



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Waterways Plumbing Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 165 (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.

<p>Total cost of the work £ 130</p> <hr/> <p>Description of the work undertaken: <i>cistern</i> <i>Inside of toilet replaced (was not flushing properly before)</i></p> <hr/> <p>Your comments: <i>Excellent tradesman. So nice to come across a super, kind, professional tradesperson</i></p>	<p>Date received: 25th April 2025</p> <p>Total cost of work: £130</p> <p>Description of work: Inside of toilet cistern replaced (was not flushing properly before).</p> <p>Comments: Excellent tradesman. So nice to come across a super, kind, professional tradesperson.</p>								
	<table border="1" style="width: 100%;"> <tr> <th style="width: 25%;">Value for money</th> <th style="width: 25%;">Quality of work</th> <th style="width: 25%;">Service</th> <th style="width: 25%;">Tidiness</th> </tr> <tr> <td style="text-align: center;">10</td> <td style="text-align: center;">10</td> <td style="text-align: center;">10</td> <td style="text-align: center;">10</td> </tr> </table>	Value for money	Quality of work	Service	Tidiness	10	10	10	10
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<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/> <p>Your comments: <i>EXCELLENT JOB. HIGHLY RECOMMEND. PUNCTUAL RELIABLE & INFORMATIVE. NEAT & TIDY WORK. REASONABLY PRICED. CALL AGAIN IF REQUIRED</i></p>	<p>Date received: 16th 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>								
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Total cost of the work £ <i>55 labour</i> <hr/> Description of the work undertaken: <i>new mixer taps in kitchen</i> <hr/> <hr/> <hr/> Your comments: <i>job well done</i> <hr/> <hr/>	Date received: 16 th April 2025 Total cost of work: £55 (labour) Description of work: New mixer taps in kitchen. Comments: 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: 15 th April 2025 Total cost of work: £75 Description of work: Old plug removed from bathroom sink and new plug installed. Comments: Very professional job completed by James, friendly & reliable. Also managed to get to us promptly to sort the plumbing issue. Highly recommend!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 th April 2025 Total cost of work: £55 Description of work: Replacement kitchen mixer tap. Comments: Excellent service and speedy response.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 th April 2025 Total cost of work: £40 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
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th April 2025			
	Total cost of work: £55			
	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
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th 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 <hr/> Description of the work undertaken: SINK WASTE REPLACED & TAP TIGHTENED UP AS HAD BECOME LOOSE <hr/> <hr/> 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.	Date received: 4 th April 2025			
	Total cost of work: £55			
	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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 75-00</p> <hr/> <p>Description of the work undertaken: REPLACEMENT SHOWER</p> <hr/> <hr/> <p>Your comments: Good Problem Solver</p> <hr/>	<p>Date received: 4th April 2025</p> <p>Total cost of work: £75</p> <p>Description of work: Replacement shower.</p> <p>Comments: Good problem solver.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 4th April 2025</p> <p>Total cost of work: £45</p> <p>Description of work: Clearing an air lock in cold water tank.</p> <p>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!</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: 3rd April 2025</p> <p>Total cost of work: £115</p> <p>Description of work: Drainage and leakage repairs to kitchen sink.</p> <p>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.</p>			
	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> Description of the work undertaken: <u>Outside tap installed.</u> Your comments: <u>very friendly and helpful.</u>	Date received: 31 st March 2025 Total cost of work: £85 Description of work: Outside tap installed. Comments: Very friendly and helpful.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £ <u>£55.00</u> Description of the work undertaken: <u>To replace kitchen tap</u> Your comments: <u>Very helpful and would use again.</u>	Date received: 31 st March 2025 Total cost of work: £55 Description of work: To replace kitchen tap Comments: Very helpful and would use again			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 th March 2025 Total cost of work: £55 Description of work: Change of kitchen tap. Comments: None provided.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 th March 2025			
	Total cost of work: £38			
	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.			
	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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th 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 th 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 th March 2025			
	Total cost of work: £85			
Customer Ratings (Out of 10)	Description of work: Garden tap fitted.			
	Comments: Excellent job and great price.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 th March 2025			
	Total cost of work: £60			
Customer Ratings (Out of 10)	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
	10	10	10	10

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

ONLINE FEEDBACK PROVIDED	Date received: 19 th March 2025			
	Total cost of work: £85			
Customer Ratings (Out of 10)	Description of work: Outside tap installation.			
	Comments: Friendly and informative. Very happy with the work completed.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 th March 2025			
	Total cost of work: £40			
Customer Ratings (Out of 10)	Description of work: Fixed a substantial leak on stopcock.			
	Comments: Very professional service and pricing. Fast response to initial enquiry. Will definitely use this excellent company in the future. First class.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 th March 2025			
	Total cost of work: £70			
Customer Ratings (Out of 10)	Description of work: Repair to toilet cistern.			
	Comments: James arrived only 30 mins after my phone call, and fixed the cistern very promptly and tidily. Whilst sorting the main problem James luckily spotted another part which needed replacing, but refused to take any extra payment at the end of the job. I will definitely use Waterways for any future issues and can't recommend them highly enough.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 rd March 2025			
	Total cost of work: £95			
	Description of work: Installing new kitchen tap. Repairing bathroom hot water tap. Repairing very loud toilet cistern.			
	Comments: From 1st contact James made a very reliable and competent impression. An appointment for the needed repairs was made within 2 days of contacting him. His email contact was precise and accurate. Would thoroughly recommend using his services.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 th 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 th 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 th 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 st 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 th 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