



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Taylor Roofs

NUMBER OF FEEDBACK FORMS RECEIVED: 435 (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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| <p>Total cost of the work £ <u>362.66</u></p> <p>Description of the work undertaken:</p> <p><u>EDGES OF RIDGE TILES PUT TIGHTER TO HOUSE AS BIRDS WERE ENTERING. DOWNPIPE SECURED TO PROPERTY.</u></p> <p>Your comments:</p> <p><u>ALL WORK SATISFACTORY TO WHAT I CAN SEE. 2 WORKMEN WERE VERY PROFESSIONAL & POLITE.</u></p> | <p>Date received: 30th April 2025</p> <p>Total cost of work: £362.66</p> <p>Description of work: Edge of ridge tiles put tighter to house as birds were entering. Downpipe secured to property.</p> <p>Comments: All work satisfactory to what I can see. 2 workmen were very professional and polite.</p> | | | |
| Customer Ratings (Out of 10) | Value for money | Quality of work | Service | Tidiness |
| | 8 | 8 | 9 | 10 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 22nd April 2025</p> <p>Total cost of work: £675</p> <p>Description of work: Roof tile storm damage</p> <p>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.</p> | | | |
| Customer Ratings (Out of 10) | Value for money | Quality of work | Service | Tidiness |
| | 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 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 24 th March 2025 | | | |
| | Total cost of work: £140 | | | |
| | Description of work: Gutters and valleys cleaned and cleared of moss build up. | | | |
| | Comments: Always my go-to roofers. Reasonable prices, professional job every time, invoice and paying process is super easy direct from link in emails. | | | |
| | 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: 17 th March 2025 | | | |
| | Total cost of work: £3100 | | | |
| | Description of work: Replacement of flashing, and roof tiles blown off due to the high winds in January. | | | |
| | Comments: I had used this company before and could not fault them, we were kept well informed as and when the work would be carried out. | | | |
| | 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 March 2025 | | | |
| | Total cost of work: £595.58 | | | |
| | Description of work: Repair damaged to roof caused by Storm Eowyn and clean guttering. | | | |
| | Comments: I would thoroughly recommend Taylor Roofs. Everyone you speak to is kind, efficient, caring and knowledgeable. The work is carried out efficiently, speedily and any old slates/rubbish etc are removed. | | | |
| | 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: 11 th March 2025 | | | |
| | Total cost of work: £120 | | | |
| | Description of work: Replace slipped roof tile | | | |
| | Comments: A pleasure to deal with this company from start to finish. Professional, efficient, friendly and helpful. | | | |
| | 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: 11 th March 2025 | | | |
| | Total cost of work: £192 | | | |
| | Description of work: Repair storm damage to chimney stack | | | |
| | Comments: Very pleased with work. This is 2nd job Taylor Roofs has done for me. Other job was a roof repair which I was very pleased 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: 5 th March 2025 | | | |
| | Total cost of work: £218 | | | |
| Customer Ratings (Out of 10) | Description of work: The job was to find and fix a leak in my garage roof. | | | |
| | Comments: I was very happy all round with the work and would recommend. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 4 th March 2025 | | | |
| | Total cost of work: £3800 | | | |
| Customer Ratings (Out of 10) | Description of work: To replacing ridge tiles and checking rest of roof for any damage. | | | |
| | Comments: Job done and the boys were very tidy and cleaned up each night when finished. This is the 4th time that I have used Taylor Roofs as I get the roof surveyed every so often and they are always very helpful and only say if anything needs replacing, they are an excellent company to deal with and would recommend to anyone. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 26 th February 2025 | | | |
| | Total cost of work: £582.82 | | | |
| Customer Ratings (Out of 10) | Description of work: Replace ridge tiles. | | | |
| | Comments: During the work, roofer noticed some broken tiles so replaced them. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 9 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 26 th February 2025 | | | |
| | Total cost of work: £520 | | | |
| Customer Ratings (Out of 10) | Description of work: Repairs to roof after recent storm. | | | |
| | Comments: Friendly, professional customer service and excellent workmanship. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 26 th February 2025 | | | |
| | Total cost of work: £1235.44 | | | |
| Customer Ratings (Out of 10) | Description of work: Remove gable end tiles on extension & lay to the side for later use. Remove all existing dry verge units & dispose Install new 25mmx50mm treated timber to barge board Re-secure tiles Install dry verge units Replace missing end cap on new dry verge system on main roof with a UPVC end cap to cover end ridge tile Fit new lead flashing at top of verge on extension using code 4 390mm lead Repair broken tiles Re fix tiles at verge on main roof that have come loose | | | |
| | Comments: The staff were very friendly and efficient from initial quote stage to completing the work. The work was carried out quickly and they were especially helpful when we need a quicker works start date to help with elderly fathers home safety needs. I have used Taylor Roofs twice, each time I have been very happy with the standard of work and care shown at the property. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 20 th February 2025 | | | |
| | Total cost of work: £932.77 | | | |
| | <p>Description of work: Storm Damage Repair - install new dry verge system Removal & 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 & 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> | | | |
| | 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: 20 th February 2025 | | | |
| | Total cost of work: £156 | | | |
| | <p>Description of work: Inspect roof for storm damage, refix single roof tile and clean gutters.</p> <p>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.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 8 | 10 | 10 | 9 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 20 th February 2025 | | | |
| | Total cost of work: £135 | | | |
| | <p>Description of work: Sealed down building lead work that had come up with the recent high winds.</p> <p>Comments: Completely professional and friendly from the initial enquiry through to survey, work being carried out and final payment.</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: 20 th 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 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 18 th 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 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 17 th 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 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 12 th 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 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 14 th 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 |

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|--|--|-----------------|---------|----------|
| Total cost of the work £ 3807.67 <hr/> Description of the work undertaken: INSTALLING NEW DEEP FLOW GUTTERING INSTALLING DRY VERGE INTERLOCKING UNITS. <hr/> Your comments: CONSIDERING IT WAS THE COLDEST DAY WE'VE HAD SO FAR THIS YEAR, WE GOT A PROFESSIONAL JOB FROM GUY & LEWIS | Date received: 14 th 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 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 13 th 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 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 7 th 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 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 6 th 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 |

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|------------------------------|--|-----------------|---------|----------|
| 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 |

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|------------------------------|--|-----------------|---------|----------|
| 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 |

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|------------------------------|--|-----------------|---------|----------|
| 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 |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 28th November 2024</p> <p>Total cost of work: £2300.04</p> <p>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.</p> <p>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!</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 | <p>Date received: 28th November 2024</p> <p>Total cost of work: £7562</p> <p>Description of work: Re lead coping stones on roof.</p> <p>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.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |