

Council Pest Control

NUMBER OF FEEDBACK FORMS RECEIVED: 91 (showing most recent 30)

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8

The following feedback forms have been completed by previous customers, rating their experience of dealing with West Lothian Council Pest Control.

Total cost of the work E / S 1 _ SD	Date received: 23 rd June 2025			
Description of the work undertaken:	Total cost of work: £181			
- Pest control in relation to new inperiation , letering where they were finding that way into the house and taking steps to prevent this. This involved leaving point in several places internelly and reternally blocking betrance.	Description of work: Pest control in relation to mice infestation. Detecting where they were finding their way into the house and taking steps to prevent this. This involved leaving poison in several places internally and externally blocking entrance.			
Your competes: Jusp slipage high provance of schig, where and when atops over Taken, faired was totally preparinel and frinkly and I self completence in his abilities.	Comments: I was always kept aware of why, where and when steps were taken. Iain was totally professional and friendly and I felt confidence in his abilities. My stress levels were soon dropping and I was at ease.			
my stress levels were seen dropping and I was at same.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	10	10	10

Date received: 12th September 2024 Total cost of the work E N/A Total cost of work: N/A Description of the work undertaken Initially visits any second Fiday to spread inecticide to Description of work: Initially visits every second Friday to spread insecticide to rid my house of bed my house of bot hugs - Hug we piculin bugs – they were present in bedroom 1, bedroom 3, Ecclosem 1, Redroom 3 the total and This room. This word the toilet and livingroom. This was extended to 3 war and and killed the romainder alended to I weeks with a row weeks until a powder was applied and killed the at the buys remainder of the bugs. The three worker who voited - lain, Alread Hully were Comments: The three workers who visited - lain, dways groupt well kent and percoulde. I got to Alex and Archie were always prompt, well-kempt and personable. I got to build a great rapport with all hould a great rapport with all these. They were also three. They were also keen to explain all of the pen to explain all of the process & and expended veralty. processes and expected results. Quality of Service Tidiness Value for money work Customer Ratings (Out of 10) N/A 10 10 10 Date received: 19th February 2024 Total cost of the work £ Total cost of work: N/A Description of the work undert

Description of work: Checked loft and other areas for squirrels. Had to take extracters casing off to remove debris in extracter fan and put chicken wire in to stop squirrels getting in.

Comments: Both men were polite and informed me what they were doing.

me what they was doing	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	10	10	10

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Your comments Beath

Total cost of the work £	Date received: 26 th January 2024			
Description of the work undertaken:	Total cost of work: £60			
THICE IN KOTT	Description of work: Mice in loft			
	Comments: Great service			
Your comments: GREAT SERVICE	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work $E \mid [l_{2}\mathbb{Q}] : \square \boxdot$	Date received: 3 rd January 2024			
Description of the work undertaken:	Total cost of work: £162			
BND QUISIDE THE HOUSE	Description of work: Rat control – poison put down inside the house and outside the house.			
Mourcommental BREADE WAS VERY PROFESSIONAL AND EXPLAINED	Comments: Archie was very professional and explained everything to us. He was very knowledgeable and pleasant.			
EVERYTHING to US HE WAS JERY KNOWLEDGEARLE AND REASONT	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work if $-\int d\omega D_{tot}$	Date received: 15 th November 2023				
Description of the work undertakens greathing rul of rats in garden	Total cost of v	Total cost of work: £162			
	Description of work: Getting rid of rats in garden				
	Comments: None provided				
Your comments	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work $\pounds O_{1} \downarrow L$	Date received: 22 nd May 2023			
Description of the work undertaken: check for not infortation as	Total cost of w	ork: £90ish		
was found but nothing	Description of work: Check for rat infestation as noises heard, but nothing was found.			
Your comments:	Comments: Ian and Alex were both very courteous and helpful, explaining everything they were doing and why.			
everything they were doing a why	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	9	10	10

