



# Comments and Ratings Almondvale Plumbing & Heating Services

12 Stevenson Court, Livingston,  
West Lothian, EH54 5NW  
01506 436717

**NUMBER OF FEEDBACK FORMS RECEIVED: 13**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.7**

Feedback forms are completed by previous customers, rating their experience of dealing with Almondvale Plumbing & Heating Services.

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?	9.1
<b>Quality of Work</b> How satisfied were you with the quality of the job on completion?	9.8
<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?	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)	92%	8%	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)	92%	0%	8%
<b>Give you a receipt or invoice at the end of the job?</b>	92%	8%	0%

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

## CUSTOMER COMMENTS

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> January 2018			
	Total cost of work: £90			
	Description of work: My electric shower stopped working. Simon identified that there was power getting to the shower, but that it was the pull string unit that was not working.			
	Comments: When I called, Simon was very friendly and kind enough to agree to come out that day. Once he had identified what was wrong he nipped out to go and buy the part and came back and fixed the unit for me. He was very friendly, professional, informative and helpful. I would have no hesitation in getting him out to do other work and I would recommend him to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	9

Total cost of the work £2300.00 <hr/> Description of the work undertaken: SUPPLY & FIT & COMMISSION NEW GAS COMBI BOILER. <hr/> <hr/> <hr/> Your comments: MR HUNT CAME OUT PROMPTLY, WHEN CONTACTED ABOUT BOILER REPLACEMENT. GAVE QUOTATION FOR VARIOUS BOILERS & COSTS, NO PRESSURE SALES. JOB WAS COMPLETED ON DAY AGREED, IN A PROFESSIONAL AND COURTEOUS MANNER AND VERY TIDY.	Date received: 9 <sup>th</sup> June 2016			
	Total cost of work: £2300			
	Description of work: Supply and fit and commission new gas combi boiler.			
	Comments: Mr Hunt came out promptly when contacted about boiler replacement, gave quotation for various boilers and costs, no pressure sales. Job was completed on day agreed in a professional and courteous manner and very tidy.			
	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> June 2016			
	Total cost of work: £180			
	Description of work: Repair to central heating boiler with water leaks and pressure faults.			
	Comments: Had several issues with our central heating boiler to the extent that we thought that it would have to be replaced. I called Simon and he promptly responded by visiting us within the hour and told us quite honestly that there was no need to have the boiler replaced and that it was repairable. We left Simon to get on with it he went and sourced the required spares and the boiler was up and running again within hours. A honest, clean, tidy and professional individual.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 <sup>rd</sup> March 2016			
	Total cost of work: £40			
	Description of work: Remove gas fire, remove gas pipe to fire and cap.			
	Comments: Very professional, fast and friendly service and displayed and showed me his Gas Safe credentials without being asked, cleaned up and checked work prior to leaving, would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> February 2016			
	Total cost of work: £400			
	Description of work: Service hot water tank, fix leaking tap, replace broken shower, remove old sink and tap.			
	Comments: Arrived on time, courteous, listened to problems, resolved them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 15<sup>th</sup> February 2016</p> <p>Total cost of work: £82</p> <p>Description of work: Repairs to kitchen sink waste. Replace and rebuild kitchen sink waste pipes.</p> <p>Comments: A simple leak due to incorrect trap and the fitting of a flexible waste pipe meant that the whole sink waste system had to be replaced with new. Firm contacted on Friday and plumber (Dave) arrived at the agreed time on Monday (8:30). Job assessed. Dave had to go and get new trap and replace old system in total. Job was carried out in one hour. Excellent work, quick and professional service provided. Work area cleaned up after job completed. No hesitation in employing firm again.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 26<sup>th</sup> January 2016</p> <p>Total cost of work: £376</p> <p>Description of work: Trouble shoot and repair central heating and hot water system.</p> <p>Comments: Simon was very friendly and knowledgeable and quickly found the source of the problem, I required a new central heating pump and a replacement cold water tap and valve which had sheared off. Excellent service and would definitely use again, highly recommended.</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>REPLACEMENT OF HOT WATER AND HEATING SYSTEM WITH A COMBI BOILER. NEW SHOWER INSTALLATION</p> <hr/> <p>Your comments:</p> <p>I FEEL THE WORK WAS CARRIED OUT PROFESSIONALLY WITHIN THE AGREED COST AND TIME FRAME. THE WORK WAS DONE CAREFULLY</p>	<p>Date received: 20<sup>th</sup> August 2015</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Replacement of hot water and heating system with a combi boiler. New shower installation.</p> <p>Comments: I feel the work was carried out professionally within the agreed cost and time frame. The work was done carefully.</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>9</td> <td>8</td> <td>10</td> <td>10</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	9	8	10	10
Value for money	Quality of work	Service	Tidiness						
9	8	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 1000</p> <hr/> <p>Description of the work undertaken:</p> <p>New bathroom floor as had leak in tiles and floorboards became warped.</p> <hr/> <p>Your comments:</p> <p>Pleased with result</p>	<p>Date received: 12<sup>th</sup> December 2013</p> <p>Total cost of work: £1000</p> <p>Description of work: New bathroom floor as had leak and tiles and floorboards became warped.</p> <p>Comments: Pleased with result.</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>7</td> <td>10</td> <td>10</td> <td>10</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	7	10	10	10
Value for money	Quality of work	Service	Tidiness						
7	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £</p> <hr/> <p>Description of the work undertaken:</p> <p>MAINTENANCE OF OLD COMBI SUPPLY AND FITTING OF NEW COMBI BOILER</p> <hr/> <p>Your comments:</p> <p>A FATHER AND SON OPERATION I FEEL THEY ARE VERY TRUSTWORTHY</p>	<p>Date received: 21<sup>st</sup> October 2013</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Maintenance of old combi. Supply and fitting of new combi boiler.</p> <p>Comments: A father and son operation, I feel they are very trustworthy.</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>9</td> <td>9</td> <td>10</td> <td>10</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	9	9	10	10
Value for money	Quality of work	Service	Tidiness						
9	9	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 3500</p> <p>Description of the work undertaken: <i>Supply and Remove old boiler + pipework from kitchen. Resite new boiler in garage and instal necessary pipework. Remove hot water tank and header tank. Dispose of all waste. Instal 4 new radiators in living room + kitchen/diner.</i></p> <p>Your comments: <i>First class job carried out on all aspects. Clear explanations given on progress and any issues. Ongoing support and service excellent</i></p>	<p>Date received: 21<sup>st</sup> October 2013</p> <p>Total cost of work: £3500</p> <p>Description of work: Remove old boiler and pipe work from kitchen. Supply and resite new boiler in garage and install necessary pipe work. Remove hot water tank and header tank. Dispose of all waste. Install 4 new radiators in living room and kitchen/diner.</p> <p>Comments: First class job carried out on all aspects. Clear explanations given on progress and any issues. Ongoing support and service excellent.</p>								
<p>Customer Ratings (Out of 10)</p>	<table border="1"> <thead> <tr> <th data-bbox="833 548 1024 672">Value for money</th> <th data-bbox="1024 548 1193 672">Quality of work</th> <th data-bbox="1193 548 1348 672">Service</th> <th data-bbox="1348 548 1503 672">Tidiness</th> </tr> </thead> <tbody> <tr> <td data-bbox="833 672 1024 761">9</td> <td data-bbox="1024 672 1193 761">10</td> <td data-bbox="1193 672 1348 761">10</td> <td data-bbox="1348 672 1503 761">10</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	9	10	10	10
Value for money	Quality of work	Service	Tidiness						
9	10	10	10						

