



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Taylor Roofs

NUMBER OF FEEDBACK FORMS RECEIVED: 362 (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 Taylor Roofs.

<p>Total cost of the work: £1200?</p> <p>Description of the work undertaken: RIDGE TILES FULLY REPLACED AND A FEW TILES</p> <p>Your comments: PROFESSIONAL ATTITUDE. ARRIVED FOR ESTIMATE AND THE WORK ON TIME. WORK REQUIRED FULLY EXPLAINED TO ME</p>	<p>Date received: 19th April 2024</p> <p>Total cost of work: £1200?</p> <p>Description of work: Ridge tiles fully replaced and a few tiles.</p> <p>Comments: Professional attitude. Arrived for estimate and the work on time. Work required fully explained to me.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work: £1300</p> <p>Description of the work undertaken: A new ridge for the roof following storm damage.</p> <p>Your comments: Very professional and reasonably priced. Quick and tidy work by friendly staff during all stages of my interactions with staff.</p>	<p>Date received: 18th April 2024</p> <p>Total cost of work: £1300</p> <p>Description of work: A new ridge for the roof, following storm damage.</p> <p>Comments: Very professional and reasonably priced. Quick and tidy work by friendly staff during all stages of my interactions with staff.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

ONLINE FEEDBACK PROVIDED	Date received: 17 th April 2024			
	Total cost of work: £2000			
	Description of work: New fascia and guttering to front and back of property.			
	Comments: From start to finish the ultimate professionals. Very respectful of property. Office staff were fabulous too. Communication excellent.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 th April 2024			
	Total cost of work: £1500			
	Description of work: Replace incorrectly installed lead work above bay window.			
	Comments: This was the second time I used Taylor Roofs. Everyone I dealt with was polite and professional. A very efficient operation from initial enquiry through to final billing. Great communication throughout. Work was complete quicker than initially planned. Very happy with job looks a substantial piece of work and for the first time in five years appear to be leak free above the bay window. Great job, would recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	9

ONLINE FEEDBACK PROVIDED	Date received: 16 th April 2024			
	Total cost of work: £432.24			
	Description of work: Replacement chimney pot.			
	Comments: I only had a small job for them to do but they did it without question and also got it done prior to the original estimate. Will use these again for sure. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 th April 2024			
	Total cost of work: £1128.60			
	Description of work: Dry verge system.			
	Comments: Great service from the roofers, Hamish especially was very pleasant and kept me informed of the work being undertaken.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 th April 2024			
	Total cost of work: £1200			
	Description of work: All lead removed and renewed.on bay window tiled roof at front of house. Sealing underneath the 2 front bedroom window sills.			
	Comments: Excellent roof company, from initial survey until work was completed. Guys were hard working and left no mess. Would highly recommend Taylor Roofs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)		10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 th April 2024			
	Total cost of work: £737			
	Description of work: Repair ridge tiles on roof after storm damage.			
	Comments: Very professional booking service. Then good and prompt work done. Costs worked out cheaper than expected.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

