



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## Taylor Roofs

**NUMBER OF FEEDBACK FORMS RECEIVED: 309 (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: 7 <sup>th</sup> February 2023			
	Total cost of work: £1089.12			
	Description of work: Tile repairs and soffit repair.			
	Comments: Happy with the service received from start to finish. Very professional.			
	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: 25<sup>th</sup> January 2023</p> <p>Total cost of work: £17,000</p> <p>Description of work: This was a reasonably complex roofing job involving the removal of asbestos sheeting from a large garage, renewal of all roof timbers plus the addition of cement tiles and preparation for integrated solar panels. Although Taylor Roofs did not perform all of work required, they provided very effective overall coordination of other parties as well as sub-contracting a few themselves.</p> <p>Comments: Work was smooth and on time from the first survey to the final invoicing. Any minor glitches were dealt with promptly, properly and graciously. It felt like we and Jamie Taylor were on the same side, with the same objectives. This spirit operated through the Taylor Roofs team, helpfully setting a high benchmark for customer satisfaction for the other contractors. We wouldn't hesitate to use Taylor Roofs again, nor would we hesitate to recommend them to others.</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: 16<sup>th</sup> January 2023</p> <p>Total cost of work: £1800</p> <p>Description of work: Removal of moss on my roof &amp; also my extension roof.</p> <p>Comments: Really friendly &amp; professional guys who came to carry out the work. Working in horrible weather which never put them off. Kept me informed during the work &amp; showed me photos of what had been done each day. Made sure they cleaned up after them. Would definitely recommend this company to anyone.</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>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 13<sup>th</sup> December 2022</p> <p>Total cost of work: £90</p> <p>Description of work: Leaves and moss cleared from gutters and roof valleys as part of a Silver maintenance contract (two visits per year). Also inspection of roof tiles and general state of roof as a whole.</p> <p>Comments: The two lads attending today did an excellent job in very challenging conditions- temperature has been at minus three degrees all day. The mixture of leaves moss and ice in the gutters and valleys made it very difficult for them. They were polite, kept us informed, showed us "before" and "after" photos on their phone and cleared up everything afterwards. They couldn't have been more helpful.</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>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 24<sup>th</sup> November 2022</p> <p>Total cost of work: £8184</p> <p>Description of work: Complete new main felt roof and also small lower felt roof.</p> <p>Comments: Roofers worked REALLY hard and did an excellent job. We were kept up to date with any delays (which were only caused by weather). Had no issues at all would be real happy to recommend Taylor roofing.</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: 16 <sup>th</sup> November 2022 Total cost of work: £12,780 Description of work: Full roof removal and replacement on 2 bed semi-detached house. Remove chimney and skylight. All works required to support the job which lasted around 7 working days. Comments: Taylor stood out, attention to detail of staff/roofers consistent throughout. Impressed by the culture. They care about their roles & the impact each has on customers. Simple choice to use even if their quote had not been the most competitive, which it was. Quality of job faultless. Slight damage caused by skip co fixed by Taylor within the hour. Will definitely use again (I've already for another property). Highly recommend to anyone considering roofing works. Very happy customer.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 <sup>th</sup> October 2022 Total cost of work: £9000 Description of work: Repair of complex leak in roof causing water ingress to front room. Complete gutter replacement. Chimney repair work. De-mossing of roof and repair of any issues found. Comments: Excellent service from start to finish. I was regularly updated on the work scheduling and once the work was underway, they guys turned up when they said they would, worked hard and did a great job all round including tidying up after themselves. I would highly recommend Taylor Roofs for their service and also for the peace of mind that you are dealing with people who know what they're doing.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> October 2022			
	Total cost of work: £20595			
	Description of work: Full new roof.			
	Comments: Great service from Taylor Roofs as always. Daniel and his team were polite and hard working. They did a first class job. The timescales were good. There is no time wasting with Taylor Roofs. Everything from the erection of the scaffolding to the end result was well organised. They ensured the site was left as they found it. They may not be the cheapest quote but I consider them to be worth paying a bit extra for. We are really pleased with our new roof.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £ <hr/> Description of the work undertaken: <hr/> <hr/> <hr/> Your comments: <hr/> <hr/> <hr/>	Date received: 11 <sup>th</sup> October 2022			
	Total cost of work: Not provided.			
	Description of work: Not provided.			
	Comments: Not provided.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <hr/> Description of the work undertaken: <hr/> <hr/> <hr/> Your comments: <hr/> <hr/> <hr/>	Date received: 11 <sup>th</sup> October 2022			
	Total cost of work: Not provided.			
N/A FULL WATER DAMAGED REPAIR OF EXTENSION ROOF  BEN & JAMIE WERE VERY POLITE, PUNCTUAL & INFORMATIVE.	Description of work: Full water damaged repair of extension roof.			
	Comments: Ben and Jamie were lovely tradesmen. Very polite, punctual and informative.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 <sup>th</sup> October 2022			
	Total cost of work: £2700			
	Description of work: Replacement of guttering and replacement of a number of tiles and roofing felt.			
	Comments: All work carried out to a high standard by courteous and well trained staff. Professional with good attention to detail and quality materials.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

