



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Taylor Roofs

NUMBER OF FEEDBACK FORMS RECEIVED: 461 (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.

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 26th November 2025</p> <p>Total cost of work: £493</p> <p>Description of work: Replacing roof tiles and mending the roof line.</p> <p>Comments: Excellent service from start to finish, what and Robbie who did the on-site work very professional and pleasant.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 17th November 2025</p> <p>Total cost of work: £8400</p> <p>Description of work: Dry hip and ridge replacement.</p> <p>Comments: Very satisfied with all aspects of the job. Initial surveyor was very professional and knowledgeable and we were kept informed by the friendly office staff as to when the work would commence. Reece was with us for all four days and made sure that we were kept up to date on progress. He and all the other roofers were courteous throughout. All areas were left very clean and tidy on completion. We would definitely recommend this company.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 13 th November 2025 | | | |
| | Total cost of work: £5000 | | | |
| | Description of work: New garage flat roof. | | | |
| Customer Ratings (Out of 10) | Comments: We are really highly satisfied with the work completed on my mother's garage roof. The guys were great and highly skilled. They kept my Mum up to date with all the work and showed her photos of the progress. The office staff kept us informed and communicated very well with us. We highly recommend Taylor Roofs for a highly quality job. They even tidied up after themselves! I was sent out to sweep up but it had already been done. That doesn't happen very often!! | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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| Total cost of the work £ 1991.50 Description of the work undertaken: REMOVE BEDDED WET RIDGE TILE SYSTEM AND REPLACE WITH DRY RIDGE SYSTEM INCLUDING NEW TILE VENT FOR SHOWER EXTRACTOR FAN EXHAUST. Your comments: WORK BUDGETED FOR ONE DAY BUT EXTENDED TO 6 DAY DURATION DUE TO HIGH WIND. | Date received: 12 th November 2025 | | | |
| | Total cost of work: £1991.50 | | | |
| | Description of work: Remove bedded wet ridge tile system and replace with dry ridge system including new tile vent for shower extractor fan exhaust. | | | |
| Customer Ratings (Out of 10) | Comments: Work budgeted for one day but extended to 6 day duration due to high winds. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 7 | 9 | 9 | 9 |

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| Total cost of the work £ £9,915.54 Description of the work undertaken: Repair of a large roof join between two attached cottages Your comments: Job completed without any fuss. | Date received: 11 th November 2025 | | | |
| | Total cost of work: £3915.54 | | | |
| | Description of work: Repair of a large roof join between two attached cottages. | | | |
| Customer Ratings (Out of 10) | Comments: Job completed without any fuss. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 9 | N/A | 10 | 10 |

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| <p>Total cost of the work £ <u>765</u></p> <p>Description of the work undertaken: <u>Removal of birds nests from under solar panels.</u> <u>Fit barrier around solar panels to avoid future problems</u></p> <p>Your comments: <u>A few problems with correct materials but eventually sorted out.</u></p> | <p>Date received: 3rd November 2025</p> <p>Total cost of work: £765</p> <p>Description of work: Removal of birds' nests from under solar panels. Fit barrier around solar panels to avoid future problems.</p> <p>Comments: A few problems with correct materials but eventually sorted out.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | N/A | 10 | 10 |