Total cost of the work £ <u>2000</u> Description of the work undertaken: <u>ROOF VENTS AND TILE REPAIRS</u> Your comments: <u>EXCELLENT COMPANY TO WORK WITH</u>	Date received: 4 th April 2024 Total cost of work: £2000 Description of work: Roof vents and tile repairs. Comments: Excellent company to work with.			
	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 2024 Total cost of work: £284 Description of work: Remove ridges at small front roof section feature. Install new ridge timbers, install new dry ridge system, install ridges set aside, remove bottom course of tiles at bottom of valley and set aside, install 3 in 1 eaves tray, install tiles set aside, replace broken tile, remove ladders and tidy site. Comments: After becoming concerned and suspicious when having paid for a roof repair by another trader, I contacted Taylor Roofs. They confirmed there was little evidence of any lasting repairs, i.e. cement they applied was already falling apart, a broken tile not replaced etc. Taylor Roofs properly carried out the required repairs at a fraction of the other firm!! I would certainly recommend their services 👍👍👍			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 th March 2024 Total cost of work: £120 Description of work: To clear out rhones around property & remove the debris. Comments: More than happy to recommend Taylor Roofs, very professional.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 st March 2024			
	Total cost of work: £691.20			
	Description of work: To install mesh around solar panels on front and back of roof as protection against birds			
	Comments: Great company. So glad I found them. They are easy to contact, are very informative, they get back to you if they say they will, provide clear details of work and cost involved and tidy up afterwards. Workmen arrive when arranged and are friendly, respectful and VERY efficient.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 st March 2024			
	Total cost of work: £2400			
	Description of work: Repairs to chimney, ridge tiles replaced along with broken slates.			
	Comments: Very professional company to deal with and I would highly recommend them. Great job done and the roofers left no mess. I was kept up to date from start to finish.			
	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 2024			
	Total cost of work: £900			
	Description of work: Replace blown off ridging on roof of extension. Re-site two slates which had slipped during the storm that damaged the ridging.			
	Comments: Price was as expected, long delay in initial survey but at least they arrived within the timeframe to complete the work. Lovely guys who came and carried out the work and really good communication throughout the process.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 th March 2024			
	Total cost of work: £310.28			
	Description of work: Renewed 3 'end caps', replaced 2 broken tiles and cleaned all gutters.			
	Comments: Excellent work crew, prompt and effective. Good work and very polite. Will recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 th March 2024			
	Total cost of work: £2000			
	Description of work: Removed / replaced (as new) significant portion of the roof / tile. Carried out all necessary work to eliminate leaking.			
	Comments: 10 out of 10. Taylor were professional from start to finish. They kept me up to date with the schedule and explained what they were doing as the work progressed. The roofers were hard working and professional: they are a credit to Taylor Roofs. Overall, very satisfied and would highly recommend using this company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 th March 2024			
	Total cost of work: £680.35			
	Description of work: Replacement of moved or broken tiles - there had been a leak into my loft.			
	Comments: Was very pleased with the experience, from my initial phone call, through the work and completion. I was kept informed by friendly, helpful, efficient staff and was pleased with the result.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th March 2024			
	Total cost of work: £11,500			
	Description of work: Full Roof replacement, new fascia's and gutters.			
	Comments: Absolutely delighted with Taylor's Roofs! From the initial survey to the completion of the roof replacement, the service was excellent. Despite a hiccup when the roofer's foot went through the bedroom ceiling, Taylor's handled it superbly. They allowed me to use my preferred plasterer, covering the expenses. Since the roof replacement, the house has been noticeably warmer. The entire team was punctual, friendly, professional, and ensured a clean work area. Highly recommend Taylor's Roofs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th March 2024			
	Total cost of work: £3800			
	Description of work: De-mossing Roof and repairing any cracked or broken tiles Putting in ventilation in roof.			
	Comments: From the survey to the work being complete, if feel Taylor Roofs did a good tidy job and were efficient.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 th March 2024			
	Total cost of work: £490			
	Description of work: Replace and re bed ridge tiles that had become loose or damaged during recent storm.			
	Comments: Had used Taylor Roofs before and they had identified and repaired a fault that various other companies had failed to do. Had no hesitation in calling them to repair storm damage on roof this time. Very professional and easy to deal with.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 th February 2024			
	Total cost of work: £15,000			
	Description of work: New Roof			
	Comments: From start to finish Taylor Roofs were professional and efficient, their communications and execution on all aspects of the job was excellent, this was my aunts roof which was difficult from start to finish, there was a hiccup at the end of the job, Taylor Roofs sorted out immediately, they kept in touch throughout the day which was a Sunday resolved the situation first thing Monday morning, my thanks to all the team on a difficult job, weather was not kind to them either.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £2,479.77</p> <hr/> <p>Description of the work undertaken:</p> <p>GARAGE ROOF REPLACED AND SLATES TO UTILITY ROOF</p> <hr/> <hr/> <p>Your comments:</p> <p>I'M PLEASED WITH ALL THE WORK</p> <hr/>	Date received: 2 nd February 2024			
	Total cost of work: £2479.77			
	Description of work: Garage roof replaced and slates to utility roof.			
	Comments: I'm pleased with all the work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 nd January 2024			
	Total cost of work: £6420			
	Description of work: Three jobs done: flat garage roof replaced, valley gutting replaced and porch roof replaced.			
	Comments: The whole process from beginning to end was very efficient. The workers turned up on time, worked hard all the time and cleaned up at the end of the job. They explained what they were going to do and what they had done. Shane and Steve (or Stuart) were great guys, friendly and so hard working. Wouldn't hesitate to recommend Taylor Roofing Services.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 th January 2024			
	Total cost of work: £130			
	Description of work: Replace and secure damaged roof tile.			
	Comments: Taylor's were an excellent company to deal with from the friendly office staff to timeous work completed by the roofers. Surveyor, Craig, was excellent and professional and knowledgeable. Job completed within two days of enquiry. I would thoroughly 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 December 2023			
	Total cost of work: £230			
	Description of work: Had to have 6 broken tiles replaced on my roof. Taylor Roofs came out and quoted for the job, gave an estimate of cost and time to wait for the job to be undertaken. They completed the job far sooner than was expected and in a timely, efficient, friendly and tidy manner.			
	Comments: I have always found Taylor Roofs to be a very professional and trustworthy company to work with. Anyone that I have had contact with from the administration staff to the roofers, surveyors etc have all been friendly, professional, efficient, and courteous at all times. Would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>3500</u> Description of the work undertaken: <u>Replaced flat roof on upstairs extension.</u> Your comments: <u>Completed roof in 2 days, working late on the Friday to get it finished. Robert & team were very polite, friendly and looked like they enjoyed their work. Left everything clean and tidy. Great job, would recommend to others.</u>	Date received: 12 th December 2023			
	Total cost of work: £3500			
	Description of work: Replaced flat roof on upstairs extension.			
	Comments: Completed roof in 2 days, working late on the Friday to get it finished. Robert & team were very polite, friendly and looked like they enjoyed their work. Left everything clean and tidy. Great job, would recommend to others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 st November 2023			
	Total cost of work: £1287.60			
	Description of work: Remove 10 broken slates and replace new. Strip out slate above Velux that had insufficient cover and properly re-slate. 8 slate repair at side of property. Strip out Slate from Dormer roof, cut void, fit 2 vents and re-slate. Seal open edge of lead with lead sealant. Fit eaves felt under flat roof drips and into gutter to stop water running down back of gutter and dripping on to path at back door.			
	Comments: Good job done, would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	10