Total cost of the work £ 	Date received: 12 th May 2023 Total cost of work: Council paid			
ALEX IS a post controled Bats for Mice was very pleased with his works ethic, as I was very neavous, about Mice in My house as I Live Alene, he Kept Reasure me, Put gict of Black Paxes domen merconners Alex done a great Job expland very clearly, what he was doing a chocked the whole	mice was very very nervous a he kept reassu Comments: Al clearly what he house, even u	ion of work: Alex is a pest controller rats for s very pleased with his work ethic, as I was vous about mice in my house as I live alone, reassure me, put a lot of black boxes down. Ints: Alex done a great job, explained very what he was doing and checked the whole even up my loft, the mice were getting in nk and my kick boards under my units.		
LADER, EVEN UP my LOBE, the mice were getting IN UNDER SINK, & my KICK moved's Under my Units	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	10	10	10

Total cost of the work £95 -00	Date received:	29 th March 20	23	
Description of the work undertaken: 70 get Md Q14 rets in garden	Total cost of work: £95.00 Description of work: To get rid of rats in garden Comments: None provided			arden
Your comments:	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	4	10	10	10

Total cost of the work E 94. 40	Date received: 22 nd March 2023			
Description of the work undertaken: Infestation of mice in 15ft and under have \$7000. Traps set etc. a visits in total	Total cost of work: £94.10 Description of work: Infestation of mice in loft and under hall floor. Traps set etc. 6 visits in total.			
Your comments: Atlec was nearly porte and helpful on every visit. Checked external walls of house and	Comments: Alex was really polite and helpful on every visit. Checked external walls of house and gave advice to prevent further infestations. Much more helpful than private company used previously.			
gave advice to prevent further infestations. Thich more helpful than private company used previously.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £	Date received: 13th February 2023			
Description of the work undertaken:	Total cost of work: Not provided			
	Description of work: Vermin control (rats)			
Your comments: PLOFFESIONAL SERVICE CARLED OUT BY A Key LEESONABLE CLEATIVE A REASULE TO DEAL	Comments: Professional service carried out by a very personable operative. A pleasure to deal with. Problem very effectively eradicated, quickly and efficiently. (5 stars)			
WITH · PROBLEM JOLY EFFECTIVELY TEADERTED, WITH · PROBLEM JOLY EFFECTIVELY TEADERTED, QUICKLY MID EFFICIENTLY. (SSTARS).	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work 🕰 👔	Date received: 13 th February 2023			
Description of the work undertaken)	Total cost of work: £90			
	Description of work: Infection of rats cleared			ed
Your commenta:	Comments: Very professional. Very successful.			
VALUE CREATECTRUCKAU	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work E 4914-10	Date received: 5 th February 2023			
Description of the work undertakee: RAFI IN FESTATION	Total cost of work: £94.10			
IGH (HEES (ATTONS	Description of work: Rat infestation.			
	Comments: Four visits – infestation eradicated.			
FOUR VISITS - INFESTATION ERADICATED	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work # 9 b	Date received: 18 th January 2023			
Pescription of the work undertwiken:	Total cost of work: £94			
YEP TOPOLOG	Description of work: Pest control.			
Your comments Jain was fabulato. the returned twice after the mitial issit and was polite and varteous and very helpful.	Comments: lain was fabulous. He returned twice after the initial visit and was polite and courteous a very helpful. He gave tips and hints for prevention. Very nice person.			
issit and was polite and varteous and very helpful. He gave tops and kints by prevention. Very nice porch	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total coat of the work E NONE	Date received: 27 th May 2022			
Description of the work undertaken GETTING RID OF RATS	Total cost of work: None			
	Description of work: Getting rid of rats.			
JOHR EMPLOYEE DID & FANTASTIC JOB	Comments: Your employee did a fantastic job. Told us every step of the way. Can't thank him enough. Please pass on our thanks to your employee.			
JOHR EMPLOYEE DID & FANTASTIC JOB 1640 US EVERY STEP OF THE WAY CANT THANK HIM ENOUGH PLEASE PASS ON OUR THANKS TO YOUR EMPLOYEE	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ $9/-40$	Date received: 2 nd July 2021			
Description of the work undertaken: Setting bait, Checking bait, partling steal wood where the write where canadyin	Total cost of work: £91.40 Description of work: Setting bait, checking bait, putting steel wool where the mice were coming in.			
Your comments: Alex was absolutly excellent!	Comments: Alex was absolutely excellent! He explained everything, was punctual, polite and professional. Highly recommended.			
the explained everything, was, junctual, polite and professional thighly recommended	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 89 - 00	Date received: 15 th June 2021				
Description of the work undertakers RAT ERADICATION	Total cost of work: £89 Description of work: Rat eradication.				
YOUR EMPLOYEE WAS EXCEPTIONALLY THOROUGH, AND VERY TIDY, AND CONSIDERATE TO MY DOGS WHEN PLACING	Comments: Your employee was exceptionally thorough, and very tidy, and considerate to my dog when placing traps. He explained everything and gave helpful advice. I would like to say a huge than you for his kindness and professionalism – you should be very proud of your staff.				
TRAB, HE EXPLAINED EVERYTHING AND GAVE, HELPFUL ADVICE, 1. WOULD LIKE TO SAY A HUGE THANKYOU FOR HIS KINDNESS AND PROPEDSIONALISM - YOU SHOULD BE VERY PROUD OF YOUR STAFF	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Date received: 1st June 2021 Total cost of the work of field Total cost of work: £100 Description of the work undertaker: Description of work: Pest control service: (mice in (MICE IN GARAGE lEst Control SER, of: garage). Alex – the Pest Control Officer required to make Alex - the last al therapped several visits to the garage in order to ensure that the mice had been eliminated. Comments: West Lothian Council acted promptly when they were informed of mice in the garage. Alex Your comments: - the officer in attendance - was extremely pleasant, West I the helpful, reassuring and professional. He was a credit to WLC. His appearance was also clean and 10 professional. He provided a satisfactory update after each inspection of the garage. The Pest Control department provided advance notice when Alex was unable to keep an appointment. Thank you to WLC the ontralat He provided a for such an excellent service and also for providing a Sprature garage. The Rus tue very capable employee, Alex. to Alex way in for Who auch Value for Quality of Service Tidiness adrettel employee, very, money work Customer Ratings (Out of 10) 10 10 10 10 Date received: 21st May 2021 Total cost of the work £ 88 80. Description of the work undertakens Total cost of work: £88.80 2 BOXES POT IN 10 CATCH RATS WHICH CAUGHT THE BATS Description of work: 2 boxes put in to catch rats which caught the rats. Comments: The chap who did the work was very Your comments:

