



# Comments and Ratings

## Dewar Plumbing Ltd

9 Nasmyth Square, Houston Industrial Estate,  
Livingston, West Lothian, EH54 8PD  
01506 530420

**NUMBER OF FEEDBACK FORMS RECEIVED: 19**  
**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9**

Feedback forms are completed by previous customers, rating their experience of dealing with Dewar Plumbing.

The following table shows average customer satisfaction scores out of 10:

<b>Customer Satisfaction</b>	<b>Average out of 10 (10 being best)</b>
<b>Value for Money</b> How reasonable were the charges for the work undertaken?	9.8
<b>Quality of Work</b> How satisfied were you with the quality of the job on completion?	10
<b>Service</b> How professional, courteous and considerate was the trader?	10
<b>Tidiness</b> Did the trader leave your property in a clean and tidy condition?	10

The following questions were also asked:

<b>Did the Trader...</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
<b>Explain all the costs?</b> (including labour, VAT, call out charge, etc)	95%	0%	5%
<b>Give an estimate or quotation at the start of the job?</b>	95%	0%	5%
<b>Keep you informed of any changes?</b> (including costs, timeframe, etc)	68%	0%	32%
<b>Give you a receipt or invoice at the end of the job?</b>	95%	0%	5%

<b>Question</b>	<b>Yes</b>
Would you recommend this trader to a friend?	100%

## CUSTOMER COMMENTS

<p>Total cost of the work £ 2800 40</p> <hr/> <p>Description of the work undertaken:</p> <p>INSTALLED COMBI BOILER</p> <hr/> <hr/> <hr/> <p>Your comments:</p> <p>EXCELLANT SERVICE, CLEAN, TIDY, VERY HELPFUL</p> <hr/>	<p>Date received: 30<sup>th</sup> November 2017</p> <p>Total cost of work: £2800.40</p> <p>Description of work: Installed combi boiler.</p> <p>Comments: Excellent service, clean, tidy, very helpful.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 222.50</p> <hr/> <p>Description of the work undertaken:</p> <p>Boiler repairs - no hot water, called Dewar Plumbing, quick response and prompt efficient service</p> <hr/> <p>Your comments:</p> <p>Highly recommend, definitely use again</p> <hr/>	<p>Date received: 30<sup>th</sup> November 2017</p> <p>Total cost of work: £222.50</p> <p>Description of work: Boiler repairs – no hot water, called Dewar Plumbing, quick response and prompt efficient service.</p> <p>Comments: Highly recommend, definitely use again.</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: 25<sup>th</sup> October 2017</p> <p>Total cost of work: £298</p> <p>Description of work: Replaced shower</p> <p>Comments: Arranged for a quote to replace/repair shower. Sourced a shower to ensure like with like replacement. Polite courteous team carried out install. Arrived at agreed time and work completed to a great standard. Would use Dewar Plumbing again and will recommend to family and friends.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 195.24</p> <hr/> <p>Description of the work undertaken: Replace shower</p> <hr/> <hr/> <p>Your comments: Pleasant tradesman. Very grateful</p> <hr/>	<p>Date received: 8<sup>th</sup> May 2017</p> <p>Total cost of work: £195.24</p> <p>Description of work: Replace shower.</p> <p>Comments: Pleasant tradesman. Very grateful.</p>								
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10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 263.21</p> <hr/> <p>Description of the work undertaken: Repaired my boiler as I had no heating or hot water.</p> <hr/> <hr/> <p>Your comments: Dewar plumbing was great to deal with my boiler is working great. Highly recommend</p> <hr/>	<p>Date received: 8<sup>th</sup> May 2017</p> <p>Total cost of work: £263.21</p> <p>Description of work: Repaired my boiler as I had no heating or hot water.</p> <p>Comments: Dewar Plumbing was great to deal with. My boiler is working great. Highly recommend.</p>								
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9	10	10	10						
Customer Ratings (Out of 10)									

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 14<sup>th</sup> November 2016</p> <p>Total cost of work: £59</p> <p>Description of work: Annual boiler service.</p> <p>Comments: Very prompt, efficient and polite service. Would not hesitate to use again or recommend to others.</p>								
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Customer Ratings (Out of 10)									

