



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Cullen Plumbing & Heating Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 9

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	Date received: 3 rd July 2026 Total cost of work: £70 Description of work: Service gas boiler. Comments: Fantastic and reliable. Went over and above for a gas boiler service and carried out other checks that no one has done in the past. He was very conscientious and provided an extremely high quality services to us. Would definitely recommend to family and friends without hesitation.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ £247.20 Description of the work undertaken: Replacing radiator with heated towel rail Your comments: good value, arrived on time, no issues	Date received: 23 rd January 2026 Total cost of work: £247.20 Description of work: Replacing radiator with heated towel rail. Comments: Good value, arrived on time, no issues.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 nd December 2025			
	Total cost of work: £135			
	Description of work: Replaced faulty actuator.			
	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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

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 Replaced out of date CO alarm.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 Replaced out of date CO alarm.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

Total cost of the work £ 72.00	Date received: 7 th October 2025			
	Total cost of work: £72			
Description of the work undertaken: ANNUAL BOILER SERVICE	Description of work: Annual boiler service			
	Comments: Always helpful, we use Cullen every year. They advise on actions to take to extend the life of the boiler which is helpful.			
Your comments: ALWAYS HELPFUL, WE USE CULLEN EVERY YEAR. THEY ADVISE ON ACTIONS TO TAKE TO EXTEND THE LIFE OF THE BOILER WHICH IS HELPFUL.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

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

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

Total cost of the work £ <u>660</u> Description of the work undertaken: <u>Finding leak, replacing shower tray, re-assembling + re-sealing shower unit</u> 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> Signature: _____ Date: _____	Date received: 26th March 2025 Total cost of work: £660 Description of work: Finding leak, replacing shower tray, re-assembling and re-sealing shower unit. 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!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 225 Description of the work undertaken: Identification of what was causing shower to drip e replacing shower connections/hosing + head Your comments: Grant was extremely pleasant + kept me updated at all times of what was going on e tidied up before he left.	Date received: 26th March 2025 Total cost of work: £225 Description of work: Identification of what was causing shower to drip and replacing shower connections/hosing and head. Comments: Grant was extremely pleasant and kept me updated at all times of what was going on and tidied up before he left.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10