



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Waterways Plumbing Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 172 (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: 2 <sup>nd</sup> 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

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

<p>Total cost of the work £</p> <hr/> <p>Description of the work undertaken:  <i>Repair leak from Toilet waste and cistern.</i></p> <hr/> <p>Your comments:  <i>Very professional, and explained job very well. Cant recommend enough.</i></p>	<p>Date received: 30<sup>th</sup> April 2025</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Repair leak from toile 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

<p>Total cost of the work £ 194.</p> <hr/> <p>Description of the work undertaken:  <i>Renewing the radiator in the hall</i></p> <hr/> <p>Your comments:  <i>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</i></p>	<p>Date received: 30<sup>th</sup> 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

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 28<sup>th</sup> 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

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> 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

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> April 2025			
	Total cost of work: £40			
	Description of work: Poor flow and pressure at outdoor tap rectified by replacing tap.			
	Comments: James arrived less than an hour after I messaged to ask him to look at the job. He provided a price before arriving. On arrival James was very polite and friendly. He quickly confirmed his suspicions of what the problem was and had it fixed within 20 minutes. I wouldn't hesitate to recommend James, used his services several times over the years and he has always been exemplary.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work £130	Date received: 25 <sup>th</sup> April 2025			
	Total cost of work: £130			
Description of the work undertaken: <i>cistern</i> <i>Inside of toilet replaced (was not flushing properly before)</i>	Description of work: Inside of toilet cistern replaced (was not flushing properly before).			
	Comments: Excellent tradesman. So nice to come across a super, kind, professional tradesperson.			
Your comments: <i>Excellent tradesman. So nice to come across a super, kind, professional tradesperson</i>	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 55</p> <hr/> <p>Description of the work undertaken:  <i>REMOVED OLD MIXER TAP IN KITCHEN AND FITTED NEW ONE</i></p> <hr/> <hr/> <p>Your comments:  <i>EXCELLENT JOB. HIGHLY RECOMMEND. PUNCTUAL  RELIABLE &amp; INFORMATIVE. NEAT &amp; TIDY WORK  REASONABLY PRICED. CALL AGAIN IF REQUIRED</i></p> <hr/>	<p>Date received: 16<sup>th</sup> April 2025</p> <p>Total cost of work: £55</p> <p>Description of work: Removed old mixer tap in kitchen and fitted new one.</p> <p>Comments: Excellent job, highly recommend, punctual, reliable and informative. Neat and tidy work. Reasonably priced. Call again if required.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 55 labour</p> <hr/> <p>Description of the work undertaken:  <i>new mixer taps in kitchen</i></p> <hr/> <hr/> <p>Your comments:  <i>job well done</i></p> <hr/>	<p>Date received: 16<sup>th</sup> April 2025</p> <p>Total cost of work: £55 (labour)</p> <p>Description of work: New mixer taps in kitchen.</p> <p>Comments: Job well done.</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: 15<sup>th</sup> April 2025</p> <p>Total cost of work: £75</p> <p>Description of work: Old plug removed from bathroom sink and new plug installed.</p> <p>Comments: Very professional job completed by James, friendly &amp; reliable. Also managed to get to us promptly to sort the plumbing issue. Highly recommend!</p>			
	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> April 2025			
	Total cost of work: £55			
Customer Ratings (Out of 10)	Description of work: Replacement kitchen mixer tap.			
	Comments: Excellent service and speedy response.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> April 2025			
	Total cost of work: £40			
Customer Ratings (Out of 10)	Description of work: Leak on feed pipe below cistern.			
	Comments: Can't speak highly enough of this company.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> April 2025			
	Total cost of work: £55			
Customer Ratings (Out of 10)	Description of work: Replaced kitchen tap and fixed a fault on the stop cock.			
	Comments: Amazing work, arrived on time, cleared up no mess and charged the quoted price. Amazing stuff would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> April 2025			
	Total cost of work: £75			
	Description of work: Installation of electric shower.			
	Comments: Fantastic service. Have used this company before and each time they are quick, reliable and well priced.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 55	Date received: 4 <sup>th</sup> April 2025			
	Total cost of work: £55			
Description of the work undertaken: SINK WASTE REPLACED & TAP TIGHTENED UP AS HAD BECOME LOOSE	Description of work: Sink waste replaced and tap tightened up as had become loose.			
	Comments: Very professional, arranged appointment quickly, turned up on time, quote given before and job was actually cheaper as managed to get part cheaper so he was very honest about that. We would definitely use again.			
Your comments: VERY PROFESSIONAL, ARRANGED APPOINTMENT QUICKLY / TURNED UP ON TIME, QUOTE GIVEN BEFORE & JOB WAS ACTUALLY CHEAPER AS MANAGED TO GET PART CHEAPER SO HE WAS VERY HONEST ABOUT THAT. WE WOULD DEFINITELY USE AGAIN.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 75.00	Date received: 4 <sup>th</sup> April 2025			
	Total cost of work: £75			
Description of the work undertaken: REPLACEMENT SHOWER	Description of work: Replacement shower.			
	Comments: Good problem solver.			
Your comments: Good Problem Solver	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> April 2025			
	Total cost of work: £45			
	Description of work: Clearing an air lock in cold water tank.			
	Comments: James is a plumbing angel! Had used him once a few years back so was happy to call him again. Made first call around 11.20 and left a voicemail. By 11.30 he sent a text message with some questions and soon confirmed he was in the area so would pop round to take a look. By 11.50 he was here and by 12.15 he was paid for a job well done. Less than an hour from original enquiry to job done. That doesn't happen very often!			
	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> April 2025			
	Total cost of work: £115			
	Description of work: Drainage and leakage repairs to kitchen sink.			
	Comments: Exceptional service and quality work. I contacted Waterways Plumbing Ltd to fix a leaking kitchen sink at my elderly father's home. James responded quickly, making it easy to organise the repairs remotely. He kept me updated and ensured I could meet him when needed. He also cleared a blocked drain at no extra charge. His professionalism, attention to detail, and commitment to customer satisfaction were outstanding. I highly recommend Waterways Plumbing Ltd for their reliable and quality service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>85</u>	Date received: 31 <sup>st</sup> March 2025			
	Total cost of work: £85			
Description of the work undertaken: <u>outside tap installed.</u>	Description of work: Outside tap installed.			
	Comments: Very friendly and helpful.			
Your comments: <u>very friendly and helpful.</u>	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