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 24<sup>th</sup> October 2016</p> <p>Total cost of work: £4200</p> <p>Description of work: Installed rain showers, replacement shower trays, wetwall panels and glass doors in two en-suite shower rooms. Inspected extractor fans and ducting in loft space. Fitted new custom-made bath panel in main bathroom. Fitted replacement tap and drain with pop-up plug in downstairs toilet. Rectified errors made by previous plumbers.</p> <p>Comments: Graeme showed exceptional attention to detail. The standard of workmanship was excellent, very professional, polite and courteous. The bathrooms and toilets were left clean and tidy. The joiner who worked with Graeme was also first class.</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 £ 130</p> <p>Description of the work undertaken: Repaired mains water pipe</p> <p>Your comments: Graeme was a very courteous young man, extremely helpful and carried out work to an excellent standard, showed empathy to situation, would highly recommend, very very satisfied and happy with company</p>	<p>Date received: 23<sup>rd</sup> August 2016</p> <p>Total cost of work: £130</p> <p>Description of work: Repaired mains water pipe.</p> <p>Comments: Graeme was a very courteous young man, extremely helpful and carried out work to an excellent standard, showed empathy to situation, would highly recommend, very very satisfied and happy with company.</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 £ 120</p> <p>Description of the work undertaken: 2 new toilets fitted</p> <p>Your comments: Very nice young man Very professional</p>	<p>Date received: 23<sup>rd</sup> August 2016</p> <p>Total cost of work: £120</p> <p>Description of work: 2 new toilets fitted.</p> <p>Comments: Very nice young man. Very professional.</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 £ 197</p> <hr/> <p>Description of the work undertaken: <i>Refitting a new Radiator + New Pipe + VALVES</i></p> <hr/> <p>Your comments: <i>Excellent skills and job was done very professionally I will recommend this company to any one for the good services they are able to provide</i></p>	<p>Date received: 23<sup>rd</sup> August 2016</p> <p>Total cost of work: £197</p> <p>Description of work: Refitting a new radiator and new pipe and valves.</p> <p>Comments: Excellent skills and job was done very professionally. I will recommend this company to anyone for the good services they are able to provide.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 19<sup>th</sup> July 2016</p> <p>Total cost of work: £1780</p> <p>Description of work: Complete refurb of the bathroom, remove bath, fit shower, acrylic panels on walls, ceiling, downlights, all associated piping, wiring etc etc. (I provided panels and shower unit/tray).</p> <p>Comments: Very pleased with result and conduct of the tradesmen. Polite, punctual, tidy, helpful (ran to Edinburgh to fetch extra panel as I had not ordered enough), patient (had to source a replacement shower – no complaint about the delay) and very professional finish to the job. Would not hesitate to recommend to anyone and will personally never use another plumber so long as Graham is available. Joiner and electrician who work with him also 1<sup>st</sup> class.</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 £ 160.00.</p> <hr/> <p>Description of the work undertaken: <i>Replacement &amp; fitting of kitchen sink</i></p> <hr/> <p>Your comments: <i>Came when he said, pleased when he said &amp; even when the plumbing supplier had delivered to him the wrong unit. kept us informed &amp; dealt with the situation.</i></p>	<p>Date received: 7<sup>th</sup> June 2016</p> <p>Total cost of work: £160</p> <p>Description of work: Replacement and fitting of kitchen sink.</p> <p>Comments: Came when he said, phoned when he said and even when the plumbing supplier had delivered to him the wrong unit, kept us informed and dealt with the situation.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>9</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ 190</p> <hr/> <p>Description of the work undertaken:  <i>Replaced shower unit</i></p> <hr/> <hr/> <p>Your comments:  <i>Very speedy response to request.  Pleasant worker, very communicative of process.</i></p>	<p>Date received: 18<sup>th</sup> April 2016</p> <p>Total cost of work: £190</p> <p>Description of work: Replaced shower unit.</p> <p>Comments: Very speedy response to request.  Pleasant worker, very communicative of process.</p>								
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10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £3,200</p> <hr/> <p>Description of the work undertaken:  <i>REPLACE &amp; INSTALL A NEW BATHROOM &amp; SHOWER</i></p> <hr/> <hr/> <p>Your comments:  <i>AFTER PHONING DEWAR PLUMBERS, WE WERE GIVEN A FULL ESTIMATE &amp; TIME SCALE TO DO THE JOB. THE JOB WAS DONE AS EXPLAINED. HE LEFT THE BATHROOM CLEAN AND TIDY, WE WERE VERY HAPPY.</i></p>	<p>Date received: 23<sup>rd</sup> March 2016</p> <p>Total cost of work: £3200</p> <p>Description of work: Replace and install a new bathroom and shower.</p> <p>Comments: After phoning Dewar Plumbing, we were given a full estimate and time scale to do the job. The job was done as explained. He left the bathroom clean and tidy, we were very happy.</p>								
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Customer Ratings (Out of 10)									

