

## **COMMENTS AND RATINGS**

## West Lothian Trusted Trader Scheme

## **Lothian Monoblocks & Landscapes Ltd**

NUMBER OF FEEDBACK FORMS RECEIVED: 14

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8** 

The following feedback forms have been completed by previous customers, rating their experience of dealing with Lothian Monoblocks & Landscapes Ltd.

Description of the work undertaken: Installation of a new drive way and Gouldoor step, installation was monopolock paring and relevant drain covers  Your comments: Excellent workmanship, quality evolucts used Communication was	Date received: Total cost of w Description of and front door pairing and rel Comments: Exused. Communentire process.	rork: Not provid work: Installation step. Installation evant drain covered scellent workmanication was ex	ed on of a new on was mono vers. anship, qualit	block y products
excellent throughout the entire process. Highly recommended.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	10	9

Total cost of the work £ 2, 500	Date received: 23 <sup>rd</sup> June 2025				
Description of the work undertaken.  RENOVATING AND UPGRADING GARDEN PASSE W.	Total cost of work: £2500				
FRONT STEFS	Description of work: Renovating and upgrading garden path and front steps.				
FRIENT AND RELIANCE	Comments: Great job done by the whole team, efficient and reliable. Cleaned away all waste and le garden in a neat and tidy condition.				
A NETT V TIDY CONDITION	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work £ = 1,500	Date received: 23 <sup>rd</sup> June 2025			
Description of the work undertaken:  Promote garden + driveway to lay	Total cost of	work: £7500		
memorals and charle me first deersteps	Description of work: Remove garden and driveway to lay monoblocks and create new front doorsteps.			
Your desired with formal result and house	Very pleased	Great team – ha d with final resul n to do more wo	t and have al	ready
back garden!	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Description of the work undertaken:  CLEAR GARGEN THEN LAY ARTIFICIAL TURE SLABS  AND SLATE CHIRS.	Date received: 29th May 2025  Total cost of work: Not provided.  Description of work: Clear garden then lay artificiaturf, slabs and slate chips.  Comments: Cost of work is between me and contractor.			
COST OF HOPK IS BETWEEN ME AND CONTERCTOR	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	9	10

Total cost of the work £ $\neq$ 1.2 , $\Rightarrow$ $\Rightarrow$ $\Rightarrow$	Date received: 29 <sup>th</sup> May 2025				
Description of the work undertakers:  RELAY NEW PATA AND STREET	Total cost of work: £12,000				
The state of the s	Description of work: Relay new patio and steps.  Comments: Excellent job completed by skilled and very hard working company. Undeterred by poor weather conditions.				
Your comments:  Excession Son Completed DY Sheeling and News					
WEATHER CONDITIONS	Value for Quality of Service Tidines work				
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work £	Date received	: 15 <sup>th</sup> May 2025	5	
Description of the work undertaken: To INSTALL A PORCELAIN PATIO AT THE REAL OF	Total cost of v	vork: Not provid	ded.	
THE HOUSE	Description of rear of the hor	work: To insta use	ll a porcelain	patio at the
YOUR COMMONDS:  THE WORK CARRIED OUT BY DARREN & THE TEAM WAS  CARRIED OUT IN A PROFESSIONA PRANCE & AM PLEASED WITH	team was carr am pleased w	he work carried ried out in a pro ith the work do othian Monoblo	ofessional ma ne. I would d	nner and efinitely
THE WORK DONG, I WALL DEFINITELY RECOMMEND LOTHERN MONOTURES & LANGERARING LTS.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Date received: 25th April 2025 Total cost of the work £ 6,000 Total cost of work: £6000 Description of work: Reshaping lawn of new build property. Creating borders and infilling with top soil. Creating new slabbed patio area and infilling with new garden chips. Comments: Great company to deal with. Nothing was too much trouble. Hard working guys. All friendly and helpful. Couldn't recommend them enough. Value for Quality of Service Tidiness money work Customer Ratings (Out of 10) 10 10 10 10

