



# Comments and Ratings Livgas Energy Ltd

Block 4, Unit 3 Whiteside Industrial Estate,  
Bathgate, EH48 2RX  
01506 242424

**NUMBER OF FEEDBACK FORMS RECEIVED: 11**  
**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.7**

Feedback forms are completed by previous customers, rating their experience of dealing with Livgas Energy Ltd.

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?	9.3
<b>Quality of Work</b> How satisfied were you with the quality of the job on completion?	9.9
<b>Service</b> How professional, courteous and considerate was the trader?	9.9
<b>Tidiness</b> Did the trader leave your property in a clean and tidy condition?	9.8

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)	100%	0%	0%
<b>Give an estimate or quotation at the start of the job?</b>	100%	0%	0%
<b>Keep you informed of any changes?</b> (including costs, timeframe, etc)	82%	0%	18%
<b>Give you a receipt or invoice at the end of the job?</b>	100%	0%	0%

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

## CUSTOMER COMMENTS

<p>Total cost of the work £ 2531.10</p> <hr/> <p>Description of the work undertaken: New Boiler fitted</p> <hr/> <p>Your comments: I have been a customer of Livgas for 15 years. would not go anywhere else. I have always had excellent service.</p>	<p>Date received: 18<sup>th</sup> May 2017</p> <p>Total cost of work: £2531.10</p> <p>Description of work: New boiler fitted.</p> <p>Comments: I have been a customer of Livgas for 15 years. Would not go anywhere else. I have always had excellent service.</p>								
	<table border="1"> <thead> <tr> <th>Value for money</th> <th>Quality of work</th> <th>Service</th> <th>Tidiness</th> </tr> </thead> <tbody> <tr> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	10	10	10	10
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10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 1100</p> <hr/> <p>Description of the work undertaken: Renewing 3 radiators &amp; adding 1 new radiator with K2 convector radiators.</p> <hr/> <p>Your comments: work was completed to a high standard &amp; all the old radiators and rubbish was also removed which is a bonus. They were courteous and no mess was left. They also went out of their way to fit the new radiator so we didn't have to remove any carpets</p>	<p>Date received: 14<sup>th</sup> November 2016</p> <p>Total cost of work: £1100</p> <p>Description of work: Renewing 3 radiators and adding 1 new radiator with K2 convector radiators.</p> <p>Comments: Work was completed to a high standard and all the old radiators and rubbish was also removed which is a bonus. They were courteous and no mess was left. They also went out of their way to fit the new radiator so we didn't have to remove any carpets.</p>								
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Customer Ratings (Out of 10)									

<p>Total cost of the work £ 1231.59</p> <hr/> <p>Description of the work undertaken: SUPPLIED &amp; FITTED 7 NEW RADIATORS, 6 WITH THERMOSTATIC CONTROLS, FITTED FILLING LOOP TO BOILER, AND RE-CONNECTED GAS SUPPLY TO NEW METER POSITION</p> <hr/> <p>Your comments: I WAS DELIGHTED WITH THE STANDARD OF THE WORK AND HOW HELPFUL EVERYONE WAS. I WOULD CERTAINLY RECOMMEND LIVGAS TO ANYONE.</p>	<p>Date received: 19<sup>th</sup> September 2016</p> <p>Total cost of work: £1231.59</p> <p>Description of work: Supplied and fitted 7 new radiators, 6 with thermostatic controls, fitted filling loop to boiler and re-connected gas supply to new meter position.</p> <p>Comments: I was delighted with the standard of the work and how helpful everyone was. I would certainly recommend Livgas to anyone.</p>								
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Customer Ratings (Out of 10)									

<p>Total cost of the work £ <u>£ 2,500</u></p> <p>Description of the work undertaken: <u>Boiler Replacement</u></p> <p>Your comments: <u>Very professional from start to finish have dealt with this company for 10 years, always gave me a 1st class service &amp; very approachable.</u></p>	<p>Date received: 31<sup>st</sup> August 2016</p> <p>Total cost of work: £2500</p> <p>Description of work: Boiler replacement.</p> <p>Comments: Very professional from start to finish. Have dealt with this company for 10 years, always gave me a 1<sup>st</sup> class service and very approachable.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>8</p>	<p>9</p>	<p>9</p>	<p>8</p>

