



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## Saltire Lock & Security

**NUMBER OF FEEDBACK FORMS RECEIVED: 34 (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 Saltire Lock & Security.

|                                     |  |                        |                |                 |
|-------------------------------------|--|------------------------|----------------|-----------------|
| <p>ONLINE FEEDBACK PROVIDED</p>     | <p>Date received: 6<sup>th</sup> May 2025</p> <p>Total cost of work: £340</p> <p>Description of work: Jammed sliding patio door. Handle removed, lock drilled and some fiddly internal work carried out to release and remove the broken parts. New internal locking mechanism fitted and new lock.</p> <p>Comments: Quick response to my call. Visited and estimate of time and cost given. Visited a few days later and carried out the repair. Kept me updated on how it was going, showed me the broken parts and fitted new ones. Jay was a really nice guy, explained everything, got on with the job and cleaned up after he was finished. He even put up with all my “daft laddie” questions about the job 😊 Would definitely use again!</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: 7 <sup>th</sup> March 2025   |                 |         |          |
|                              | Total cost of work: £128  |                 |         |          |
|                              | Description of work: Took out and replaced lock mechanism on UVPC window in bedroom.  |                 |         |          |
|                              | Comments: So happy with the repair, I called and he came out within 15 mins, assessed the job and explained everything, cost and what was needed, he went away and got the part needed and was all done and dusted shortly after, very pleased. |                 |         |          |
|                              | 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> February 2025  |                 |         |          |
|                              | Total cost of work: £330   |                 |         |          |
|                              | Description of work: Jammed double glazed door. Lock and mechanisms replaced.  |                 |         |          |
|                              | Comments: Highly recommend this company. Extremely quick in replying to my enquiry and completed the job very quickly, efficiently and professionally. Very reasonable price too. Many thanks Jay. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 16 <sup>th</sup> April 2024   |                 |         |          |
|                              | Total cost of work: £250   |                 |         |          |
|                              | Description of work: Replaced locks on all external doors.                             |                 |         |          |
|                              | Comments: Jay was extremely quick, friendly and efficient. Would definitely recommend. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 16 <sup>th</sup> April 2024  |                 |         |          |
|                              | Total cost of work: £315  |                 |         |          |
|                              | Description of work: New component for jammed patio door. New lock for front door.                          |                 |         |          |
|                              | Comments: He was professional and polite, and I would recommend him to anyone with problems with locks etc. |                 |         |          |
|                              | 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> December 2023   |                 |         |          |
|                              | Total cost of work: £340  |                 |         |          |
|                              | Description of work: Carried out repair to front door mechanism including installing new lock to British Standard. Upgraded lock on rear door also to British Standard. |                 |         |          |
|                              | Comments: All work carried out to a high standard and in a professional manner. Would definitely use again and highly recommend.  |                 |         |          |
|                              | 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> April 2023  |                 |         |          |
|                              | Total cost of work: £155  |                 |         |          |
|                              | Description of work: Fit x2 British Standard locks to external front and back doors.  |                 |         |          |
|                              | Comments: Jay provided a reasonably priced quotation and was able to attend within a few hours of initial quotation. He was very professional and courteous throughout and completed the work in a timely manner. I would definitely use him again if needed and would certainly recommend. |                 |         |          |
|                              | 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> February 2023   |                 |         |          |
|                              | Total cost of work: £200  |                 |         |          |
|                              | Description of work: Fix and replace main door mechanism not working.   |                 |         |          |
|                              | Comments: Excellent to deal with a local business and not through a franchise who do not know the area. Very professional and attended when said he would. Excellent clarity on what needed done and costs. Will use again and recommend. Very friendly manner and clearly knows his trade. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 24 <sup>th</sup> January 2023   |                 |         |          |
|                              | Total cost of work: £100   |                 |         |          |
|                              | Description of work: Change lock to fit British Standard lock to front door as key broken in old lock. |                 |         |          |
|                              | Comments: Brilliant service. Fast, professional and a friendly face.                                   |                 |         |          |
|                              | 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> September 2022 |                 |         |          |
|                              | Total cost of work: £160                       |                 |         |          |
|                              | Description of work: Lock replaced.            |                 |         |          |
|                              | Comments: Fast response when called.           |                 |         |          |
