



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Taylor Roofs

**NUMBER OF FEEDBACK FORMS RECEIVED: 475 (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: 10 <sup>th</sup> March 2026			
	Total cost of work: £300			
	Description of work: Survey roof and replace broken roof tiles.			
	Comments: Very professional. Told me what they were going to do then done it. No fuss, no mess and very courteous.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	9

ONLINE FEEDBACK PROVIDED	Date received: 10 <sup>th</sup> March 2026			
	Total cost of work: £440			
	Description of work: Replacing missing ridge tile and replacing tiles broken by tile coming off.			
	Comments: Professional and polite. Work was completed quickly and area left very tidy. Would definitely use them again to help with issues.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> March 2026			
	Total cost of work: £12,434			
	Description of work: 1. Erect ladders for safe access. 2. Remove silicone at edges of window above bay window at front. 3. Install new silicone. 4. Remove cement joints on concrete sills at bay window. 5. Replace with new cement. 6. Tidy site. 7. Remove ladders from site.			
	Comments: Easy enough to set up a roofing inspection - surveyor arrived at arranged time and phoned to give me about 30 minutes notice that he was on his way. Inspected roof area and discussed his findings with me - showing pictures. Estimate was provided in a couple of days, and although a little pricy, was happy to go ahead with it. Work was carried out as discussed and there was little or no trace of the visit, in terms of mess. No complaints at all.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 <sup>rd</sup> March 2026			
	Total cost of work: £650			
	Description of work: Retro fitting wire netting to solar panels.			
	Comments: Taylor Roofing are competitively priced, friendly, professional and keep you updated of work progress. Payment is also made easy.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> February 2026			
	Total cost of work: £545.70			
	Description of work: Repair to leaking roof.			
	Comments: Superb company to work with on all levels, highly recommend them.			
	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: 20<sup>th</sup> February 2026</p> <p>Total cost of work: £2051.36</p> <p>Description of work: Replaced 26 year old gutters and downpipes back and front of property, including all fittings to masonry and flashings.</p> <p>Comments: All works carried out to a high standard and within a few days of accepting quotation. Extremely happy with the company's high standard of care throughout the whole process as we have come to expect over many years. Guys are very experienced helpful and friendly. We will continue our relationship as we welcome their experience in all roofing matters. Highly recommended if you are looking for a professional high standard job at your home.</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: 4<sup>th</sup> February 2026</p> <p>Total cost of work: £1538</p> <p>Description of work: Replace timber tile battens Install new felt Install new tile batten Reinstall tiles and repair flashing Smallish area above garage conversion.</p> <p>Comments: Quoted time for work was one day. They had finished within 2 hours. I complained: 1. Placement of ridge tile was incorrect 2. Time that I was quoted to the time it actually took Company came back 1. Improved the ridge tile (still sits proud compared to the others) 2. Repaired flashing 3. Cannot vouch for work under tiles They admitted the first job had been rushed. Zero confidence that the problem is fixed. They have repeatedly refused to give me a breakdown of costs.</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>1</p>	<p>2</p>	<p>7</p>	<p>7</p>

