



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Waterways Plumbing Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 195 (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: 28 th July 2025 | | | |
| | Total cost of work: £70 | | | |
| | Description of work: Replace electric shower | | | |
| | Comments: James was excellent. Very efficient and friendly too. | | | |
| | 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: 28 th July 2025 | | | |
| | Total cost of work: £70 | | | |
| | Description of work: Fix leaking/overflowing toilet cistern | | | |
| | Comments: Would definitely use this plumber again, and would recommend to friends and family. Very professional. | | | |
| | 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: 18 th July 2025 Total cost of work: £80 Description of work: Unblocking wash hand basin in ensuite and fitting a new plug. Comments: I rang Waterways Plumbing on Monday, 14 th July and received a quick same day reply to my enquiry. Having accepted the quotation the job was completed on Thursday, 17 th July. This firm specialises in doing small plumbing jobs probably considered not worth doing by larger plumbing companies and I would have no hesitation in recommending them for this kind of work. | | | |
| | 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: 18 th July 2025 Total cost of work: £75 Description of work: Change plug unblock bathroom sink Comments: Top guy friendly efficient would use 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: 14 th July 2025 Total cost of work: £55 Description of work: Taking old dishwasher out and putting in new one with extra pipe. Comments: 100% recommend James used him for a few years now wouldn't use anyone else done a lot of wee jobs around the house to do with taps toilets etc. Very reliable and trust worthy and reasonable. Always happy with his work . | | | |
| | 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 July 2025 Total cost of work: £75 Description of work: Shower replaced Comments: 3rd time using this company and, as always, delighted with the job done. Very tidy. Came out very quickly after us contacting him about the need to replace our shower. Would highly recommend | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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| <p>Total cost of the work £ 55.00</p> <p>Description of the work undertaken: Replacement Kitchen Tap</p> <p>Your comments: Turned up on time, pleasant & efficient</p> | Date received: 11 th July 2025 Total cost of work: £55 Description of work: Replacement kitchen tap Comments: Turned up on time, pleasant and efficient | | | |
| | 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: 10 th July 2025 Total cost of work: £115 Description of work: Replaced parts to stop continuous running of water in the toilet. Removed and replaced the sink tap and the pop up plug which was jammed closed. Comments: James is very professional, organised and friendly. He sent a text confirming his arrival time which is great so no hanging about awaiting his arrival. James explained everything that he was doing and fixed all three issues in no time. I would not hesitate to recommend him, great work and very reasonable prices. 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: 9 th July 2025 Total cost of work: £30 Description of work: Water shut off valve replacement Comments: Excellent service, communication and pricing. Resolved our issue fast and was very pleasant and professional. Definitely recommend and will be using these services again in future if we require. | | | |
| | 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 July 2025 Total cost of work: £70 Description of work: Replacement of push-click waste in sink. Comments: Excellent service as always from Waterways. Very quick response, courteous, tidy work and value for money. | | | |
| | 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: 7 th July 2025 Total cost of work: £130 Description of work: Fixed toilet that wasn't working by completely replacing internal mechanism, provided advice on issue with sink and sealed outside tap. Comments: Arrived on time, helpful advice and clear quote. Very satisfied with work done. Would recommend James for anyone requiring plumbing work. | | | |
| | 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: 7 th July 2025 Total cost of work: £70 Description of work: Replace old shower unit with new shower unit. Comments: James arrived next day after messaging him and changed shower unit. As always he was on time and polite. Clean and tidy plumber and a good price for job. Will always use James for any plumbing jobs. | | | |
| | 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 June 2025 Total cost of work: £65 Description of work: Toilet leak repair Comments: Reliable and professional | | | |
| | 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 June 2025 Total cost of work: £70 Description of work: Repair two leaks from kitchen water pipes. Comments: James was on time, efficient and very pleasant. His work is of excellent standard and I would highly recommend him as a plumber. | | | |
| | 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: 16 th June 2025 Total cost of work: £70 Description of work: Supplied and fitted a replacement pop up plug in wash hand basin. Comments: James was very quick to respond to my message and give a quote for the job. He was able to come the next day to do the work. Excellent communication and speedy 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: 16 th June 2025 Total cost of work: £70 Description of work: Continuous running, overflowing and leaking toilet repaired. Flush / Plunger replaced. Comments: Excellent service, second to none. Contacted Waterways Plumbing Ltd (James), he gave me a quote price and was with me in no time. Toilet repaired very quickly. | | | |