WHE CHAP WHO TO ID THE WORK WAS VERY YERY GOOD CAN'T THANK HIM	very good, can't thank him enough.				
ENOW YH	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work E	Date received: 21 st May 2021				
Description of the work undertaken:	Total cost of work: Not provided				
	Description of work: Not provided				
, son commenter	Comments: Very good job, very polite and professional.				
	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work £ 88.00	Date received: 13 th May 2021			
Description of the work undertaken:	Total cost of work: £88			
muce in loft spice.	Description of work: Mice in loft space.			
Your comments:	Comments: Excellent service. Friendly and well educated staff. Always punctual and tidy. Covid-19 rules well observed.			
Excellent Service Friendly + Well advected theff. Almouse punctual and Tiby, could 19 kules well observed	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £	Date received: 27 th April 2021			
Description of the work undertaken:	Total cost of work: £88.80			
LAT MILE THAP AND POISON GAVE NOULE MOD POINTS	Description of work: Lay mice trap and poison, gav advice and pointed out all entry for the mice.			
Your commentate Visite (2000 SUTWILE THEOUGHOUT, WOULD (LEDMMER) FUL CANED IT TO THAT OLD THE WORK	Comments: Very good service throughout, would recommend. Full credit to team that did the work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work E	Date received: 11th March 2021					
Getterne mice under cartrol in house and outside Containing in, no stone untermet.	Total cost of work: Not provided Description of work: Getting mice under control in					
Converted in 1	house and outside. Coming in, no stone unturned.					
Now comments Tain was great at his fab would recommend 100%, Re-habic no more mice. hocked inside and actude property, Very	Comments: lain was great at his job, would recommend 100%, fantastic, no more mice. Look inside and outside properly, very kind, all question answered.					
Kind all questions consumered	Value for money	Quality of work	Service	Tidiness		
Customer Ratings (Out of 10)	10	10	10	10		

