



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Waterways Plumbing Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 206 (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: 19 th September 2025			
	Total cost of work: £160			
	Description of work: Replacement of mixer taps in a utility room and bath waste/overflow.			
	Comments: James is by far the most professional, reliable, skilled tradesperson we have ever encountered. He has done a number of repairs for us now and his communication is timely and courteous, his service is hassle free and super helpful, he gets the job done in a very fair and professional way and he has such a lovely manner that you look forward to a visit, which is rare. I couldn't recommend James highly enough for plumbing repairs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 th September 2025 Total cost of work: £92 Description of work: Fixed a leaking toilet Comments: Highly recommend Waterways Plumbing. James was thorough in his investigation of the issue and was able to fix this. James was courteous and talked me through the fix and explained why we had the issue. The fix was done quickly. We'd had other plumbers out before looking at issues with this toilet (the flush) in particular and the issue was never resolved until Waterways Plumbing (James) got involved. Highly 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: 10 th September 2025 Total cost of work: £70 Description of work: Cistern was leaking from pipe. Replaced with a flexi pipe and new washer. Comments: James responded promptly to my query. I sent a photo of the suspected problem and he gave me a price. He was in the area and arrived a short time later. Gave a good explanation of the job required and completed it in a timely manner. A professional and friendly gentleman. Wouldn't hesitate to use his company again. Highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th September 2025 Total cost of work: £60 Description of work: Replace kitchen tap and add isolation valves Comments: James was responsive when I asked if he can come to replace a leaking tap and install isolation valves. He gave the approximate time and the cost. Next day he showed up per agreed timeframe - very punctual. He was quick to install the isolation valves and then replace the tap. Finally, he cleaned the area after work - very tidy and professional. He also provided very sound advice when I had questions. I highly recommend James for any plumbing work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 th August 2025 Total cost of work: £55 Description of work: Replace bathroom taps Comments: James was very quick to return my call and arranged to come and do the job within 2 days, that was so good. He did a great job and will certainly call on him again if needed and recommend to friends and family.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th August 2025 Total cost of work: £82 Description of work: Fit new soil pipe connector to toilet and fix a leaking cistern. Comments: I will use James for any plumbing jobs. I have been let down by other plumbers in the past. James is courteous, explains what the task involves and is always on time.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 th August 2025 Total cost of work: £165 Description of work: Changed basin mixer and running toilet. Comments: Very satisfied with Waterways. He was on time and very courteous.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th August 2025 Total cost of work: £60 Description of work: Replacement of toilet isolation valve. Comments: Excellent communication by text with prompt reply. Good time keeping, standard of work and cleanliness.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th August 2025 Total cost of work: £55 Description of work: Replacement of faulty kitchen tap. Comments: Fast, reliable and polite. Will keep in mind for any future needs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th August 2025 Total cost of work: £85 Description of work: Installation of a dishwasher. Comments: Great plumber, quick and tidy job and good communication.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 th August 2025 Total cost of work: £55 Description of work: Fit new kitchen mixer tap. Comments: Very professional. Turned up on time. Great job. No issues. Will definitely use again and highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

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

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

ONLINE FEEDBACK PROVIDED	Date received: 18 th July 2025 Total cost of work: £80 Description of work: Unblocking wash hand basin in en-suite 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

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

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

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

Total cost of the work £ 55.00. Description of the work undertaken: Replacement Kitchen Tap Your comments: Turned up on time, pleasant & efficient	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

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

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

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

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

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

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

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

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

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

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

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

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