<p>Total cost of the work £ 2000</p> <hr/> <p>Description of the work undertaken:  <i>Total refurbishment of bathroom and fitting shower, plus vanity units. Towel rail also fitted</i></p> <hr/> <hr/> <p>Your comments:  <i>Excellent job carried out. Clean, tidy, very professional. Work was carried out in the time frame given. Would definitely use this company again</i></p>	<p>Date received: 18<sup>th</sup> March 2016</p> <p>Total cost of work: £2000</p> <p>Description of work: Total refurbishment of bathroom and fitting shower, plus vanity units. Towel rail also fitted.</p> <p>Comments: Excellent job carried out. Clean, tidy, very professional. Work was carried out in the timeframe given. Would definitely use this company again.</p>								
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Value for money	Quality of work	Service	Tidiness						
10	10	10	10						
Customer Ratings (Out of 10)									



Total cost of the work £ 350.00 <hr/> Description of the work undertaken: Change over Radiators and check out heating system <hr/> <hr/> Your comments: Very clean and tidy work polite and good at explaining himself <hr/>		Date received: 18 <sup>th</sup> March 2016 Total cost of work: £350.00 Description of work: Change over radiators and check out heating system. Comments: Very clean and tidy work. Polite and good at explaining himself.			
		Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)		10	10	10	10

Total cost of the work £ 200 <hr/> Description of the work undertaken: Supply and fit of two new radiators in bedroom and hall. <hr/> <hr/> Your comments: Graham was very efficient and very pleasant and did a great job. Would highly recommend him <hr/>		Date received: 18 <sup>th</sup> March 2016 Total cost of work: £200 Description of work: Supply and fit of two new radiators in bedroom and hall. Comments: Graham was very efficient and very pleasant and did a great job. Would highly recommend him.			
		Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)		10	10	10	10

Total cost of the work £ 1,402.28 <hr/> Description of the work undertaken: Remodelling bathroom. Removing bath. Installing shower. <hr/> <hr/> Your comments: Excellent work from start to finish. Graham also managed to source a tiler and electrician for me. <hr/>		Date received: 18 <sup>th</sup> March 2016 Total cost of work: £1402.28 Description of work: Remodelling bathroom. Removing bath. Installing shower. Comments: Excellent work from start to finish. Graham also managed to source a tiler and electrician for me.			
		Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)		10	10	10	10

Total cost of the work: £ 213.50

Description of the work undertaken:

Replace a mixer tap

Repair dripping tap

Cement toilet base to floor

Your comments:

Mr Dewar Responded very quickly to initial call and arranged a suitable time to come and assess the work required.

He kept me informed by email when he sourced and priced the tap.

Promptly arranged time to do the job. He was very professional, clean and tidy. I was completely satisfied with the quality of work and would recommend Dewar Plumbing to anyone looking for a good reliable plumber.

Date received: 18<sup>th</sup> March 2016

Total cost of work: £213.50

Description of work: Replace a mixer tap. Repair dripping tap. Cement toilet base to floor.

Comments: Mr Dewar responded very quickly to initial call and arranged a suitable time to come and assess the work required. He kept me informed by email when he sourced and priced the tap. Promptly arranged time to do the job. He was very professional, clean and tidy. I was completely satisfied with the quality of work and would recommend Dewar Plumbing to anyone looking for a good reliable plumber.

Value for money

Quality of work

Service

Tidiness

Customer Ratings (Out of 10)

10

10

10

10