Total cost of the work £ _____ Description of the work undertaken: _____ _____ _____ Your comments: <i>Very professional, efficient and friendly service. Very neat and tidy work and cleaned up when job finished</i>	Date received: 29 <sup>th</sup> September 2022			
	Total cost of work: Not provided.			
	Description of work: Not provided.			
	Comments: Very professional, efficient and friendly service. Very neat and tidy work and cleaned up when job finished.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <i>£7581.60</i> _____ Description of the work undertaken: <i>LEAD OVER BACK COPING STONES</i> <i>CLADDING AND FLAT ROOF ON BOTH DORMERS</i> _____ Your comments: <i>EXCELLENT WORK FROM START TO FINISH. WORKMEN KEPT ME INFORMED OF PROGRESS. WOULD DEFINITELY RECOMMEND TAYLOR ROOFS. DANIEL + MARK</i>	Date received: 29 <sup>th</sup> September 2022			
	Total cost of work: £7581.60			
	Description of work: Lead over back coping stones. Cladding and flat roof on both dormers.			
	Comments: Excellent work from start to finish. Workmen kept me informed of progress. Would definitely recommend Taylor Roofs. Daniel and Mark.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 1734</p> <hr/> <p>Description of the work undertaken:</p> <p>COVER COPING STONES ON EXTENSION &amp; ADDING 2 LAYERS OF FELT</p> <hr/> <p>Your comments:</p> <p>VERY COURTEOUS, TIDY &amp; EFFICIENT APPEARED CONFIDENT &amp; REASSURED AS ABOUT ANY SNAGS</p>	<p>Date received: 22<sup>nd</sup> September 2022</p> <p>Total cost of work: £1734</p> <p>Description of work: Cover coping stones on extension and adding 2 layers of felt.</p> <p>Comments: Very courteous, tidy and efficient. Appeared confident and reassured me about any snags.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 15<sup>th</sup> September 2022</p> <p>Total cost of work: £1700</p> <p>Description of work: Roofing/guttering repair.</p> <p>Comments: None provided.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £</p> <hr/> <p>Description of the work undertaken:</p> <p>New dry ridge system</p> <hr/> <p>Your comments:</p> <p>Jamie and Ben worked hard all day, kept us informed as to the work carried out. A couple of nice lads!</p>	<p>Date received: 9<sup>th</sup> September 2022</p> <p>Total cost of work: Not provided.</p> <p>Description of work: New dry ridge system.</p> <p>Comments: Jamie and Ben worked hard all day, kept us informed as to the work carried out. A couple of nice lads!</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £</p> <hr/> <p>Description of the work undertaken:</p> <p>Ben and Jamie          polite, tidy. - Very professional.          Set on with the job.          To restore roof tiles.</p> <p>Your comments:</p> <p>Excellent!          No fuss, job well done.</p>	<p>Date received: 9<sup>th</sup> September 2022</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Ben and Jamie. Polite, tidy – very professional. Got on with the job. To restore roof tiles.</p> <p>Comments: Excellent! No fuss, job well done.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>N/A</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 6<sup>th</sup> August 2022</p> <p>Total cost of work: £308</p> <p>Description of work: Cleaned, checked and water tested rhones, adding missing clips. Replaced missing roof tile.</p> <p>Comments: Excellent company to deal with. Prompt attention to issues when telephoned. All staff friendly and efficient. Would definitely recommend to anyone with roofing problems.</p>			
<p>Customer Ratings (Out of 10)</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:</p> <p>Gutter replacement</p> <hr/> <p>Your comments:</p> <p>Ben &amp; Jamie - Happy with them both</p>	<p>Date received: 9<sup>th</sup> August 2022</p> <p>Total cost of work: Not provided</p> <p>Description of work: Gutter replacement.</p> <p>Comments: Ben &amp; Jamie – happy with them both.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>



