



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Taylor Roofs

NUMBER OF FEEDBACK FORMS RECEIVED: 410 (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.

ONLINE FEEDBACK PROVIDED	Date received: 17 th December 2024			
	Total cost of work: £250			
	Description of work: Roof repair to moved tiles and replacing an obsolete vent tile.			
	Comments: Very easy to deal with from first call to survey/quote then repair. Roofing team were polite, very knowledgeable, quick and you would not even know they had been there afterwards. I would highly recommend this company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 th December 2024			
	Total cost of work: £1200			
	Description of work: Two new gutters replaced and downpipe repaired.			
	Comments: Very happy with outcome, workman thoroughly professional as are all office staff, would highly recommend Taylor Roofs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th December 2024			
	Total cost of work: £11,000			
	Description of work: Full roof, fascias and guttering replacement.			
	Comments: Great customer service from start to finish. Kept in contact to check all ok. One small issue however was resolved very quickly. Friendly team. Work completed timely and area left as tidy as possible whilst scaffolding was still in place. Completely satisfied from initial contact to completion. Definitely recommend Taylor Roofs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 th November 2024			
	Total cost of work: £2300.04			
	Description of work: To bird and rodent proof the solar panels. Also, to replace the lead watergate at the right hand side of the rear dormer.			
	Comments: All works carried out in a professional manner with friendly tradesmen who kept me informed as works progressed. The only downside was the long wait from me accepting the quote and paying a deposit to works beginning. We await some wet weather to assess whether or not the replacement lead watergate has cured the problem which we were experiencing!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 th November 2024			
	Total cost of work: £7562			
	Description of work: Re lead coping stones on roof.			
	Comments: The workmen, Craig and Evan, were exemplary. They were very professional, keeping me informed at every stage of the repair. They worked diligently and non-stop. The finished work looks excellent. The whole experience with Taylor roofing showed a level of customer care beyond my expectations.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 th November 2024			
	Total cost of work: £1800			
Customer Ratings (Out of 10)	Description of work: Roof repairs			
	Comments: Would recommend Taylor Roofs for repairs.			
	Value for money	Quality of work	Service	Tidiness
	9	9	10	10

Total cost of the work £ 1475 Description of the work undertaken: Roof repair Your comments: Brilliant job, roof now repaired and quality work completed.	Date received: 26 th November 2024			
	Total cost of work: £1475			
Customer Ratings (Out of 10)	Description of work: Roof repair			
	Comments: Brilliant job, roof now repaired and quality work completed.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 th November 2024			
	Total cost of work: £1338.42			
Customer Ratings (Out of 10)	Description of work: Repair lead to upstairs bedroom window cill and lead under lead apron.			
	Comments: Arrived on time. Workmen were professional and friendly and completed work in good time. Left property very tidy. Will definitely use again for any roofing work.			
	Value for money	Quality of work	Service	Tidiness
	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 th November 2024			
	Total cost of work: £2400			
	Description of work: Replace flashing front and rear of roof.			
	Comments: Work carried out speedily and efficiently. Men involved were friendly, efficient and informative.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 18 th November 2024			
	Total cost of work: £7000			
	Description of work: Turret roof repair.			
	Comments: Excellent service. Very helpful team.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>30,968.</u> Description of the work undertaken: <u>Reroof the whole bungalow and replace all rainwater goods. Entirely managed by Taylor Roofs - Scaffolding, materials and labours.</u> Your comments: <u>Work carried out in expected timescale - both lead time and duration on site. Excellent communication from office staff and on site team - who explained what they were doing and answered questions. A very professional operation.</u>	Date received: 14 th November 2024			
	Total cost of work: £30,968			
	Description of work: Reroof the whole bungalow and replace all rainwater goods. Entirely managed by Taylor Roofs – scaffolding, materials and labour.			
	Comments: Work carried out in expected timescale – both lead time and duration on site. Excellent communication from office staff and on site team – who explained what they were doing and answered questions. A very professional operation.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	9	10	8