<p>Total cost of the work £ <u>£498.56</u></p> <p>Description of the work undertaken: <u>OUR COMPANY CALLED IN LIVGAS TO REPAIR OUR BOILER WHICH HAD BROKEN DOWN AND WE HAD NO HOT WATER OR HEATING.</u></p> <p>Your comments: <u>THEY REPAIRED IT ENOUGH ON THE FIRST DAY TO GIVE US HEATING, AND RETURNED THE NEXT DAY WITH NEW PARTS TO COMPLETE THE JOB. EXCELLENT SERVICE. WE HAVE USED THEM AGAIN TO REPAIR A BOILER IN ANOTHER OF OUR PROPERTIES.</u></p>	<p>Date received: 27<sup>th</sup> June 2016</p> <p>Total cost of work: £498.56</p> <p>Description of work: Our company called in Livgas to repair our boiler which had broken down and we had no hot water or heating.</p> <p>Comments: They repaired it enough on the first day to give us heating and returned the next day with new parts to complete the job. Excellent service. We have used them again to repair a boiler in another of our properties.</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 £ <u>VARIOUS</u></p> <p>Description of the work undertaken: <u>NEW BOILER SUPPLIED &amp; FITTED, NEW PUMP, VALVES &amp; RADIATORS SUPPLIED &amp; FITTED. PREVIOUS YEARLY SERVICE REPAIR OF OLD BOILER UNTIL REPLACED SERVICING OF NEW BOILER.</u></p> <p>Your comments: <u>ALWAYS RECEIVE A GREAT SERVICE, KEPT UP TO DATE ON REPAIRS/ TIME SCALES. ALWAYS SHOWS UP &amp; ON TIME!! WOULD HIGHLY RECOMMEND TO ANYONE &amp; HAVE DONE SO IN THE PAST</u></p>	<p>Date received: 23<sup>rd</sup> June 2016</p> <p>Total cost of work: Various</p> <p>Description of work: New boiler supplied and fitted, new pump, valves and radiators supplied and fitted. Previous yearly service and repair of old boiler until replaced. Servicing of new boiler.</p> <p>Comments: Always receive a great service, kept up to date on repairs/time scales. Always shows up and on time!! Would highly recommend to anyone and have done so in the past.</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 £ 1722.00</p> <hr/> <p>Description of the work undertaken:  <u>New Gloworm Gas boiler installed. Plus new room thermostat. New thermostat to one radiator. and all other radiators serviced.</u></p> <hr/> <p>Your comments:  <u>Excellent and speedy service by Allan Grierson and his son.</u></p>	<p>Date received: 20<sup>th</sup> June 2016</p> <p>Total cost of work: £1722</p> <p>Description of work: New Gloworm gas boiler installed. Plus new room thermostat. New thermostat to one radiator and all other radiators serviced.</p> <p>Comments: Excellent and speedy service by Allan Grierson and his son.</p>								
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Customer Ratings (Out of 10)									

<p>Total cost of the work £ 90</p> <hr/> <p>Description of the work undertaken:  <u>HEATING REPAIR : TESTED 3 PORT VALVE CHECKED CONNECTIONS ON TANK AND BLED AIR FROM SYSTEM WHICH CAUSED LACK OF HOT WATER</u></p> <hr/> <p>Your comments:  <u>FIRST CLASS SERVICE. ARRIVED ON TIME GOT ON WITH THE JOB AND IDENTIFIED THE CAUSE QUICKLY. ENSURED ALL WAS WORKING BEFORE LEAVING. WOULD RECOMMEND TO FAMILY AND FRIENDS</u></p>	<p>Date received: 26<sup>th</sup> May 2016</p> <p>Total cost of work: £90</p> <p>Description of work: Heating repair: tested 3 port valve. Checked connections on tank and bled air from system which caused lack of hot water.</p> <p>Comments: First class service. Arrived on time, got on with the job and identified the cause quickly. Ensured all was working before leaving. Would recommend to family and friends.</p>								
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10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 360.00</p> <hr/> <p>Description of the work undertaken:  <u>New thermos for heating new gas hob.</u></p> <p><u>great job quick, clean, on time on budget and friendly. I have lots of property and use Alan at his gas for all.</u></p> <p>Your comments:  <u>Excellent workmanship can't fault Alan Grierson and his team.</u></p>	<p>Date received: 18<sup>th</sup> May 2016</p> <p>Total cost of work: £360</p> <p>Description of work: New thermos for heating, new gas hob. Great job, quick, clean, on time, on budget and friendly. I have lots of property and use Alan at Livgas for all.</p> <p>Comments: Excellent workmanship, can't fault Alan Grierson and his team.</p>								
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Customer Ratings (Out of 10)									

<p>Total cost of the work: £ 177.23</p> <hr/> <p>Description of the work undertaken:  <i>Replacing Thermistor</i></p> <hr/> <p>Your comments:  <i>Have used this company on previous occasions. Very professional &amp; competent. Also polite &amp; leave job tidy</i></p>	<p>Date received: 18<sup>th</sup> May 2016</p> <p>Total cost of work: £177.23</p> <p>Description of work: Replacing thermistor.</p> <p>Comments: Have used this company on previous occasions. Very professional and competent. Also polite and leave job 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>9</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work: £ 3500</p> <hr/> <p>Description of the work undertaken:  <i>Remove old Boiler / Supply and fit new one.</i></p> <hr/> <p>Your comments:  <i>Highly recommended Clean / tidy job and didn't leave till I was ok with new controls and called a week later to see how they were.</i></p>	<p>Date received: 18<sup>th</sup> May 2016</p> <p>Total cost of work: £3500</p> <p>Description of work: Remove old boiler / supply and fit new one.</p> <p>Comments: Highly recommended. Clean/tidy job and didn't leave till I was ok with new controls and called a week later to see how they were.</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>