Total cost of the work £ <u>£885</u> Description of the work undertaken: <u>Flat roof repair</u>  Your comments: <u>Very professional approach + carried out work in a safe + efficient manner.</u>	Date received: 9 <sup>th</sup> August 2022 Total cost of work: £885 Description of work: Flat roof repair. Comments: Very professional approach and carried out work in a safe and efficient manner.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	10	10

Total cost of the work £ <u>N/A</u> Description of the work undertaken: <u>Roof Repair - insurance</u>  Your comments: <u>great service from Ben and Jamie</u>	Date received: 28 <sup>th</sup> July 2022 Total cost of work: N/A Description of work: Roof repair – insurance. Comments: Great service from Ben and Jamie.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	N/A	10	10

<b>ONLINE FEEDBACK PROVIDED</b>	Date received: 25 <sup>th</sup> July 2022 Total cost of work: £75 Description of work: Problem discovered on the morning of Friday 22 and fixed the same day. Comments: This was a minor repair but from a householders point of view damage to a roof is most concerning. The first contact with Taylor Roofs was top notch. The team that arrived to do the job were brilliant and, within a matter of minutes, the repair was completed. This was the first time we have used Taylor Roofs and was most impressed. Highly professional and efficient from start to finish. I have no reservations about rating Taylor Roofs as a five star company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

<p>Total cost of the work £</p> <p><u>£2,893.20</u></p> <p>Description of the work undertaken:</p> <p><u>Install dry verge units. Remove all mortar at verge &amp; complete dry verge system with UPVC end cap to cover end ridge tile. Repeat process on all gable ends &amp; dispose all waste materials. Replace damaged tiles where needed.</u></p> <p>Your comments:</p> <p><u>Work carried out promptly &amp; professionally with minimal disruption.</u></p>	<p>Date received: 21<sup>st</sup> July 2022</p> <p>Total cost of work: £2893.20</p> <p>Description of work: Install dry verge units. Remove all mortar at verge and complete dry verge system with UPVC end cap to cover end ridge tile. Repeat process on all gable ends and dispose of all waste materials. Replace damaged tiles where needed.</p> <p>Comments: Work carried out promptly and professionally with minimal disruption.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 21<sup>st</sup> July 2022</p> <p>Total cost of work: £19,000</p> <p>Description of work: Renewed flat roof, added water down pipe to gutter. Renewed roof and fitted new tiles at front of house. Repaired gutter at front of house.</p> <p>Comments: Taylor Roofs team: Ali, Reece, Mark, Jamie, Jake, Blair, Kian and Stephen all carried out a remarkable job. Their attention to detail was excellent and they went above and beyond to ensure that I was completely happy with the finished job. They were polite and cleared up after them. The administration team at the office also were very helpful. Would recommend this company 100%.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £</p> <p>Description of the work undertaken:</p> <p><u>gutter &amp; downpipe replant</u> <u>roof renovation</u> <u>lintel replant</u></p> <p>Your comments:</p> <p><u>All skilled were professional and courteous.</u> <u>work is extremely professional</u></p>	<p>Date received: 20<sup>th</sup> July 2022</p> <p>Total cost of work: Not provided</p> <p>Description of work: Gutter and downpipe replacement. Roof renovation. Lintel replacement.</p> <p>Comments: All skilled, were professional and courteous. Work is extremely professional.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