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 11th November 2024</p> <p>Total cost of work: £4000</p> <p>Description of work: Building a warm roof on a garage conversion (to a garden room), and new roughcasting on side wall.</p> <p>Comments: I'm satisfied with the whole process with Taylor Roofs. Quote was prompt and competitive. Work was done to a high standard. My only complaint is that there was very little time between some of the work being scheduled and carried out (i.e. less than one day), meaning it was difficult to warn my neighbour as he had to move his car.</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>7</p>	<p>8</p>	<p>8</p>	<p>9</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 5th November 2024</p> <p>Total cost of work: £2081.18</p> <p>Description of work: Works to address bird infestations in the eaves and under roof tiles at a residential property</p> <p>Comments: I'm really satisfied with the work carried out by Taylor Roofs and their communication throughout has been prompt and highly efficient. I'd really struggle to fault the service I have received and would have no reservation in recommending this company. The only thing I might have preferred would be an itemised invoice (I received an invoice detailing all works to be carried out and the total cost, but no breakdown). That said, I did not request this at the time.</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>Total cost of the work £ Approx £13,000</p> <p>Description of the work undertaken: full roof to be replaced, old roof to be stripped and disposed of. Guttering to be replaced</p> <p>Your comments: Bunty, Jake, Robbie and Stuart have been amazing, super professional and went the extra mile to ensure I was fully informed and happy on all aspects of work completed. Couldn't ask for better</p>	<p>Date received: 31st October 2024</p> <p>Total cost of work: Approx. £13,000</p> <p>Description of work: Full roof to be replaced, old roof to be stripped and disposed of. Guttering to be replaced.</p> <p>Comments: Bunty, Jake, Robbie and Stuart have been amazing, super professional and went the extra mile to ensure I was fully informed and happy on all aspects of work completed. Couldn't ask for better.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 29th October 2024</p> <p>Total cost of work: £280</p> <p>Description of work: Roof repair including replacing felt and tiles.</p> <p>Comments: No hesitation recommending Taylor Roofs. Excellent service from start to finish at a reasonable price.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 23rd October 2024</p> <p>Total cost of work: £500</p> <p>Description of work: Repair and replace flashings/slates etc.</p> <p>Comments: From the first point of contact until the day of repair, everyone I dealt with, were friendly, informative and professional. The quote showed exactly what needed done, with explanation and pictures. The communication was amazing at every step and they followed up to ensure complete satisfaction. We were very impressed!</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 st October 2024			
	Total cost of work: £11,500			
	Description of work: Complete new roof			
	Comments: We were happy with the workmanship, however we were surprised that the old boards rained down from the roof onto the garden, which was cleared up at the end of their working day. When the job was complete and the scaffolding dismantled, we were surprised how dirty our windows were with grime and dust, which took some time cleaning completely. However, we are happy with the quality of our new roof.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 th October 2024			
	Total cost of work: £3000			
	Description of work: Roofing repairs and installation of new dry ridge.			
	Comments: From the initial survey to completion of the work the team were excellent. They carried out the work efficiently and in a timely manner leaving the work sight clean and tidy. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th October 2024			
	Total cost of work: £258.30			
	Description of work: Replace 2 ridge tiles and 4 other tiles.			
	Comments: Taylor roofs were excellent from first contact to job completion, also managed to fit my job in early as I had water entering my house causing damage. Thank you to everyone at Taylor Roofs. 👍👏			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 th October 2024			
	Total cost of work: £9990			
Customer Ratings (Out of 10)	Description of work: New roof			
	Comments: The boys were polite friendly and very efficient I would have them back anytime			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 th October 2024			
	Total cost of work: £300			
Customer Ratings (Out of 10)	Description of work: Clean and repair of gutters.			
	Comments: One call to arrange a survey. Quotation provided immediately after survey along with an approximate lead time for the job. Regular updates as to place in queue. Was then called to arrange the exact date and time. Crew turned up on time and completed the job without any hassle. Whole process extremely professional from start to finish.			
	Value for money	Quality of work	Service	Tidiness
	8	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 rd September 2024			
	Total cost of work: £814.80			
Customer Ratings (Out of 10)	Description of work: Cleaning all gutters, fixing damaged lead and cladding on the roof, replacing a cracked roof tile and repairing a seal under a window.			
	Comments: The service received was extremely professional. A surveyor came, inspected my roof and recommended action. I received a detailed quote and was contacted to be advised the work could be done much sooner than the 8 weeks I expected, in fact only 3 weeks after receiving my quote. The work was completed, with everything left clean and tidy. I received money off my bill from the cost of the initial survey and promptly received a receipt. Everyone I spoke with/met were friendly and courteous.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 rd August 2024			
	Total cost of work: £32,000			
	Description of work: Removal of old roof down to timbers, including flat dormers. Complete new roof and guttering, plus solar / battery installation.			
	Comments: Phenomenal work by Taylor Roofs. Very professional, extremely high quality work, whole process was very clear and communication was excellent. Would absolutely use Taylor Roofs for any roofing work in future, and would whole heartedly recommended to a friend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 st August 2024			
	Total cost of work: £21,000			
	Description of work: We had a full reroof, dormer windows tiled and ridgeline completed. The weather was atrocious, but the guys worked tirelessly. Minimal noise and disruption throughout and a purely professional finish achieved.			
	Comments: Thank you so much, Taylor Roofs team. Big shout out to the entire team. The roofing team and the admin staff were polite and courteous and happy to help. Absolutely would recommend Taylor Roofs for fantastic service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

