



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Cullen Plumbing & Heating Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 7

AVERAGE SATISFACTION SCORE (OUT OF 10): 10

The following feedback forms have been completed by previous customers, rating their experience of dealing with Cullen Plumbing & Heating Ltd.

ONLINE FEEDBACK PROVIDED	<p>Date received: 22nd December 2025</p> <p>Total cost of work: £135</p> <p>Description of work: Replaced faulty actuator.</p> <p>Comments: I have used this company twice for heating/boiler issues. Very easy to book. The engineer turned up on time, explained what would need done and how he would do it. He was very friendly, professional and tidy. I would definitely use again and would recommend.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 102.00</p> <p>Description of the work undertaken: Recharged expansion vessel & topped up water pressure. Tested heating & hot water. Replaced out of date CO alarm.</p> <p>Your comments: Would not hesitate to use this company again. Very pleased.</p>	<p>Date received: 3rd November 2025</p> <p>Total cost of work: £102</p> <p>Description of work: Recharged expansion vessel and topped up water pressure. Tested heating and hot water. Replaced out of date CO alarm.</p> <p>Comments: Would not hesitate to use this company again. Very pleased.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>£72⁰⁰</u></p> <p>Description of the work undertaken: <u>ANNUAL BOILER SERVICE</u></p> <p>Your comments: <u>ALWAYS HELPFUL, WE USE CULLEN EVERY YEAR. THEY ADVISE ON ACTIONS TO TAKE TO EXTEND THE LIFE OF THE BOILER WHICH IS HELPFUL.</u></p>	<p>Date received: 7th October 2025</p> <p>Total cost of work: £72</p> <p>Description of work: Annual boiler service</p> <p>Comments: Always helpful, we use Cullen every year. They advise on actions to take to extend the lift if the boiler which is helpful.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>90</u></p> <p>Description of the work undertaken: <u>FULL BOILER SERVICE</u></p> <p>Your comments: <u>ARRIVED EXACTLY WHEN HE SAID HE WOULD. VERY APPROACHABLE WITH ANY QUESTIONS I HAD</u></p>	<p>Date received: 6th October 2025</p> <p>Total cost of work: £90</p> <p>Description of work: Full boiler service</p> <p>Comments: Arrived exactly when he said he would. Very approachable with any questions I had.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>120</u></p> <p>Description of the work undertaken: <u>ANNUAL BOILER + HOT WATER CYLINDER SERVICE</u></p> <p>Your comments: <u>• SENDS ANNUAL REMINDER OF SERVICE</u> <u>• ALWAYS ACCOMMODATING WITH TIMES + DATES</u> <u>• PROFESSIONAL, CLEAN + TIDY WORK</u> <u>• PROVIDES HONEST RECOMMENDATIONS OF WORK</u></p>	<p>Date received: 28th March 2025</p> <p>Total cost of work: £120</p> <p>Description of work: Annual boiler and hot water cylinder service</p> <p>Comments: Sends annual reminder of service. Always accommodating with times and dates. Professional, clean and tidy work. Provides honest recommendations of work.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>660</u></p> <p>Description of the work undertaken: <u>Finding leak, replacing shower tray, re-assembling + re-sealing shower unit</u></p> <p>Your comments: <u>Was professional throughout, work was carried to a high standard, kept us updated RE what stages he was at and was punctual/time efficient - arrived at time he said he would. Grant also had us check his work once he was finished prior to leaving. Can't recommend enough!</u></p> <p>Signature: _____ Date: _____</p>	<p>Date received: 26th March 2025</p> <p>Total cost of work: £660</p> <p>Description of work: Finding leak, replacing shower tray, re-assembling and re-sealing shower unit.</p> <p>Comments: Was professional throughout, work was carried to a high standard, kept us updated re what stages he was at and was punctual/time efficient – arrived at time he said he would. Grant also had us check his work once he was finished prior to leaving. 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 £ <u>225</u></p> <p>Description of the work undertaken: <u>Identification of what was causing shower to drip & replacing shower connections/hosing + head</u></p> <p>Your comments: <u>Grant was extremely pleasant + kept me updated at all times of what was going on & tidied up before he left.</u></p>	<p>Date received: 26th March 2025</p> <p>Total cost of work: £225</p> <p>Description of work: Identification of what was causing shower to drip and replacing shower connections/hosing and head.</p> <p>Comments: Grant was extremely pleasant and kept me updated at all times of what was going on and tidied up before he left.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10