



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## Taylor Roofs

**NUMBER OF FEEDBACK FORMS RECEIVED: 422 (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>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 20<sup>th</sup> February 2025</p> <p>Total cost of work: £932.77</p> <p>Description of work: Storm Damage Repair - install new dry verge system Removal &amp; disposal of existing verge units Install new treated timber to barge board Re-secure tiles clipping / nailing every tile Install dry verge units interlocking them into each other &amp; fixing at the head Complete dry verge system with UPVC end cap to cover end ridge tile Tidy site</p> <p>Comments: Previously used Taylor Roofs for a different repair job so returning customer. Taylor Roofs are always professional and courteous, provide quotes and explanations of work required, and arrive / respond when expected. They completed the job to a highly professional standard and I would recommend them for any roofing work. They are my go to for roof jobs and I wouldn't consider approaching anyone else.</p>			
	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

ONLINE FEEDBACK PROVIDED	Date received: 20 <sup>th</sup> February 2025			
	Total cost of work: £156			
	Description of work: Inspect roof for storm damage, refix single roof tile and clean gutters.			
	Comments: The team were very professional and the work was completed at a reasonable cost. It took a bit longer than I would have liked but that may have been due to the demand for roofing work following the major storm.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 20 <sup>th</sup> February 2025			
	Total cost of work: £135			
	Description of work: Sealed down building lead work that had come up with the recent high winds.			
	Comments: Completely professional and friendly from the initial enquiry through to survey , work being carried out and final payment .			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 <sup>th</sup> February 2025			
	Total cost of work: £196.40			
	Description of work: Replace 2x Broken ridge tiles after storm blew them off and replaced broken tiles damaged by ridge tiles.			
	Comments: Great Communication from trader and all done within a very busy period after the storm. Great service from a trusted trader.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 <sup>th</sup> February 2025			
	Total cost of work: £11427			
	Description of work: Stripping, reboarding and retiling of a sloped roof.			
	Comments: A very professional business, shown through their slick website, prompt e-mail replies and the roofing crew boss who was unfailingly polite and friendly and always kept me informed about what was happening on site. They weatherproof as they go. The work was completed in 3.5 days and the skip removed the day after. You pay 35% up front before any work starts and pay the balance within 3 working days after completion.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> February 2025			
	Total cost of work: £281			
	Description of work: Ridge tiles replaced.			
	Comments: Job well done, clean, tidy workers.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> February 2025			
	Total cost of work: £1300			
	Description of work: Roof tiles changed into ventilation tiles. Insulation put down.			
	Comments: I am really happy at the work I got done. I was kept informed of what they were doing and they left my house that tidy you wouldn't know they had been! Lovely and friendly guys.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> January 2025			
	Total cost of work: £650			
	Description of work: Repair chimney which was weakened by the elements. Clean surrounding area leaving roof tiles free from debris. Stopped leak into chimney cavity.			
	Comments: Excellent service as usual from Taylor Roofs. Professional survey followed up by quick and courteous tradesman repair. Highly recommended by a repeat customer.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 3807.67 <hr/> Description of the work undertaken: <i>INSTALLING NEW DEEP FLOW GUTTERING</i> <i>INSTALLING DRY VERGE INTERLOCKING UNITS.</i> <hr/> Your comments: <i>CONSIDERING IT WAS THE COLDEST DAY WE'VE HAD SO FAR THIS YEAR, WE GOT A PROFESSIONAL JOB FROM GUY &amp; LEWIS</i>	Date received: 14 <sup>th</sup> January 2025			
	Total cost of work: £3807.67			
	Description of work: Installing new deep flow guttering. Installing dry verge interlocking units.			
	Comments: Considering it was the coldest day we've had so far this year, we got a professional job from Guy and Lewis.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> January 2025			
	Total cost of work: £134			
	Description of work: Replaced dislodged tile			
	Comments: Couldn't fault Taylor Roofs kept in touch from start to finish came when they said they would and above all very friendly.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> January 2025			
	Total cost of work: £2002			
	Description of work: removing old drainpipes and gutters and pvc above garage door and side of garage. Putting up new gutters around full house and garage.			
	Comments: Done a great job really pleasant workmen when finished removed all old gutters and drainpipes. left really tidy. Would really recommend this company to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 <sup>th</sup> January 2025			
	Total cost of work: £132			
	Description of work: Replacing 2 cracked tiles on roof.			
	Comments: This was a very small job and Taylor fitted me in within a couple of days. Excellent service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> November 2024			
	Total cost of work: £1800			
	Description of work: Roof repairs			
	Comments: Would recommend Taylor Roofs for repairs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	10

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

ONLINE FEEDBACK PROVIDED	Date received: 25 <sup>th</sup> November 2024			
	Total cost of work: £1338.42			
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
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> 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 <sup>th</sup> 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



<p>Total cost of the work £ <u>30,968.</u></p> <hr/> <p>Description of the work undertaken:  <u>Reroof the whole bungalow and replace all rainwater goods. Entirely managed by Taylor Roofs - Scaffolding, materials and labour.</u></p> <hr/> <p>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></p>	<p>Date received: 14<sup>th</sup> November 2024</p> <p>Total cost of work: £30,968</p> <p>Description of work: Reroof the whole bungalow and replace all rainwater goods. Entirely managed by Taylor Roofs – scaffolding, materials and labour.</p> <p>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.</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>N/A</p>	<p>9</p>	<p>10</p>	<p>8</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 11<sup>th</sup> 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: 5<sup>th</sup> 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 £  <u>Approx £13,000</u></p> <p>Description of the work undertaken:  <u>full roof to be replaced, old roof to be stripped and disposed of.</u>  <u>Guttering to be repaired</u></p> <p>Your comments:  <u>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</u></p>	<p>Date received: 31<sup>st</sup> 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>			
<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>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 29<sup>th</sup> 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>			
<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>

ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> October 2024			
	Total cost of work: £500			
	Description of work: Repair and replace flashings/slates etc.			
	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!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 <sup>st</sup> 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 <sup>th</sup> 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