Total cost of the work £ <u>Circa £3k.</u> Description of the work undertaken: <u>Roofing Roof Maintenance / Bird Proofing.</u> Your comments: <u>Good Job, well done!!</u>	Date received: 5 th August 2024			
	Total cost of work: circa £3k			
	Description of work: Roof maintenance / bird proofing.			
	Comments: Good job, well done!!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	8

<p>Total cost of the work £ <u>£997</u></p> <p>Description of the work undertaken: <u>NEW GUTTERS & DOWN PIPES</u></p> <p>Your comments: <u>FIRST CLASS JOB</u></p>	<p>Date received: 1st August 2024</p> <p>Total cost of work: £997</p> <p>Description of work: New gutters and down pipes.</p> <p>Comments: First class job.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 29th July 2024</p> <p>Total cost of work: £12,201</p> <p>Description of work: Removal of old roof and fitting of a brand new one.</p> <p>Comments: I can't praise Taylor Roofs enough for the work they did at my Father's house. The service provided was exemplary. I asked their office staff countless questions about the process & they were always happy to help. The team doing the work on my roof were amazing too - even the music played on their radio while they worked was good. I've no complaints at all & would've no problems recommending them to anyone thinking of getting any roofing work done.</p>			
	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: 29th July 2024</p> <p>Total cost of work: £168</p> <p>Description of work: Repair to gutter.</p> <p>Comments: Required a repair to cast iron guttering as end piece had broken off. Contacted Taylor Roofs and Craig replied quickly with a quote. We accepted this and the job was carried out a week later. Really fast and excellent service.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 th July 2024			
	Total cost of work: £2000			
	Description of work: Replace roof tiles and guttering			
	Comments: Very professional and courteous throughout the project from initial contact to completion of works. Safe working practice and cleanliness start to finish. Would highly recommend for any roofing work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 th July 2024			
	Total cost of work: £5000			
	Description of work: Flat roof replacement over extension (tying in to main tiled roof).			
	Comments: Taylor Roofs staff were helpful and professional. Allie, and the company's systems for sending out quotes and making payment were very good. I got clear information and pictures of work needed. Greg and Robbie, worked hard and kept me up to date with pictures. Their attention to detail was excellent and the finished job was really neat. They tidied up the site completely. I'd have no hesitation in recommending Taylor Roofs as a company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10