Total cost of the work £ <u>2,800</u> Description of the work undertaken: <u>STRIP AND RECOVER DORMER ROOF</u>  Your comments: <u>VERY PROFESSIONAL, I WAS KEPT INFORMED AT EVERY STAGE OF THE REPAIR WORK, THESE GUYS KNOW WHAT THEY ARE DOING. BEN AND JAMIE CAME ON THURS + FRI. BLAIR AND IAN CAME ON MON</u>	Date received: 15 <sup>th</sup> July 2022 Total cost of work: £2800 Description of work: Strip and recover dormer roof. Comments: Very professional, I was kept informed at every stage of the repair work, these guys know what they were doing. Ben and Jamie came on Thurs and Fri. Blair and Ian came on Mon.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work £ <u>5,000</u> Description of the work undertaken: <u>REMOVE ALL FELT FROM FLAT ROOF. REPLACE WATER DAMAGED BOARDS, FIT INSULATION AND REPLACE FELT, AND FIT LEAD FLASHING</u>  Your comments: <u>TRADESMEN WERE PUNCTUAL, PLEASANT AND PROFESSIONAL</u>	Date received: 4 <sup>th</sup> July 2022 Total cost of work: £5000 Description of work: Remove all felt from flat roof. Replace water damaged boards. Fit insulation and replace felt, and fit lead flashing. Comments: Tradesmen were punctual, pleasant and professional.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work £ <u>£3562</u> Description of the work undertaken: <u>Dormer windows roof refelted + upvc replaced wooden fascias</u>  Your comments: <u>Ben + Jamie worked tirelessly even in scorching heat</u>	Date received: 1 <sup>st</sup> July 2022 Total cost of work: £3562 Description of work: Dormer roof re-felted and UPVC replaced wooden fascias. Comments: Ben and Jamie worked tirelessly even in scorching heat.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>£1002.00</u></p> <p>Description of the work undertaken: <u>Replaced rotted cladding and repaired a leak on my garage roof</u></p> <p>Your comments: <u>Ben &amp; Jamie arrived at the agreed time, and were very helpful &amp; friendly. They worked in a tidy manner, and always careful to close the gate in case the dogs got loose.</u></p>	<p>Date received: 1<sup>st</sup> July 2022</p> <p>Total cost of work: £1002.00</p> <p>Description of work: Replaced rotted cladding and repaired a leak on my garage roof.</p> <p>Comments: Ben and Jamie arrived at the agreed time and were very helpful and friendly. They worked in a tidy manner, and always careful to close the gate in case the dogs got loose.</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: 30<sup>th</sup> June 2022</p> <p>Total cost of work: £6594</p> <p>Description of work: Erect ladder and roof ladders for safe access. Remove tiles from around velux window. Remove existing velux window and dispose of tovan. Install new triple glazed velux window to manufacturer's instructions. Install new felt detail to give felt an upstand on the new velux. Install new velux flashing kit. Tile around window with tiles previously laid aside replacing tiles to match existing. Repeat process for all velux windows on property. Total -5 Remove ladders and tidy site.</p> <p>Comments: We are pleased with the work done and the professionalism of both office staff and fitters.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10