COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Waterways Plumbing Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 261 (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: 26th September 2026 Total cost of work: £115 Description of work: Toilet repairs Comments:			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21st September 2026 Total cost of work: £70 Description of work: Supply and fit inlet valve in main bathroom Comments: This is the 3rd time I have used James. On all 3 occasions James' communication and response times have been amazing. On one occasion I contacted him Friday evening and he came round Saturday morning even though he hadn't planned on working Saturday. On another occasion when I had a radiator leak I contacted him first thing in the morning and he came round and fixed it within a couple of hours. His prices are very reasonable and the quality of his work is high. He's also a great guy.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20th August 2026 Total cost of work: £60 Description of work: Remove old kitchen tap & replace with a tap I supplied. Comments: Brilliant service. Excellent job undertaken & 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: 17th August 2026 Total cost of work: £75 Description of work: Supply and fit W.C. inlet valve. Comments: James was working in the area when I put my call in and within 30 minutes he arrived. James checked out the problem, gave us a quote and had the new part fitted immediately. Brilliant, friendly, professional service and a very reasonable cost. I wouldn't hesitate to recommend James for any plumbing repair that is needed.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9th August 2026 Total cost of work: £120 Description of work: Tap replacements in kitchen and showeroom. Comments: Initially contacted James through easily useable website. He got back to me within a day as stated. James was very accommodating to find the right time slot and very clear on what the job would involve, its pricing and duration. Friendly, courteous with no mess left behind. Have booked in already for radiator replacements. Thoroughly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8th August 2026 Total cost of work: £85 Description of work: Repair of a leaking shower dual control and replacement of shower unit. Comments: I highly recommend James Anderson of Waterways Plumbing. This is because he responded to messages. Arrived when he said he would. Did an excellent Job. Left the area tidy and clean. Gave advice and recommendations on another job and ways to save money. He is obviously highly trained and charged me a fair price for the job. I was so taken by how good he was I have already recommended him to my family and friends. It is very refreshing to be treated fairly and receive this level of service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4th August 2026 Total cost of work: £75 Description of work: New shower unit fitted and old one removed. Comments: Extremely helpful when first contacted about problem. Very professional and offered advice. Arrived at time he said he would. Definitely a Local Hero in my opinion as showed empathy and put my worries into perspective.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30th July 2026 Total cost of work: £105 Description of work: Toilet was leaking as had the wrong part on it and it wasn't secure, James took it all off replaced the part and secured the cistern. Comments: Called James with my problem, supplied him pictures, gave me a quote and came really quick to do the job, explained to me what has happened and completed the job, genuine guy and reasonably priced, would definitely 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: 30th July 2026 Total cost of work: £125 Description of work: Fix leaks in two toilets at Livingston Cricket Club and replace flush mechanism in a third one. Comments: James Anderson (plumber) was onsite in advance of the agreed meet time. He assessed the work to be done and provided a quote. Quote accepted and the work was carried out then and there in a very professional manner. Very happy with the service given and happy to recommend him to others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29th July 2026 Total cost of work: £55 Description of work: Changed leaking valve for washing machine hose. Comments: Absolutely first class service from James. Arrived on time, did the job professionally and tidily and is a very courteous friendly guy to deal with. Totally recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29th July 2026 Total cost of work: £145 Description of work: Replaced kitchen sink tap with a new one Replaced 2 toilet seats Replaced pop up waste in ensuite & supplied fitting Comments: James is a highly trustworthy plumber. He communicates swiftly, is timely, he is honest and his prices are very reasonable. I was extremely happy with his work and would not hesitate to recommend him (I have recommended on a local Facebook group for the estate in the past and that lady was also very 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: 24th July 2026 Total cost of work: £80 Description of work: New valve for the toilet Comments: Had Work done from James before always pleasant, let’s you know when he is on his way, Does a very good job cleans up after himself and comes as quickly as he can. Would highly recommend him.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13th July 2026 Total cost of work: £60 Description of work: New mixer tap fitted in our kitchen. Comments: Have used Waterways Plumbing on a few occasions now, the work is always done to a very high standard at a fair price. 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: 3rd July 2026 Total cost of work: £78 Description of work: Replacement radiator thermostat valve thing. Comments: James was as professional and reliable as always.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2nd July 2026 Total cost of work: £80 Description of work: Installing a bathroom sink tap Comments: Very reliable service provided.