<p>Total cost of the work £ 55.80</p> <hr/> <p>Description of the work undertaken: To replace kitchen tap</p> <hr/> <hr/> <p>Your comments: Very helpful and would use again.</p> <hr/>	<p>Date received: 31<sup>st</sup> March 2025</p> <p>Total cost of work: £55</p> <p>Description of work: To replace kitchen tap.</p> <p>Comments: Very helpful and would use again.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 28<sup>th</sup> March 2025</p> <p>Total cost of work: £55</p> <p>Description of work: Change of kitchen tap.</p> <p>Comments: None provided.</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: 28<sup>th</sup> March 2025</p> <p>Total cost of work: £38</p> <p>Description of work: Fixed noisy cistern fill in en-suite and also bathroom cistern which wasn't filling properly. Replacement parts required were immediately available from his stock and repairs carried out on the spot.</p> <p>Comments: Would absolutely recommend Waterways Plumbing Ltd. Given a 2 hour time slot. Assessed and gave cost before carrying out the work. Repairs done straight away as parts carried, so no need for a follow up visit to complete. Friendly, professional and efficient.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 <sup>th</sup> March 2025			
	Total cost of work: £55			
	Description of work: I needed my kitchen taps replaced with a mixer tap I had purchased but it wasn't compatible with my plumbing system so James fitted new valves to my existing taps and they now work perfectly, can't praise him highly enough, superb tradesmen.			
	Comments: First class service from a very highly recommended plumber.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 <sup>th</sup> March 2025			
	Total cost of work: £70			
	Description of work: Replacement part required for toilet as constantly running. Also checked and tightened up valve under sink.			
	Comments: James replies quickly to your enquiry. Kept to the timescales and fully informed throughout... Would highly recommend.			
	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> March 2025			
	Total cost of work: £85			
	Description of work: Garden tap fitted.			
	Comments: Excellent job and great price.			
	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> March 2025			
	Total cost of work: £60			
	Description of work: Replaced 2 x sticking/dripping taps in en-suite.			
	Comments: Responded quickly to text message left (said would reply in less than 30 mins and did). Ascertained details of job via text message and gave quote immediately. Some further texts just to confirm on some details and always kept us up to date. Arrived when said they would and completed job quickly and tidily.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £120 -	Date received: 19 <sup>th</sup> March 2025			
	Total cost of work: £120			
Description of the work undertaken: Removal & capping of old radiator & wall tiles Removal of floor mounted bath taps	Description of work: Removal and capping of old radiator and wall tiles. Removal of floor mounted bath taps.			
	Comments: Excellent work. James explained everything prior to start of work and left everything very tidy. Arrived on time and was very professional and courteous.			
Your comments: Excellent work. James explained everything prior to start of work & left everything very tidy. Arrived on time & was very professional & courteous.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> March 2025			
	Total cost of work: £85			
	Description of work: Outside tap installation.			
	Comments: Friendly and informative. Very happy with the work completed.			
	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: 10<sup>th</sup> March 2025</p> <p>Total cost of work: £40</p> <p>Description of work: Fixed a substantial leak on stopcock.</p> <p>Comments: Very professional service and pricing. Fast response to initial enquiry. Will definitely use this excellent company in the future. First class.</p>			
	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>