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| <p>Total cost of the work £ <u>£7511.55 inc VAT</u></p> <p>Description of the work undertaken: <u>New flat roof, gutter and downpipes to garage</u> <u>Patch repairs to slate + lead</u></p> <p>Your comments: <u>I had a quote from another roofer of £20K for works. Surveyor who came out to price job was knowledgeable. A detailed broken down cost was provided with insurance cert. The roofers who undertook the work were great. Kept me updated, quality work and tidy.</u></p> | <p>Date received: 3rd November 2025</p> <p>Total cost of work: £7511.55 inc VAT</p> <p>Description of work: New flat roof, gutter and downpipes to garage. Patch repairs to slate and lead.</p> <p>Comments: I had a quote from another roofer of £20K for works. Surveyor who came out to price job was knowledgeable. A detailed broken down cost was provided with insurance cert. The roofers who undertook the work were great. Kept me updated, quality work and tidy.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|---|---|-----------------|---------|----------|
| <p>Total cost of the work £</p> <p>Description of the work undertaken: <u>Replacing broken tiles and repairing gutting + cleaning all the gutting.</u></p> <p>Your comments: <u>The men were polite, and quick and tidied, would recommend them + will use them again, hopefully for not a long time.</u></p> | <p>Date received: 3rd November 2025</p> <p>Total cost of work: Not provided</p> <p>Description of work: Replacing broken tiles and repairing gutting and cleaning all the guttering</p> <p>Comments: The men were polite, and quick and tidied, would recommend them and will use them again, hopefully for not a long time.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 9 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 22 nd October 2025 Total cost of work: £1200 Description of work: Couple of slate replaced front and back of house and new down pipe and guttering on front of house Comments: Excellent. They were very busy so you go in a list and they keep you updated with were you are on list. They came to me very quickly, highly recommended as they were very easy to deal with. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 22 nd October 2025 Total cost of work: £1600 Description of work: We needed our gutters replaced and some broken tiles, but also needed scaffolding so that did add to the cost. Comments: Taylor Roofs did a good job from start to finish. We have used them before and would use again. We did have a few small issues but they were sorted promptly without any problems. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 17 th October 2025 Total cost of work: £2352 Description of work: Roof cleaning of moss and a preventative solution applied. Comments: Roof cleaning of moss was completed over two days with a preventative solution applied at the end. Eight tiles were replaced after inspection when working to be cracked. From initial survey, to the work being completed was carried out in a satisfactory way. It was quite misty the weather and a bit slippery on the roof, but an extra team was called in to help with the work. Excellent service work area left clean and tidy, old moss removed from site. Advice on roof vents to be installed later. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 15 th October 2025 | | | |
| | Total cost of work: £2800 | | | |
| | Description of work: Roof repair and slates were fixed. | | | |
| Customer Ratings (Out of 10) | Comments: ★★★★★ Review for Taylor Roofs Before getting in touch with Taylor Roofs, we had water pouring into our living room - not exactly the feature we were going for! From the initial quotation through to the guys turning up on the day, everything went smoothly. Communication with the office was spot on and the work itself was completed to a really high standard. We're delighted with the results and wouldn't hesitate to recommend Taylor Roofs to anyone needing roofing work done properly | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 15 th October 2025 | | | |
| | Total cost of work: £3000 | | | |
| | Description of work: Replace lead and tiles around chimney. Replace boards, felt and tiles to rear roof. | | | |
| Customer Ratings (Out of 10) | Comments: Very professional, arrived when promised, completed on time. High quality work. Hard working and tidy. Office staff are very responsive. Will definitely use again. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 8 | 10 | 10 | 10 |

