



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Clan Electrical Partnership

**NUMBER OF FEEDBACK FORMS RECEIVED: 312 (showing most recent 30)**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9**

The following feedback forms have been completed by previous customers, rating their experience of dealing with Clan Electrical Partnership.

ONLINE FEEDBACK PROVIDED	Date received: 5 <sup>th</sup> June 2026			
	Total cost of work: £153			
	Description of work: Fixed a fault with bathroom light. Replaced a bathroom light. Mounted a tv.			
	Comments: Delighted with the high standard of work and professionalism shown by Colin. Friendly, helpful and knowledgeable. Would definitely use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> June 2026			
	Total cost of work: £120.44			
	Description of work: Replacement of outdoor sensor lights.			
	Comments: Excellent service and very friendly.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 6<sup>th</sup> May 2026</p> <p>Total cost of work: £157</p> <p>Description of work: Replace 4 x downlights in bathroom. Remove an old power shower cord switch from the bathroom and silicone the hole. Fit a new external outside light to the back of the property. Fix the outdoor front external light and fit bulb. Check the wiring for the front outside light. Remove and old central heating switch. Sort our living room light switch. Replace a two plug socket.</p> <p>Comments: I couldn't be happier with the service from Clan Electrical Partnership. Colin was incredibly professional, friendly, and experienced. Despite having a busy schedule, he managed to fit me in to tackle seven smaller jobs I'd had outstanding for years—including replacing four bathroom downlights, fitting an outside light, and replacing a socket. The communication from the company was second to none; Eilidh kept me perfectly informed and up to date throughout the process. I highly recommend them.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 17<sup>th</sup> April 2026</p> <p>Total cost of work: £69</p> <p>Description of work: Replacing single socket with double.</p> <p>Comments: Colin was very efficient and personable. As well as completing the job quickly and efficiently he provided sound advice. Eilidh in the office provided timely, clear and accurate information. Would have no hesitation in using again.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> April 2026			
	Total cost of work: £55			
Customer Ratings (Out of 10)	Description of work: Fitting of customer supplied RBCO.			
	Comments: Excellent work and communication.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> April 2026			
	Total cost of work: £360			
Customer Ratings (Out of 10)	Description of work: EV Charger Installation			
	Comments: Thank you Clan Electrical for installing my charger. The advice and suggestions you gave were good, Colin did a good job on the day and Eilidh kept me well informed when we went through the quote, booking and payment. Following Clan's suggestion, I purchased my charger online which meant the installation cost was very reasonable.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