Total cost of the work £ 20,400	Date received: 26 <sup>th</sup> November 2024			
Description of the work undertaken: Remove old driveway paving + Renov Remove existing patie dats, propose formation + lay even patric pavings Remove dd timber racent planters + recevuit stone gained	and renew, remove existing patio slabs, prepare formation and lay new patio paving. Remove old			
planters uplift + relay existing wardhood path.  Your comments:  Very professional team worked well and provided what  I was a looking for Hauge word than provided what	Comments: provided wh	Very profession at I was looking lift rear grass a	al team, work for. Have use	ed well and ed them
that egrass over a lay new stabled area.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ I I, COO	Date received:	20 <sup>th</sup> Novembe	er 2024	
Description of the work undertaken:  NEW dir Welvlay - Monobolock  Second job - Indian Sandistone to back gauden	Total cost of work: £11,000  Description of work: New driveway – monoblock. Second job – Indian sandstone to back garden.			
The driveway was finished beautifully. To garden was also honever I was thoppy with the aboustep.  They made sure this was fixed and I was happy with it before asking for any canvent. They would only	The garden wa the doorstep. was happy with They would on	h it before aski lly complete a j recommended	er I wasn't ha e this was fix ng for any pa job if the cust	opy with ed and I lyment. omer is
compacts a job if he customers is happy. I have recommended to many friends and will continue to do so.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	9

Total cost of the work £ 8,000	Date received:		er 2024	
Description of the work undertaken:  REMOVE EXISTING MONOBLOCK DOLVEWAY AND EXISTING LAWN. REVEW WITH SAME,  REDUCE HEIGHT OF BURNDARY WALL. ADD COPING STORES.  REPOINT AND TENHALL PATIO TO REAR.	Total cost of work: £8000  Description of work: Remove existing monoblock driveway and existing lawn. Renew with same. Reduce height of boundary wall. Add coping stones Repoint and jet wash patio to rear.			
YOUR COMMENTS:  A CHEBRAY HARDWORKING TEAM WHO GOT ON WITH THE JOB IN SPITE OF THE CHALENDES. THE CRICEPAL PLAN WAS FOR THE EXISTING MONOBLOCKS TO BE RELAID AND WORK THE WASHED IN PREPARATION. IMPORTMENTELY THE BRICKS HOD BEEN LAID TO BE AVECABLED.	Comments: A cheery hardworking team who got on with the job in spite of the challenges. The original plan was for the existing monoblocks to be re-laid and were jet washed in preparation. Unfortunately, the bricks had been laid 36 years earlier using cement. New bricks had to be purchased. They had quite a task removing roots of a 50 year old cherry tree from the existing lawn.			
THEY HAD BUTE A THEK REMOVING RUGS OF A SOYEAR OLD CHERRY TREE FROM THE EXISTING LAWN.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ \$6,500	Date received: 31st October 2024				
Description of the work undertaken:	Total cost of work: £6500				
	Description of work: Laying patio.				
excellent job very friendly polite and reasonable price. Would recommand to friends and	Comments: Excellent job, very friendly, polite and reasonable price. Would recommend to friends and family.				
family.	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the works 111 700 for hadcapaden toking complete Date received: 31st October 2024 Total cost of work: £11,700 for back garden tiling, complete new fence and gate (double fence at rear). 11700 as about. \$ 5000. New monopological driveway and porth Description of work: £11,700 as above. £5000 new monoblock driveway and path. New wall on one side on one side of drieway of driveway and path. a priv Comments: We had a great experience and relationship with Darren and his team from getting a quote, to completion of the works. Couldn't recommend them highly enough. Great team. Quality of Service **Tidiness** Value for money work Customer Ratings (Out of 10) 10 10 10 10

Date received: 24th October 2024 Total cost of the work £ 2/100 Total cost of work: £1100 Description of the work undertaken: REMOVE SOIL AND SUBBLERS AND SUPPLY AND Description of work: Remove soil and sleepers and supply and lay concrete and lay sandstone to the LAY CONCLORE AND LAY SANDSTENE TO areas where the planters were. THE AREAS WHOLE THE PLANTERS WERE. Comments: We have used Lothian Monoblocks and Landscapes at four different addresses over the past Your comments: 15 years and on every occasion we have received WE HAVE USED LOTHIAM MONES LOKE LANDSCARE AT FOUR outstanding service in respect of quality and value DIRECTION ADMINISTRA ONEN THE PAST 15 YORKS AND ON and reliability. Richy occasion ar HAND RECEIVED OUTSTANDING selvice in ligher or QUALITY, DALUE AND ACHABILITY. Quality of Value for Service **Tidiness** work money Customer Ratings (Out of 10) 10 10 10 10

Total cost of the work £ 5,000.00	Date received: 23 <sup>rd</sup> October 2024				
Description of the work undertaken:	Total cost of work: £5000				
Removal of old driveway and installation of new block driveway.	Description of work: Removal of old driveway and installation of new block driveway.				
The guys showed up early on the agreed dates, completed the work to a high standard	Comments: The guys showed up early on the agreed dates, completed the work to a high standard and charged what was agreed.				
and charged what was agreed.	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	