Total cost of the work is go Description of the work undertakes: Interfactor interfaction of Mico. Job to Pind Some of entry and eliminate. Your comments: Fartuche work very professional and reliable	 Date received: 9th March 2021 Total cost of work: £80 Description of work: Interior infestation of mice. Job to find source of entry and eliminate. Comments: Fantastic work, very professional and reliable. Ensured all was rectified before finishing an would 100% recommend them if ever required. 			onal and nishing and
insured all was rechted here finding and world 105%, necessariand than it ever required	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ §§ , 6 0	Date received: 14 th January 2021			
Description of the work undertaken: Reveal of rate infectation Your comments: Example t course of being rate quickly all effected by	Total cost of work: £88 Description of work: Removal of rats infestation. Comments: Excellent service clearing rats quickly and efficiently.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ SO	Date received: 5 th January 2021			
Description of the work undertaken:	Total cost of work: £80 Description of work: Pest control, bait left behind fireplace and left for approx. 3 months until problet was resolved.			
And loft for apprex 3 maths intel problem was reactived				
Your comments las the representative who cane was lastastic He put me at ease, dealt with the silication, was very professional and I	Comments: Ian the representative who came was fantastic. He put me at ease, dealt with the situation was very professional and I couldn't recommend hin enough.			e situation,
couldn't recommend him enough	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 👫 🕈	Date received: 5 th January 2021			
Description of the work undertaken Erectricate a mice infrostration in an integral gavinge and left space Your comments A highly professional and cost effective service. The officer (Ian) Was very thorough and professional and competibly eradicated the problem which we'd been struggling with for some time. An excellent service that I would recommand to all.	 Total cost of work: £88.80 Description of work: Eradicate a mice infestation in an integral garage and loft space. Comments: A highly professional and cost effective service. The officer (Ian) was very thorough and professional and completely eradicated the problem which we'd been struggling with for some time. An excellent service that I would recommend to all. 			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ LaL	Date received: 26 th November 2020			
Description of the work undertaken:	Total cost of work: £44			
CLEARED THY HOUSE + GALOUN OF VERMIN,	Description of work: Cleared my house and garden of vermin.			
YOUR COMMENTER IAN, WHO WORKS FOR WLC, WAS TOTALLY MOFESSIONAL ADOUT HIS WORK. AN INFORMAT	Comments: Ian, who works for WLC, was totally professional about his work. An important thing to me was he made me feel calm about the task and explained it in a way I understood. Thank you Ian.			
THERE TO DE WAS HE FIDE ME FEEL CALD ABOUT THE TASK AND EXPLAINED IT IN A WAY T UNDERSTOOD. THANK YOU IAN.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work II Lf 3	Date received: 25 th September 2020			
Description of the work undertaken: LAIO BAIT TO TRAP VERYINS SEATLED OF BESSIBLE BOINTS OF ENTRY CITECKED (VISITED) DAVITL SURE PETIVITY MAD CERTED	off possible	work: £43 of work: Laid bai points of entry. (activity had ceas	Checked (visit	
Your comments: A VERY AMINASLE AND COURTEOUS MANN. A PLASSER TO HAVE IN OUR MOVE AND VERY	Comments: A very amiable and courteous man. A pleasure to have in out home and very respectful of both property and my husband's disabilities.			
RESPECTATE OF BOTH REPRETLY AND MY HUSBAND'S DISARBILITIES	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work.E.	Date received	: 1 st Septembe	r 2020	
Description of the work undertainen: 1051 Down Those DA RALS + MLAN BY TERMAN	Total cost of work: £87			
I we can save on pages & see appendix	Description of work: Pest control of rats and mice external.			
Your comments BETONIS TIME DENS Software and 2488. First BLASS ATTONNON & SORVICE	Comments: Second time using service over 2 yrs. First class attention and service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10