Total cost of the work £ <u>400</u>  Description of the work undertaken: <u>CHANGE 5 CEILING DOWNLIGHTS TO LED SPOTS.</u> <u>CHANGE 5 UNDER CABINET LIGHTS TO LED.</u> <u>MOVE COOKER SWITCH FROM INSIDE CABINET TO WALL.</u> <u>REPLACING OLD FOR NEW COOKER SWITCH</u> <u>REPLACING DOUBLE WALL SOCKET IN BEDROOM</u> Your comments:  <u>COULDN'T BE FAULTED IN ANY WAY.</u>	Date received: 8 <sup>th</sup> April 2026			
	Total cost of work: £400			
Customer Ratings (Out of 10)	Description of work: Change 5 ceiling downlights to LED spots. Change 5 under cabinet lights to LED. Move cooker switch from inside cabinet to wall. Replacing old for new cooker switch. Replacing double wall socket in bedroom.			
	Comments: Couldn't be faulted in any way.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> April 2026			
	Total cost of work: £426			
	Description of work: Electrical check, which failed, returned to replace 2 fuse boxes, other checks done, and electrical certificate issued.			
	Comments: Nice guy, family run business, communication excellent, on time, good price 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> March 2026			
	Total cost of work: £530			
	Description of work: Supply and fit Soffit lights x 10 and also similar lighting to external of garage x 3.			
	Comments: Clan Electrical are the type of company you dream of dealing with. Colin turned up on time and diligently set about doing the work. No hassle whatsoever, no hidden issues or anything that prevented him completing the job. He just cracked on and completed the work to a fantastic standard in the time frame he said it would take. The lights look amazing and was exactly how we expected them to look. I would have zero issues recommending Clan Electrical and actually look forward to doing so.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 <sup>th</sup> March 2026			
	Total cost of work: £2200			
	Description of work: New fuse board, downlights with smart modules in 2 rooms, multiple pendant lights removed and repaired. Plug sockets moved, removed and repaired, data cabling run to server cabinet from multiple rooms, PoE doorbell and cameras installed			
	Comments: A brilliant experience. Exceptional communication leading up to and during the work. Very happy with all of the changes and installations. Very happy with the price and with the flexibility on site to make minor adjustments and changes to the plan.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2 <sup>nd</sup> February 2026			
	Total cost of work: £83			
	Description of work: To supply and fit outside light			
	Comments: Very professional and efficient from initial contact until work completed. I certainly have no hesitation in the future having any electrical work being carried out.			
	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: £900			
	Description of work: Install EV charge point. Install house soffit lights.			
	Comments: Both jobs were completed separately as agreed. They were completed efficiently on the day agreed and are working very well. Documentation was provided as required. I would highly recommend Clan Electrical.			
	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: 22<sup>nd</sup> December 2025</p> <p>Total cost of work: £55</p> <p>Description of work: Hardwire new washing machine into junction box.</p> <p>Comments: I cannot speak highly enough about the service we have just received from Clan Electrical. Eilidh managed to squeeze our job in at the last minute, despite being such a busy time of year. Such a friendly and helpful person. Colin, who undertook the work itself went way above and beyond to help my partner's elderly mother and ensure her new washing machine was up and running. So glad we picked them and certainly lived up to all their glowing 5* reviews. Thanks again Eilidh and Colin.</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: 22<sup>nd</sup> December 2025</p> <p>Total cost of work: £618.98</p> <p>Description of work: Replacement of fuse board and installation of 4 bathroom lights. All parts supplied by Clan Electrical and included in the cost of work.</p> <p>Comments: Colin is very polite, courteous, very knowledgeable and efficient with his work. He is very open and transparent whenever he encounters an unforeseen complication, and will take the time to showcase the issue and talk through what the options are; as well as familiarise you with how to operate any new systems that are installed. Eilidh provides a friendly and welcoming experience when organising an appointment, and provides a comprehensive quote for the expected cost of work.</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: 5 <sup>th</sup> December 2025			
	Total cost of work: £0			
Description of work: Eilidh, talked me through locating the problem which was a faulty light in my attic and gave me the number of another electrician who could resolve this as her company (Clan) had no-one available that day.				
Comments: Extremely professional and polite and did everything she could to help. I would highly recommend.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	N/A	10	N/A

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> November 2025			
	Total cost of work: £83.98			
Description of work: Replacement extractor fan.				
Comments: Very happy with everything.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	8	8	8