<p>Total cost of the work £ <u>£998</u></p> <p>Description of the work undertaken: <u>REFELT ROOF ON GARDEN WORKSHOP.</u></p> <p>Your comments: <u>ENTIRELY SATISFACTORY.</u></p>	Date received: 17 th November 2023			
	Total cost of work: £998			
	Description of work: Refelt roof on garden workshop.			
	Comments: Entirely satisfactory.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>£2858 (INCLUDING VAT)</u></p> <p>Description of the work undertaken: <u>LARGE BUNGALOW ROOF REMOVAL OF MOSS WHICH WAS PARTICULARLY EXTENSIVE ON NORTH FACING SIDE + REPLACEMENT/RENEWAL OF DAMAGED TILES</u></p> <p>Your comments: <u>EXTREMELY PLEASED WITH RESULT - HAPPY TO RECOMMEND THE SERVICES UNDERTAKEN AT A FAIR PRICE</u></p>	Date received: 20 th October 2023			
	Total cost of work: £2858 (including VAT)			
	Description of work: Large bungalow roof removal of moss which was particularly extensive on north facing side and replacement / renewal of damaged tiles.			
	Comments: Extremely pleased with result – happy to recommend the services undertaken at a fair price.			
	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: 15th August 2023</p> <p>Total cost of work: £8591</p> <p>Description of work: Total roof replacement</p> <p>Comments: Excellent trader whose staff provided up to date information and guidance throughout process. Staff were knowledgeable and courteous throughout.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>