old. James returned to fix the new tap.			
	Comments: James gave us good advice, informed me of the cost of the job. He works to a very high standard and does tidy up after himself. He is very trustworthy and friendly guy. Would highly recommend him and he doesn't charge offer the odds.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 <sup>th</sup> November 2024			
	Total cost of work: £55			
Customer Ratings (Out of 10)	Description of work: Replace valve for installation of washing machine.			
	Comments: Always a great reasonably priced service from James. Easy to contact and quick to respond to enquiries. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> November 2024			
	Total cost of work: £55			
Customer Ratings (Out of 10)	Description of work: Fixed leaking pipe and attached washing machine hose			
	Comments: James came very swiftly and ad the job done in double quick time. Would definitely recommend Waterways Plumbing for your plumbing needs.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> November 2024			
	Total cost of work: £65			
Customer Ratings (Out of 10)	Description of work: Connect new washing machine and replace damaged valve, also ran new washing machine through a test run to ensure it was working ok.			
	Comments: Amazing service, James had actually finished for the day but due to location came within 10-15 minutes of contact. Contact details are now saved and will use him in future.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> November 2024			
	Total cost of work: £70			
	Description of work: Supply and fit inlet valve			
	Comments: Easy to contact and quick to reply. Arranged to do the job quickly, arrived when they said they would, did a good job, left no mess and I felt I was charged a very fair price - so very happy, would recommend and would use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 <sup>th</sup> October 2024			
	Total cost of work: £75			
	Description of work: Replacing shower.			
	Comments: Great service, communication was excellent and would highly recommend. Would use his company again in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 <sup>th</sup> October 2024			
	Total cost of work: £55			
	Description of work: Change kitchen tap, as the old one was making a horrible noise.			
	Comments: Excellent service from start to finish. Would highly recommend. 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: 17 <sup>th</sup> October 2024			
	Total cost of work: £120			
Customer Ratings (Out of 10)	Description of work: Fixed 2 toilets.			
	Comments: Pleasant, professional and friendly. Would recommend and use again.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 <sup>th</sup> October 2024			
	Total cost of work: £55			
Customer Ratings (Out of 10)	Description of work: Bathroom tap replacement			
	Comments: James has always been brilliant to get in, friendly, professional and gives advice on best way for things. This is 6th time I have had him out for different jobs from toilet fixes, taps and replacing radiators same services each time			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> October 2024			
	Total cost of work: £70			
Customer Ratings (Out of 10)	Description of work: Fill valve changed in the toilet And O-ring changed in main valve.			
	Comments: Great Plumber. Would recommend to anyone. 🧐			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> October 2024			
	Total cost of work: £20			
	Description of work: Toilet blocked and running			
	Comments: Brilliant service! Came at agreed time and swiftly identified the issue and fixed it quickly. Great value.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 <sup>th</sup> October 2024			
	Total cost of work: £70			
	Description of work: Supply and fit inlet valve to toilet cistern.			
	Comments: James was very prompt in replying to my phone call for assistance and arrived on time the next day. He is very reassuring and got the job done quickly. I will be happy to call him again should I have any future problems with my plumbing.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> 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

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> October 2024			
	Total cost of work: £75			
Customer Ratings (Out of 10)	Description of work: Water filter installed.			
	Comments: Excellent service will use again and recommend.			
	Value for money	Quality of work	Service	Tidiness
	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> 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

ONLINE FEEDBACK PROVIDED	Date received: 3 <sup>rd</sup> 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

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> October 2024			
	Total cost of work: £74			
	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
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 <sup>th</sup> 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

Total cost of the work £ 70	Date received: 27 <sup>th</sup> September 2024			
Description of the work undertaken: <i>Supply and fit clicker waste to Bathroom &amp; wash hand basin</i>	Total cost of work: £70			
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 &amp; the sink was not clearing very well. Otherwise he was very good with the fitting which he supplied.</i>	Description of work: Supply and fit clicker waste to bathroom wash hand basin.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	7	10	10



<p>Total cost of the work £152.</p> <hr/> <p>Description of the work undertaken:  <u>REPLACEMENT RADIATOR IN BATHROOM, ~</u></p> <hr/> <hr/> <p>Your comments:  <u>VERY EFFICIENT, TIDY AND PLEASANT PERSON</u>  <u>TO BE RECOMMENDED.</u></p>	<p>Date received: 26<sup>th</sup> September 2024</p> <p>Total cost of work: £152</p> <p>Description of work: Replacement radiator in bathroom.</p> <p>Comments: Very efficient, tidy and pleasant person. To be recommended.</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: 20<sup>th</sup> September 2024</p> <p>Total cost of work: £65</p> <p>Description of work: Radiator leak.</p> <p>Comments: Quick and effective service.</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: 17<sup>th</sup> September 2024</p> <p>Total cost of work: £155</p> <p>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.</p> <p>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.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> 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

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> 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

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> 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

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 11<sup>th</sup> September 2024</p> <p>Total cost of work: £55</p> <p>Description of work: Toilet repair.</p> <p>Comments: Excellent all round.</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>