ONLINE FEEDBACK PROVIDED	Date received: 16 <sup>th</sup> October 2025			
	Total cost of work: £130			
Description of work: Changing sockets into double sockets, checking garage electrics, replaced ceiling rose and added new light, checked safety of numerous switches.				
Comments: Colin and Eilidh are brilliant. Eilidh is very polite and friendly and responds very quickly. Colin is very efficient, friendly and tidy. We always know he is going to do a very good job! Would absolutely recommend. We will keep using Clan Electrical.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> August 2025			
	Total cost of work: £220			
	Description of work: Install an additional consumer unit and fed this to an exterior weatherproof plug.			
	Comments: A fantastic company to work with, very good communication and professional service. Gave me a very reasonable estimate, which they actually billed less than. Also pointed out and fixed a pre-existing issue that could have been potentially dangerous, at no extra charge.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> August 2025			
	Total cost of work: £146			
	Description of work: Replacing security light back of house, sorting wiring in loft, installing new light front of house, drilling through 2ft thick stone wall to reach socket.			
	Comments: Excellent service. Gave quote after house visit, came when he said he would. Did a great job in the time he said it would take. Despite dreadful outdoor weather. Very helpful, professional and friendly. Highly recommend. Knows his stuff!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 <sup>th</sup> August 2025			
	Total cost of work: £616			
	Description of work: Extensions to existing lighting and ring main circuits and fittings as part of a room refurbishment.			
	Comments: A pleasure to deal with! Great communication, transparent pricing, thoughtful, conscientious, tidy and a quality job done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> August 2025			
	Total cost of work: £650			
	Description of work: Installing an EV charger to an external garage. Included running an up-rated cable through an existing duct, replacing external consumer unit and appropriate surge protection.			
	Comments: Clan offered a common sense approach to a tricky install. They worked hard to minimise cost and the job was left really neat and tidy. Would strongly recommend for any electrical works.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> August 2025			
	Total cost of work: £587.78			
	Description of work: We had a new cooker hood installed as well as two new trickle fans (one in kitchen and the other in the bathroom). We had no idea what it was we needed so had asked Eilidh and Colin for advice and any recommendations. They were both very helpful and patient with all of our questions. Colin arrived at 8.30am and worked non stop until after 4pm. He explained everything he had done and left both rooms tidy. Colin had to drill through tiles very neatly with no damage			
	Comments: I would absolutely recommend Clan Electrical to anyone looking for electrical work. As well as doing a great job, they are extremely helpful.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 <sup>th</sup> July 2025			
	Total cost of work: £60			
	Description of work: Wired doorbell troubleshooting and repair.			
	Comments: Colin has a friendly and sociable manner. He quickly identified the cause of the problem and made a temporary repair until he could source a replacement part. He subsequently fitted the replacement part on the agreed day with everything going as planned.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> July 2025			
	Total cost of work: £500			
	Description of work: As a landlord, I use this company regularly for electrical inspections and repairs. The costs can vary based on the work involved, however I do find Clan Electrical Partnership to be very competitive and reliable.			
	Comments: As a landlord, I use this company regularly for electrical inspections and repairs. The costs can vary based on the work involved, however I do find Clan Electrical Partnership to be very competitive and reliable. Nothing is too much trouble, from estimating the cost of repairs, liaising directly with tenants to schedule work, carrying out the work and sending a full report with photos, where applicable. I would fully recommend Clan Electrical Partnership to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> July 2025			
	Total cost of work: £573			
	Description of work: Install new electrical fuse board following on from previous call out regarding burning smell coming from old fuse board.			
	Comments: Excellent work from start to finish and fantastic customer service too. Can't recommend this company highly enough. Will definitely use their services 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: 4 <sup>th</sup> July 2025			
	Total cost of work: £450			
	Description of work: Moving and adding a number of outdoor lights, replacing bathroom mirrors with lights and moving a mirror light into a different circuit.			
	Comments: Done really quickly, everything done well and reasonably priced. Lots of fiddly jobs completed really efficiently. Thank you Colin and MacKenzie!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> June 2025			
	Total cost of work: £1260			
	Description of work: New lights and electric sockets installed			
	Comments: Colin and Eilidh came round to quote, they were friendly and professional and asked pertinent questions about what I was wanting to have done. They struck me as knowledgeable and experienced, and were happy to answer questions I had and make suggestions to things I wasn't sure about. Colin and Mackenzie have now completed the work and the standard has been excellent. They did a very neat and tidy job, and it is exactly what I was looking for. I would recommend Clan Electrical to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> June 2025			
	Total cost of work: £300			
	Description of work: Three jobs carried out: first to disconnect the electrics in my sold shed then second to reconnect in the new shed and install light and power socket. 3 <sup>rd</sup> job was to install an additional power socket in the study.			
	Comments: Great family run business. First class service from start to finish. Eilidh was very helpful with my enquiry and Colin did a very tidy job. Both were happy to make recommendations regarding light and fittings. Works certificates provided at the end of each job. Prices were very competitive and they're now my go to company for any electrical jobs 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: 12 <sup>th</sup> June 2025			
	Total cost of work: £468			
	Description of work: Installation of EV charger and four minor electrical jobs.			
	Comments: We were really pleased with the work done. From the original enquiry and advice through to completion. There was a minor issue with the installation of the EV charger that Colin came back to fix straight away. Clan seem a trustworthy local business that we would be happy to use again.			
	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> June 2025			
	Total cost of work: £629.97			
	Description of work: Install a new fuse box and sensor floodlight.			
	Comments: Arrived on time and were very courteous throughout the installation. Completed the work on time and cleaned up after. The total cost was very competitive and in my opinion, value for money.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10