|                              | Value for money                                | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 8  | 9               | 10      | 10       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 26 <sup>th</sup> April 2022   |                 |         |          |
|                              | Total cost of work: £250   |                 |         |          |
|                              | Description of work: Fixed lock on window (window jammed internally).  |                 |         |          |
|                              | Comments: Can't speak highly enough Jay. Great job and helpful attitude. Went above and beyond to get the job done. Also very prompt at responses in initial contacts and arriving for quote – plus extremely punctual. Would thoroughly recommend!! |                 |         |          |
|                              | 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> April 2022  |                 |         |          |
|                              | Total cost of work: £175  |                 |         |          |
|                              | Description of work: Replacement of locking mechanism of UPVC front door.   |                 |         |          |
|                              | Comments: I rang up Jay and he fixed my door within 24 hrs. Jay was professional, courteous and friendly. Was 100 % satisfied with a first class service. I would highly recommend him and would use him again. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 28 <sup>th</sup> February 2022  |                 |         |          |
|                              | Total cost of work: £80  |                 |         |          |
|                              | Description of work: To fit new handles on an external double glazed door.   |                 |         |          |
|                              | Comments: Very prompt response and work completed there and then. Would have no hesitation in recommending this company to others. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 3 <sup>rd</sup> February 2022  |                 |         |          |
|                              | Total cost of work: £225  |                 |         |          |
| Customer Ratings (Out of 10) | Description of work: Repair to door and install British Standard lock. Also serviced tilt and turn door.                                      |                 |         |          |
|                              | Comments: Would definitely recommend this company for very quick response to my phone call and excellent professional workmanship. Thank you. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
|                              | 10  | 10              | 10      | 10       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 15 <sup>th</sup> November 2021  |                 |         |          |
|                              | Total cost of work: £255   |                 |         |          |
| Customer Ratings (Out of 10) | Description of work: Broken lock and handles etc replaced.   |                 |         |          |
|                              | Comments: Called at 11:30 was out by 2, explained what was required got door open as lock was broken and replaced the mechanism and handles etc, very quick and efficient, brilliant job, recommend. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
|                              | 10   | 10              | 10      | 10       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 19 <sup>th</sup> October 2021  |                 |         |          |
|                              | Total cost of work: £90   |                 |         |          |
| Customer Ratings (Out of 10) | Description of work: Replaced my front door lock.   |                 |         |          |
|                              | Comments: Brilliant service! I couldn't lock my door and he came straight away and replaced my lock immediately. Really friendly, professional guy and great value for money. Highly recommend. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
|                              | 10  | 10              | 10      | 10       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 13 <sup>th</sup> July 2021   |                 |         |          |
|                              | Total cost of work: £255  |                 |         |          |
|                              | Description of work: To fit full multi-lock locking system, new keys, new door handles, price included labour etc.  |                 |         |          |
|                              | Comments: Phoned Saltire very early in the morning and Jay turned up just after 8am to assess what needed to be done and fully explained everything. Job was finished within the hour with 100% satisfaction. Speedy service just when you need it. Would totally recommend Saltire. Thanks again, keep up the good work. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 3 <sup>rd</sup> June 2021   |                 |         |          |
|                              | Total cost of work: £60  |                 |         |          |
|                              | Description of work: Realignment of patio and back door.   |                 |         |          |
|                              | Comments: Locksmith attended immediately. He was extremely courteous and explained the problems fully. The standard of work and service was exceptional. The cost was very reasonable. |                 |         |          |
|                              | 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> May 2021  |                 |         |          |
|                              | Total cost of work: £90   |                 |         |          |
|                              | Description of work: Replacement front door lock.                                   |                 |         |          |
|                              | Comments: New lock fitted within 24 hours of initial phone call. Excellent service. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 24 <sup>th</sup> February 2021   |                 |         |          |
|                              | Total cost of work: £164  |                 |         |          |
| Customer Ratings (Out of 10) | Description of work: Inspection, advice and fitting of replacement front and back door locks  |                 |         |          |
|                              | Comments: Very happy with costs and service from this company. Would recommend for value for money, quality of work, customer service. Will use again and will recommend to family and friends. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
|                              | 10  | 10              | 10      | 10       |