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|---|--|-----------------|---------|----------|
| <p>Total cost of the work £</p> <p>Description of the work undertaken:</p> <p>Full tiled roof replacement</p> <p>Your comments:</p> <p>Excellent workers - a very professional job some nails have come through loft but that couldn't really be avoided - it has left some areas with broken plaster & paint</p> | Date received: 7 th October 2025 | | | |
| | Total cost of work: Not provided | | | |
| | Description of work: Full tied roof replacement | | | |
| Customer Ratings (Out of 10) | Comments: Excellent workers – a very professional job. Some nails have come through loft but that couldn't really be avoided – it has left some areas with broken plaster and paint. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 9 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 7th October 2025</p> <p>Total cost of work: £4630.26</p> <p>Description of work: Renew flat roof, fascia and guttering. Comes with a 10year certificate of guarantee for materials and workmanship.</p> <p>Comments: Blair and Craig came on time each morning, kept me informed, and worked hard to get the job completed before a storm was due. Very pleasant guys, tidied after themselves, and made the work go smoothly. I didn't get additional quotes due to paying £30 for their quote so not actually sure if this was a comparable price to what other companies would charge. However, I do have peace of mind now that the work is complete.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 8 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 3rd October 2025</p> <p>Total cost of work: £328</p> <p>Description of work: Replacement roof tiles</p> <p>Comments: We contacted Taylor Roofing as we wished to have the roof surveyed before the winter months and it was found we required some broken tiles replaced. Greg & Daryl provided a very professional, efficient and friendly service informing us of all works being carried out and also clear up thereafter. From Mark, surveyor, Greg and Daryl and contact with all their customer care team, we would highly recommend Taylor Roofing for any further works. Thank you for an excellent job.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 25th August 2025</p> <p>Total cost of work: £3500</p> <p>Description of work: Install dry ridge system and other roof repairs.</p> <p>Comments: Great to deal with, quick to respond and work done to a high standard.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 9 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 1 st August 2025 Total cost of work: £4500 Description of work: Roof repair, specialists lead flashing. Comments: First class job. Quality of workmanship was exceptional. Clean and tidy. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 28 th July 2025 Total cost of work: £12,434 Description of work: Supply materials and fit a new roof. Comments: They turned up when they said they would and did an excellent job. The workmen were polite and pleasant, it was obvious when watching them work they knew exactly what they were doing. The gardens were left tidy. All in, very satisfied with the work. They are not the absolute cheapest, but you get what you pay for. the materials were all top quality, and no corners were cut when carrying out the work. I would thoroughly recommend this company. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 28 th July 2025 Total cost of work: £1014 Description of work: Fix leaking roof by replacing broken tiles, also install 12 ventilation tiles to allow additional ventilation into the loft space. Comments: I was impressed by Taylor's service and wouldn't hesitate to use them again. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 14 th July 2025 Total cost of work: Not provided. Description of work: Dry verge and Ridge replacement. Comments: The guys were great. I could not ask for any better people to get the job done. Dry verge and Ridge replacement. I couldn't be any happier with the job. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 12 th July 2025 Total cost of work: £850 Description of work: Replaced loose roof ridge tiles. Comments: From the initial phone call to completion of work we found no fault. A good company to deal with and all work satisfactory. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 26 th June 2025 Total cost of work: Not provided. Description of work: We got our gutters replaced and downpipes replaced front and back. Comments: Mark and Darryl were very nice and polite, got the job done, kept the place nice and tidy and were done in two days, cannot fault them, would highly recommend Taylor roofs if we need to get our roof replaced. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 25 th June 2025 Total cost of work: £1712.86 Description of work: Put fascia all round garage and top edge. Comments: Very pleased with the standards of work done. Workmen were very good and answering any questions I had and left property very tidy. Office staff were also very helpful and kept me up to date with time frame for job etc. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 20 th June 2025 Total cost of work: £415 Description of work: Replaced 14 tiles with broken water gates. Comments: Excellent. They fixed my leaking roof (something two other companies had come round and failed to do). Everything felt very professional with them - an actual booking system helped (again, other roofers would say they would come round but never did), plus the surveyor took photos of the problem, explained it to me and sent through a detailed quote. Would definitely recommend. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 13 th June 2025 Total cost of work: £2800 Description of work: Roof repairs - dry ridge installation, valley replacement to both valleys at the front of my property, installation of new bird combs, replaced all broken and missing tiles, tidied up site. Comments: Very pleased with the job done. Job took 2 days to complete. Everything was tidied before they left. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 6 th June 2025 Total cost of work: £350 Description of work: They removed a disused flu from an old boiler and repaired the hole it left with new felt and tiles. They also replaced chipped or broken tiles while up there. A clip holding a flu in place which was also broken was also replaced, this wasn't part of the job but was done anyway and I was very grateful. All work was photographed and shown to me on completion. Good honest reliable workmen. Comments: Excellent customer service, quick, efficient and reliable roofers. We will be using them again and would highly recommend them to anyone looking for good workmanship. We had Dean & Shai very professional friendly pair. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|--|---|-----------------|---------|----------|
| Total cost of the work £ <u>362.66</u> Description of the work undertaken: <u>EDGE OF RIDGE TILES PUT TIGHTER TO HOUSE AS BIRDS WERE ENTERING. DOWNPIPE SECURED TO PROPERTY.</u> Your comments: <u>ALL WORK SATISFACTORY TO WHAT I CAN SEE. 2 WORKMEN WERE VERY PROFESSIONAL & POLITE.</u> | Date received: 30 th April 2025 Total cost of work: £362.66 Description of work: Edge of ridge tiles put tighter to house as birds were entering. Downpipe secured to property. Comments: All work satisfactory to what I can see. 2 workmen were very professional and polite. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 8 | 8 | 9 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 22 nd April 2025 Total cost of work: £675 Description of work: Roof tile storm damage. Comments: This is the second time I have used Taylor Roofs for roof repair work. I have experienced a friendly, efficient and trustworthy service in all aspects of their work. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 8 | 9 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 25 th March 2025 | | | |
| | Total cost of work: £7600 | | | |
| | Description of work: Replacement of lead valleys, slate tile repairs. | | | |
| | Comments: Excellent, all work carried out on time and to an excellent standard. Highly recommended. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 10 | 10 | 10 |