



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## Waterways Plumbing Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 140 (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: 17 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>st</sup> 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 <sup>th</sup> 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 <sup>st</sup> January 2025			
	Total cost of work: £55			
Customer Ratings (Out of 10)	Description of work: Changed and fitted new tap			
	Comments: James was excellent from start to finish.			
	Value for money	Quality of work	Service	Tidiness
	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> January 2025			
	Total cost of work: £68			
Customer Ratings (Out of 10)	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
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> January 2025			
	Total cost of work: £130			
Customer Ratings (Out of 10)	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
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> January 2025			
	Total cost of work: £95			
Customer Ratings (Out of 10)	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
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 <sup>th</sup> January 2025			
	Total cost of work: £55			
Customer Ratings (Out of 10)	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
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 <sup>rd</sup> January 2025			
	Total cost of work: £130			
Customer Ratings (Out of 10)	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
	9	10	10	10

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

ONLINE FEEDBACK PROVIDED	Date received: 16 <sup>th</sup> December 2024			
	Total cost of work: £55			
	Description of work: Replace kitchen tap and fit isolator valves.			
	Comments: Punctual, explained job before starting. Quality of work excellent. Left area tidy. Would certainly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> December 2024			
	Total cost of work: £130			
	Description of work: Bath and basin taps replaced.			
	Comments: I highly recommend Waterways Plumbing Ltd. I am delighted with the quality of work, the competitive price charged and the professional approach from James regarding all aspects of the process.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> November 2024			
	Total cost of work: £80			
	Description of work: Supply and fit new inlet valve.			
	Comments: Responsive, polite, helpful and quickly able to make appointment and visit.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> November 2024			
	Total cost of work: £50			
	Description of work: Garden tap repair.			
	Comments: Quick, reliable genuine guy, would use again and recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> November 2024			
	Total cost of work: £120			
	Description of work: Replace a shower and sink tap.			
	Comments: I had to replace the whole shower and got back in touch with James who fitted me in quickly and replaced the shower and tap at a reasonable price. The job was carried out quickly and all the mess tidied up. The communication was excellent from start to finish. Would definitely use James again and will be recommending him to family and friends			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 <sup>th</sup> November 2024			
	Total cost of work: £220			
	Description of work: Burst shower pipe.			
	Comments: James's work is second to none. He came to my rescue and completed the job in no time. Always pleasant and knowledgeable. Would not consider anyone else for work required. 12/10!!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> November 2024			
	Total cost of work: £84			
	Description of work: Replaced leaking radiator valve.			
	Comments: As always work completed quickly to high standard. Short timescales also especially as we are having a cold spell which meant lots of burst pipes. Reasonably priced and a James is very easy going.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10



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			
	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
Customer Ratings (Out of 10)	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

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