<p>Total cost of the work £ 3000</p> <p>Description of the work undertaken: <i>Fitted New Shower Room cubicle Basin Toilet.</i></p> <p>Your comments: <i>THIS WAS AN INSURANCE JOB.</i></p>	<p>Date received: 5<sup>th</sup> September 2013</p> <p>Total cost of work: £3000</p> <p>Description of work: Fitted new shower room, cubicle, basin, toilet.</p> <p>Comments: This was an insurance job.</p>								
<p>Customer Ratings (Out of 10)</p>	<table border="1"> <thead> <tr> <th data-bbox="833 1126 1024 1249">Value for money</th> <th data-bbox="1024 1126 1193 1249">Quality of work</th> <th data-bbox="1193 1126 1348 1249">Service</th> <th data-bbox="1348 1126 1503 1249">Tidiness</th> </tr> </thead> <tbody> <tr> <td data-bbox="833 1249 1024 1341">10</td> <td data-bbox="1024 1249 1193 1341">10</td> <td data-bbox="1193 1249 1348 1341">10</td> <td data-bbox="1348 1249 1503 1341">10</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	10	10	10	10
Value for money	Quality of work	Service	Tidiness						
10	10	10	10						

<p>Total cost of the work £ 3,000 +</p> <p>Description of the work undertaken: <i>New central heating boiler + new bathroom suite and separate shower room</i></p> <p>Your comments: <i>Very fair price, quick and extremely tidy job. Very willing to explain, help and return with further support</i></p>	<p>Date received: 4<sup>th</sup> September 2013</p> <p>Total cost of work: £3000+</p> <p>Description of work: New central heating boiler and new bathroom suite and separate shower room.</p> <p>Comments: Very fair price, quick and extremely tidy job. Very willing to explain, help and return with further support.</p>								
<p>Customer Ratings (Out of 10)</p>	<table border="1"> <thead> <tr> <th data-bbox="833 1767 1024 1890">Value for money</th> <th data-bbox="1024 1767 1193 1890">Quality of work</th> <th data-bbox="1193 1767 1348 1890">Service</th> <th data-bbox="1348 1767 1503 1890">Tidiness</th> </tr> </thead> <tbody> <tr> <td data-bbox="833 1890 1024 1980">10</td> <td data-bbox="1024 1890 1193 1980">10</td> <td data-bbox="1193 1890 1348 1980">10</td> <td data-bbox="1348 1890 1503 1980">9</td> </tr> </tbody> </table>	Value for money	Quality of work	Service	Tidiness	10	10	10	9
Value for money	Quality of work	Service	Tidiness						
10	10	10	9						