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1st July 2026 Total cost of work: £35 Description of work: Fix leaking pipe. Comments: James was messaged in the morning and informed of problem. He immediately got in touch, quoted for the job and carried out the repair all within a few hours. He was courteous, efficient and a pleasure to deal with. I would not hesitate to recommend this company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1st July 2026 Total cost of work: £90 Description of work: A garden tap was installed. Comments: James was quick to respond, arrived when he said he would and did an excellent job. He was polite, professional and courteous and gave clear instructions regarding the maintenance of our garden taps. We highly recommend James and are so pleased 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: 30th June 2026 Total cost of work: £130 Description of work: Full replacement of toilet cistern inners, pipe and fixings to sort leaks in the cistern. Comments: James was excellent. He responded very quickly to my message regarding a leak from the toilet cistern and arranged to fit the job in on the same morning. He explained fully what needed to done, including costs, prior to starting work and again after this was completed. James was very reliable, friendly and professional and completed the job to a high standard. 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: 29th June 2026 Total cost of work: £90 Description of work: Outdoor tap installation. Comments: James is a lovely man. Highly recommend him.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29th June 2026 Total cost of work: £137 Description of work: New syphon and valve to WC. Comments: Excellent job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29th June 2026 Total cost of work: £85 Description of work: Two new taps fitted in a bathroom sink. Comments: After my phone call describing the job he phoned me back with an estimate within 30 minutes. He picked up the parts and phoned on the day agreed to give me an ETA and arrived on time. James completed the job dealing with no problems. Would not hesitate to contact him again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29th June 2026 Total cost of work: £130 Description of work: Cistern in the toilet was leaking out the bottom screws folding the toilet, he informed how to isolate the cistern till he got out, replaced the full workings or the cistern. Comments: First real time I've had to get a plumber in and was very pleased with his work and communications will use in the future and recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29th June 2026 Total cost of work: £90 Description of work: Installation of an outdoor hot tap. Comments: Excellent communication, showed up the very next day and the work was completed quickly.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15th June 2026 Total cost of work: £98 Description of work: Repairs to the flush for our downstairs cloakroom. Comments: James was exceptionally responsive and was able to come and assess our problem less than 24 hours from first contact. James was clear on what needed done and what it would take for the job to be completed successfully - we knew there was a potentially tricky obstacle in the way and James was clear what that might mean. James was able to source an appropriate spare part and come and fix the problem sooner than expected and the cost was as agreed. Would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27th May 2026 Total cost of work: £60 Description of work: Fix outdoor tap - replace DIY kit and renew fixings to pipe. Comments: James was very efficient and communicated the problem and fix to the issue effectively.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26th May 2026 Total cost of work: £70 Description of work: Fixed drip/leak under toilet cistern & replaced section of fixed pipe/joint under toilet cistern with flexible section & new washers. Comments: Replied to urgent request quickly, arranged to fix leak same morning. After seeing photo of issue the set price given upfront. Arrived on time. Explained work done once job completed. Payment easy via portable card reader. In addition, I had questions re some future plumbing jobs & he explained about those jobs, what was required & likely prices. Very helpful, approachable & friendly. Would use again & 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: 26th May 2026 Total cost of work: £80 Description of work: Replacement flush for leaking toilet cistern. Comments: I've used waterways plumbing on 4 different occasions over last 4 or 5 years for different issues. Always quick response, tidy worker and reasonable prices. Would definitely recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18th May 2026 Total cost of work: £60 Description of work: Change kitchen sink tap. Comments: James text and informed me at every opportunity, arrived on time was courteous and tidy. Explained as he went along and thanked me for my custom I would recommend Andrew again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18th May 2026 Total cost of work: £48 Description of work: Repair a leak on a feed to an outside tap. Comments: James arrived promptly within (the start actually of) the time frame suggested when the work was agreed. The fault was quickly identified and the repair done quickly and efficiently without fuss. Very pleased with the outcome: the outside tap now back in action and the new isolation valve is much better than the one replaced. James also provided information on how best to avoid a recurrence of the fault. Contactless payment was quick and easy. Receipt followed by email.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27th April 2026 Total cost of work: £60 Description of work: Replaced an isolation leaver in the bathroom from where an outside pipe for an external tap runs and tidied up the previous messy pipe work. Comments: Would highly recommend James he was polite & courteous. Came to my rescue and when I had water pouring out of faulty pipe work in the bathroom and I can now switch the water off from the outside tap as he fitted a proper isolator.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10