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 4 <sup>th</sup> September 2020   |                 |         |          |
|                              | Total cost of work: £250  |                 |         |          |
| Customer Ratings (Out of 10) | Description of work: For uPVC house door – multi-point strip, new door handles, new BS lock, labour.  |                 |         |          |
|                              | Comments: This guy is a true perfectionist. Millimeter precision. Took plenty of time to explain the operation of the new lock and to let me try it myself a few times. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
|                              | 9   | 10              | 10      | 10       |

|                              |  |                 |         |          |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 31 <sup>st</sup> December 2019  |                 |         |          |
|                              | Total cost of work: £50  |                 |         |          |
| Customer Ratings (Out of 10) | Description of work: Door handle not working on door with 3 point lock.  |                 |         |          |
|                              | Comments: Phoned Jay at 9am and he managed to come out that morning. Was worried that we would need a whole new lock but Jay discovered that we just needed a longer spindle. All fixed within 15 mins. Great service, very polite and helpful. Happy to recommend. Wish we could find more tradespeople like Jay! |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
|                              | 10   | 10              | 10      | 10       |

|                                 |  |                 |         |          |
|---------------------------------|--|-----------------|---------|----------|
| <p>ONLINE FEEDBACK PROVIDED</p> | <p>Date received: 28<sup>th</sup> August 2019</p> <p>Total cost of work: £105</p> <p>Description of work: Home alarm system was showing a fault and when contacted he agreed to come and look at it - even though it wasn't his field of expertise, he identified the problem and with the help of "phone a friend " was able to locate, collect and fit the faulty equipment (back up battery) and restore harmony in my house.....nice...</p> <p>Comments: Was impressed by his service, would readily recommend and use again myself.</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: 13<sup>th</sup> March 2019</p> <p>Total cost of work: £200</p> <p>Description of work: To strip out old, supply and fit new multi-point middle gear to rear door and British Standard replacement locks to both front and rear UPVC doors.</p> <p>Comments: From telephone point of contact, to arriving at agreed time, Jay took time to explain there was a failure on middle gear and wear on both locks. The value of the work was broken down and confirmed to customer. He represented a professional company and showed best practice in his work ethic to ensure this was carried out efficiently and effectively and that customer was left satisfied that the work was completed to a high standard and secure.</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: 13<sup>th</sup> November 2018</p> <p>Total cost of work: £200</p> <p>Description of work: Fitted 2xBS high security locks to front and back doors and new UPVC door handles to front door.</p> <p>Comments: Very prompt and efficient service. No nonsense professional approach. On arrival 15mins after my call, Jay assessed and discussed what was required as well as what was not (refreshing approach). Work carried out quickly and to a quality standard. Tidy job and completed within the hour. Workmanship excellent and cost effective with guarantee of workmanship provided. Would use again and certainly would recommend.</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>Total cost of the work £50</p> <p>Description of the work undertaken:<br/>Door lock Repaired &amp; fitted</p> <p>Your comments:<br/>A very nice person Couldn't be any nicer very helpful cleaned up after his self Would recommend him to anyone very happy with his work</p> | <p>Date received: 24<sup>th</sup> September 2018</p> <p>Total cost of work: £50</p> <p>Description of work: Door lock repaired and fitted.</p> <p>Comments: A very nice person. Couldn't be any nicer. Very helpful, Cleaned up after his self. Would recommend him to anyone. Very happy with his 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>       |

|   |  |                        |                |                 |
|---|--|------------------------|----------------|-----------------|
| <p>Total cost of the work £ 10.00</p> <p>Description of the work undertaken:<br/>3 KEYS CUT.</p> <p>Your comments:<br/>Very Professional + friendly, sourced my unusual key very quickly Went above + beyond.</p> | <p>Date received: 10<sup>th</sup> September 2018</p> <p>Total cost of work: £10</p> <p>Description of work: 3 keys cut.</p> <p>Comments: Very professional and friendly, sourced my unusual key very quickly. Went above and beyond.</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>Total cost of the work £ 215</p> <hr/> <p>Description of the work undertaken:<br/> Fitted new heavy duty window lock to bedroom window<br/> New Handles to back door } 2 x British Standard Locks<br/> &amp; Patio Door</p> <hr/> <p>Your comments:<br/> Was impressed with quality of work done. Trader was very pleasant &amp; responded quickly to telephone call - arrived within 20 minutes. Trader left property as he found it. Would recommend.</p> | <p>Date received: 10<sup>th</sup> September 2018</p> <p>Total cost of work: £215</p> <p>Description of work: Fitted new heavy duty window lock to bedroom window. New handles to back door and patio door – 2 x British Standard locks.</p> <p>Comments: Was impressed with quality of work done. Trader was very pleasant and responded quickly to telephone call – arrived within 20 minutes. Trader left property as he found it. Would recommend.</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>Total cost of the work £</p> <hr/> <p>Description of the work undertaken:<br/> CHANGED ALL THE LOCKS IN HOUSE<br/> WHEN WE RETURNED TO OUR HOUSE AFTER<br/> RENTING IT OUT FOR A PERIOD</p> <hr/> <p>Your comments:<br/> JOHN CARRIED OUT THE WORK IN<br/> A TIMELY FASHION AND CLEANED UP<br/> AFTER HIMSELF</p> | <p>Date received: 3<sup>rd</sup> September 2018</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Changed all the locks in house when we returned to our house after renting it out for a period.</p> <p>Comments: John carried out the work in a timely fashion and cleaned up after himself.</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>Total cost of the work £ £210</p> <hr/> <p>Description of the work undertaken:<br/> CHANGE LOCK AND MECHANISM<br/> ON BACK DOOR.</p> <hr/> <p>Your comments:<br/> GREAT GUY EXCELLENT WORK<br/> AND VERY REASONABLE.<br/> GET THIS GUY ON BOARD!!</p> | <p>Date received: 31<sup>st</sup> August 2018</p> <p>Total cost of work: £210</p> <p>Description of work: Change lock and mechanism on back door.</p> <p>Comments: Great guy. Excellent work and very reasonable. Get this guy on board!!</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>       |