ONLINE FEEDBACK PROVIDED	Date received: 21 <sup>st</sup> January 2026			
	Total cost of work: £750			
	Description of work: Fix leaking roof caused by tiles shifting after recent bad weather.			
	Comments: The process from my initial call, through survey and quote, to fixing our roof leak was smooth and as fast as they could fit the work in. The Taylor Roofs team gave open communication and kept me well informed.			
	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> January 2026			
	Total cost of work: £4500			
	Description of work: Strip and re felt garage flat roof.			
	Comments: Trader kept me up to date until work started and although the weather was not very helpful all work was completed to my satisfaction and the site all cleared and left clean and tidy.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> January 2026			
	Total cost of work: £142			
	Description of work: Repair to boiler flue on roof			
	Comments: Can thoroughly recommend Taylor roofs. Everyone I dealt with was polite courteous and professional and did everything that they said they would. Why can't all companies be like this?			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> January 2026			
	Total cost of work: £159			
	Description of work: Soil vent pipe leaking due to it not being routed & secured correctly. This was identified by Graeme, the surveyor, who took images of the problem and checked the vent & surrounding area on the roof. The pipe was routed and secured.			
	Comments: From initial contact to completion of the work all staff I dealt with were friendly, professional and helpful. The surveyor and workmen came at the advised time and left the house as they found it. The cost of the repair was within the price range I expected. I would not hesitate to recommend / use Taylor Roofs in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> January 2026			
	Total cost of work: £404			
	Description of work: Replaced roof tiles and roof lead to fix roof leaks.			
	Comments: Excellent company, brilliant customer service and fantastic quality of work.			
	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> December 2025			
	Total cost of work: £540			
	Description of work: Gutter and waterway clean on a large roof.			
	Comments: Taylor Roofs are excellent - always send quotes, invoices and receipts. Give plenty of advice and flexibility for when work is completed. The workmen are always prompt and courteous, do the work thoroughly and leave the place clean and tidy. I would recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 <sup>th</sup> December 2025			
	Total cost of work: £760			
Customer Ratings (Out of 10)	Description of work: Roof repair			
	Comments: Excellent job, with no hassle whatsoever. Thank you very much, Taylor Roofs.			
	Value for money	Quality of work	Service	Tidiness
	9	10	10	10

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

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> November 2025			
	Total cost of work: £8400			
Customer Ratings (Out of 10)	Description of work: Dry hip and ridge replacement.			
	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.			
	Value for money	Quality of work	Service	Tidiness
	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> November 2025			
	Total cost of work: £5000			
	Description of work: New garage flat roof.			
	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
Customer Ratings (Out of 10)	10	10	10	10

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

Total cost of the work £ <u>£3,915.54</u>	Date received: 11 <sup>th</sup> November 2025			
Description of the work undertaken: <u>Repair of a large roof join between two attached</u> <u>cottages</u>	Total cost of work: £3915.54			
Your comments: <u>Job completed without any fuss.</u>	Description of work: Repair of a large roof join between two attached cottages.			
	Comments: Job completed without any fuss.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	N/A	10	10

<p>Total cost of the work £ <i>765</i></p> <hr/> <p>Description of the work undertaken: <i>Removal of birds nests from under solar panels. Fit barrier around solar panels to avoid future problems</i></p> <hr/> <p>Your comments: <i>A few problems with correct materials but eventually sorted out.</i></p>	<p>Date received: 3<sup>rd</sup> 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>			
<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>N/A</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ <i>£7511.55 inc VAT</i></p> <hr/> <p>Description of the work undertaken: <i>New flat roof, gutter and downpipes to garage Patch repairs to slate + lead</i></p> <hr/> <p>Your comments: <i>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.</i></p>	<p>Date received: 3<sup>rd</sup> 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>			
<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 £</p> <hr/> <p>Description of the work undertaken: <i>Replacing broken tiles and repairing gutting + cleaning all the gutting.</i></p> <hr/> <p>Your comments: <i>The men were polite, and quick and tidied, would recommend them + will use them again, hopefully for not a long time.</i></p>	<p>Date received: 3<sup>rd</sup> 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>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>9</p>	<p>9</p>	<p>10</p>	<p>10</p>

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> 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

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> 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

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> 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 slippy 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

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> October 2025			
	Total cost of work: £2800			
	Description of work: Roof repair and slates were fixed.			
	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
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> October 2025			
	Total cost of work: £3000			
	Description of work: Replace lead and tiles around chimney. Replace boards, felt and tiles to rear roof.			
	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
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work £	Date received: 7 <sup>th</sup> October 2025			
Description of the work undertaken: Full tiled roof replacement	Total cost of work: Not provided.			
Your 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 + paint	Description of work: Full tied roof replacement			
	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
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	<p>Date received: 7<sup>th</sup> 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>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	8	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 3<sup>rd</sup> 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 &amp; 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>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10