| | 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 June 2025 Total cost of work: £55 Description of work: To replace old tap for new. Comments: James answered my message very promptly and asked for a description of the fault and to send a picture of the tap. Once he knew what the problem was told me a price and when he could come out. Kept me informed with times and days. Excellent service and would definitely recommend James 🙌👍 | | | |
| | 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 June 2025 Total cost of work: £85 Description of work: Old outside tap removed and new tap and pipework installed. Comments: James arrives promptly at the time given. He was friendly and informative about what needed done and the job was completed in a timely manner Great service from James and I would definitely recommend to others. | | | |
| | 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 June 2025 Total cost of work: £122 Description of work: Replacement of a toilet bowl and cistern. Comments: James was incredibly helpful - replied to messages promptly, outlined the issues and how he'd fix them, and provided full quotation for all work up front. He arrived promptly for the job, removed the old toilet and replaced with the new one, with all new fittings, fully tested everything, and tidied up after the work was all finished. Extremely impressed, would heartily recommend to anyone needing plumbing work doing. | | | |
| | 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 June 2025 Total cost of work: £125 Description of work: Replacement tap and toilet flush mechanism. Comments: Very satisfied. Very professional, helpful and responsive. | | | |
| | 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: 22 nd May 2025 Total cost of work: £115 Description of work: Remove waste disposal and replace with 1/2 sink basket and update plumber properly to support. Comments: Excellent job. Very professional and highly reliable. Could not recommend him highly enough. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|--|---|-----------------|---------|----------|
| Total cost of the work £54 Description of the work undertaken: REMOVE OLD WASTE BOWL + INSTALL NEW KIT Your comments: COULDN'T ASK FOR BETTER SERVICE. VERY POLITE, RESPECTFUL, EFFICIENT AND KNOWLEDGABLE. EXTREMELY FAIR PRICING, CLEAN AND TIDY WORK. | Date received: 19 th May 2025 Total cost of work: £54 Description of work: Remove old waste bowl and install new kit. Comments: Couldn't ask for better service. Very polite, respectful, efficient and knowledgeable. Extremely fair pricing, clean and tidy work. | | | |
| | 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: 16 th May 2025 Total cost of work: £74 Description of work: Identifying and fixing faulty ball valve which was causing leaks. Comments: Excellent service! Good communication, good price and trader clearly cares about doing a professional 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: 14 th May 2025 Total cost of work: £85 Description of work: Outside tap fitted. Comments: Cannot recommend enough. Very punctual, friendly and professional. | | | |
| | 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 May 2025 Total cost of work: £45 Description of work: Washers changed in two toilets. Comments: James is really professional, good communications, reasonably priced and I wouldn't hesitate to recommend him to others or for myself in the future. | | | |
| | 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 April 2025 Total cost of work: £75 Description of work: Change of faulty basin tap and waste. Comments: James was on time and organised and provided a fantastic service in a timely manner. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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| <p>Total cost of the work £</p> <p>Description of the work undertaken:</p> <p>Repair leak from Toilet waste and cistern.</p> <p>Your comments:</p> <p>Very professional, and explained job very well. Can't recommend enough.</p> | <p>Date received: 30th April 2025</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Repair leak from toilet waste and cistern.</p> <p>Comments: Very professional and explained job very well. Can't recommend enough.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|---|--|-----------------|---------|----------|
| <p>Total cost of the work £ 194.</p> <p>Description of the work undertaken:</p> <p>Renewing the radiator in the hall</p> <p>Your comments:</p> <p>James is a very professional and competent worker and I would have no hesitation in using him again and I would definitely recommend him to friends and family.</p> | <p>Date received: 30th April 2025</p> <p>Total cost of work: £194</p> <p>Description of work: Renewing the radiator in the hall.</p> <p>Comments: James is a very professional and competent worker and I would have no hesitation in using him again and I would definitely recommend him to friends and family.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 8 | 9 | 10 | 10 |

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|---------------------------------|---|-----------------|---------|----------|
| <p>ONLINE FEEDBACK PROVIDED</p> | <p>Date received: 28th April 2025</p> <p>Total cost of work: £45</p> <p>Description of work: Replacing a dripping tap.</p> <p>Comments: None provided.</p> | | | |
| | 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: 28 th April 2025 Total cost of work: £50 Description of work: Repair and replacement of leaky pipe. Comments: Very happy with all aspects of interaction and the completed work. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |