



Comments and Ratings

Kelbar Ltd

40 Daisyhill Road, Blackburn,
West Lothian, EH47 7EH
01506 635704

NUMBER OF FEEDBACK FORMS RECEIVED: 28
AVERAGE SATISFACTION SCORE (OUT OF 10): 9.2

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

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

Customer Satisfaction	Average out of 10 (10 being best)
Value for Money How reasonable were the charges for the work undertaken?	9.3
Quality of Work How satisfied were you with the quality of the job on completion?	9.1
Service How professional, courteous and considerate was the trader?	9.3
Tidiness Did the trader leave your property in a clean and tidy condition?	9.1

The following questions were also asked:

Did the Trader...	Yes	No	N/A
Explain all the costs? (including labour, VAT, call out charge, etc)	100%	0%	0%
Give an estimate or quotation at the start of the job?	100%	0%	0%
Keep you informed of any changes? (including costs, timeframe, etc)	79%	7%	14%
Give you a receipt or invoice at the end of the job?	86%	3%	11%

Question	Yes
Would you recommend this trader to a friend?	93%

CUSTOMER COMMENTS

ONLINE FEEDBACK PROVIDED	Date received: 26 th October 2020			
	Total cost of work: £1450			
	Description of work: Refit and upgrade bathroom.			
	Comments: Fantastic workmanship and excellent customer service. Would highly recommend. Reasonable cost and expertise advice given throughout project.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th October 2020			
	Total cost of work: £300			
	Description of work: Was supposed to be laying new flooring in two of our rooms but no work was actually done.			
	Comments: Booked weeks in advance and they never showed up. We had to prep the room and remove furniture in advance of their arrival only for them not to turn up. Very poor communication resulting in us sitting waiting in our house for two days. Ended up cancelling the work and arranging another company. House had to remain in disarray for much longer than needed while we replace this company. Very unprofessional all round and we still don't have an explanation or a genuine apology.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	5	1	1	1

ONLINE FEEDBACK PROVIDED	<p>Date received: 26th September 2019</p> <p>Total cost of work: £350</p> <p>Description of work: Replace cold water supply pipe, fit breather pipe to existing ground pipe and cap external drains.</p> <p>Comments: Failed to show on agreed date – accepted quote on 26th July for start on 18th September. I contacted them, was asked to send copy of the email they sent me confirming start date – perhaps they didn't believe me. No further communication from them although sent further email and telephoning them again. I assumed they no longer want the work. Poor communication, failed to undertake agreed work and lacking apology. Poor customer relationship</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	5	1	1	1

ONLINE FEEDBACK PROVIDED	<p>Date received: 4th July 2019</p> <p>Total cost of work: £5000</p> <p>Description of work: Refurbished bathroom to wet room.</p> <p>Comments: Nigel was excellent in giving us the quote and giving advice. Paul the plumber arrived every day on time and was very hard working throughout the week. Tidied up every day when finished. Would definitely recommend for their professionalism.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 10th October 2017</p> <p>Total cost of work: £450</p> <p>Description of work: Kitchen tiling.</p> <p>Comments: This work was very professionally carried out and looked very smart on completion.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 th June 2017			
	Total cost of work: £785			
	Description of work: Removal of damaged shower tray. Fitting of new tray and accessories supplied by customer. Removal of shower screen and refitting of same. Supply and fitting of wet wall.			
	Comments: We were very pleased with the all round service given by Kelbar. From the attentiveness of the lady taking the enquiry on the phone, the keeping to timing arranged by Nigel right through to the two trades personnel who carried out the work. I would certainly have them back to do work and recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th February 2017			
	Total cost of work: £1000			
	Description of work: Various maintenance tasks in several properties.			
	Comments: I am very satisfied with Kelbar Ltd. I find them to be much more professional and better value for money than two other property maintenance companies I have used in Livingston.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th February 2017			
	Total cost of work: £500			
	Description of work: Plastering and painting work.			
	Comments: We were very happy with the service we received. Nigel came to quote soon after my initial call, gave a detailed estimate, then two painters arrived and completed the job on time and to a high standard. They were friendly and efficient and the room they did looks great. I would happily use Kelbar again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 th November 2016			
	Total cost of work: £1820			
	Description of work: Convert bathroom to wet room.			
	Comments: Absolutely superb. Very professional, considerate and their timekeeping was fantastic. Very hardworking. Couldn't recommend enough.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 th October 2016			
	Total cost of work: £2350			
	Description of work: Ripped out old bathroom and fitted new bathroom, wet wall installed and floor tiled.			
	Comments: Very pleased with outcome of new bathroom. Very reasonable priced. Work carried out was to a high standard and correspondence was excellent. Will definitely be recommending to friends and family. Thanks Kelbar.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 12 th September 2016			
	Total cost of work: £120			
	Description of work: Replacement mixer tap.			
	Comments: Fast and efficient, friendly service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 9th September 2016</p> <p>Total cost of work: Not provided</p> <p>Description of work: Strip out old kitchen. Re-plaster ceiling and walls in kitchen and dining room. Carry out electrics – new spotlights, additional sockets, move boiler control, create grid switches and install LED reel lighting under units. Install new kitchen (supplied by ourselves), integrated appliances, re-decoration throughout, lay new flooring, skirting and facings. Install a new radiator and block up old air vent. Take out old and install new front door and French doors to dining room.</p> <p>Comments: AMAZING! Nigel and his team are complete professionals. Prior to work starting he provided a detailed quote, was happy to make any changes and kept us well informed. His team are very efficient and tidy. They sought my opinion on any queries they had and made appropriate suggestions. Nigel offered total reassurance. We are absolutely delighted with the high standard finish and we highly recommend Kelbar. Thank you!</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 1st August 2016</p> <p>Total cost of work: £150</p> <p>Description of work: Install flat screen TV and fix wooden flooring.</p> <p>Comments: Nigel and team provide excellent property maintenance at reasonable prices. I highly recommend Kelbar and will be using their services in the future.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	8	9	10	9

ONLINE FEEDBACK PROVIDED	<p>Date received: 1st August 2016</p> <p>Total cost of work: £1188</p> <p>Description of work: Painting of exterior windows and doors and renewing of mastic and putty on windows.</p> <p>Comments: We tried to get quotes from four contractors under West Lothian Trusted Traders - painters and decorators. There was no answer from the first two and no response to voicemails left. One more did not reply to an email. Kelbar replied and Mr Kelly visited the following day to inspect the work to be done. Very pleased and will be contacting Kelbar soon for interior decoration.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 11th April 2016</p> <p>Total cost of work: £850</p> <p>Description of work: Due to a leak in bathroom, part of the floor was rotten. Bath and shower screen were removed and rotten floorboards were taken out. A couple of the joists were repaired and new floor boards were fitted then the bath was refitted, resealed and reconnected to water supply.</p> <p>Comments: Everything was done to my satisfaction. They turned up when they were supposed to and kept me informed of what they were doing. Any waste was removed and the room left tidy and without any mess when they were finished. No hidden "extras". The price quoted right at the start was the amount I had to pay. Very trustworthy and I will be calling them first if I need any other repairs done to my home.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 th March 2016			
	Total cost of work: £300			
	Description of work: Removing oil stains from driveway.			
	Comments: Nige provided a quote for the work and his team arrived on the agreed date for their work. They had all the correct resources for the job and were thorough in their approach. Nige inspected the work at the halfway stage and instructed his team to repeat the treatment leaving the driveway spotless. Excellent, friendly service and a dedicated focus on customer satisfaction and attention to detail. I would highly recommend Nige and Kelbar to anyone!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 th March 2016			
	Total cost of work: £100			
	Description of work: To replace two storm damaged/dislodged ridge tiles on front porch roof of detached bungalow.			
	Comments: The job was undertaken at a fair price and carried out in a professional manner by the firm's qualified roofer. The owner/manager of the firm inspected the work on completion.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	9

ONLINE FEEDBACK PROVIDED	Date received: 23 rd March 2016			
	Total cost of work: £3250			
	Description of work: Strip out old bathroom and install new one.			
	Comments: Great service, workmanship and nice people to deal with. No hesitation in recommending this company and would certainly use them again.			
	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><i>Plaster skim hall, stairway top landing and ceilings. Paint ceilings hang wallpaper in hall, stairway and top landing.</i></p> <p>Your comments:</p> <p><i>All this work was carried out very efficiently with little inconvenience to me</i></p>	<p>Date received: 6th October 2015</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Plaster skim hall, stairway, top landing and ceilings. Paint ceilings, hang wallpaper in hall, stairway and top landing.</p> <p>Comments: All this work was carried out very efficiently with little inconvenience to me.</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>9</p>

<p>Total cost of the work £ <i>1724</i></p> <hr/> <p>Description of the work undertaken:</p> <p><i>Remove existing shower screen Wet wall & tiling disconnect and re-site double socket in bedroom - attic strip out wardrobe partition & plasterboard create a larger en-suite space, fit supplied shower tray riser kit and screen, fit a supplied radiator, supply and fit wet wall and coving. Supply and fit safety glass ornamental shelving, fit a light switch in bedroom. Supply and fit a double socket in kitchen.</i></p> <p>Your comments:</p> <p><i>I would have no hesitation in recommending Kelbar Ltd to carry out work in an honest and professional manner their commitment to complete the job in a timely manageable slot ensuring customer satisfaction is met. A trustworthy team of experts</i></p>	<p>Date received: 6th October 2015</p> <p>Total cost of work: £1724</p> <p>Description of work: Remove existing shower screen, wet wall and tiling. Disconnect and re-site double socket in bedroom – attic strip out wardrobe, partition and plasterboard, create a larger en-suite space, fit supplied shower tray riser kit and screen, fit a supplied radiator, supply and fit wet wall and coving. Supply and fit safety glass ornamental shelving, fit a light switch in bedroom. Supply and fit a double socket in kitchen.</p> <p>Comments: I would have no hesitation in recommending Kelbar Ltd to carry out work in an honest and professional manner. Their commitment to complete the job in a timely manageable slot ensuring customer satisfaction is met. A trustworthy team of experts.</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:</p> <p><i>1. FIT LAMINATE FLOORING IN DOWNSTAIRS AREA OF HOUSE</i></p> <p><i>2. FIT NEW CEILING IN LIVING ROOM</i></p> <p>Your comments:</p> <p><i>VERY PLEASED WITH THE QUALITY OF WORK AND PRICE.</i></p> <p><i>WILL USE THIS COMPANY FOR ALL FUTURE WORK.</i></p>	<p>Date received: 26th November 2014</p> <p>Total cost of work: Not provided</p> <p>Description of work: 1. Fit laminate flooring in downstairs area of house. 2. Fit new ceiling in living room.</p> <p>Comments: Very pleased with the quality of work and price. Will use this company for all future 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 £</p> <hr/> <p>Description of the work undertaken:</p> <p><i>New bathroom Fitted</i></p> <p><i>and downstairs Toilet Tiled</i></p> <hr/> <p>Your comments:</p> <p><i>ALL work was finished to a very high standard and was very pleased with it all</i></p>	<p>Date received: 4th September 2014</p> <p>Total cost of work: Not provided</p> <p>Description of work: New bathroom fitted and downstairs toilet tiled.</p> <p>Comments: All work was finished to a very high standard and was very pleased with it all.</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 £ <i>8910</i></p> <hr/> <p>Description of the work undertaken:</p> <p><i>Property Refurbishment - new kitchen, bathroom, re-decorated throughout, re-floored throughout (laminata & carpets), electrical works & testing, tidy up of garden & exterior.</i></p> <hr/> <p>Your comments:</p> <p><i>I have used Kelbar Ltd for 5 years for my own property & property investments as a landlord. I've used them for on-going maintenance & property refurbishment. Always reliable and professional, I would fully recommend them.</i></p>	<p>Date received: 13th March 2014</p> <p>Total cost of work: £8910</p> <p>Description of work: Property refurbishment – new kitchen, bathroom, re-decorated throughout, re-floored throughout (laminata and carpets), electrical works and testing, tidy up of gardens and exterior.</p> <p>Comments: I have used Kelbar Ltd for 5 years for my own property and property investments as a landlord. I've used them for ongoing maintenance and property refurbishment. Always reliable and professional, I would fully recommend them.</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>8</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ <i>2,650</i></p> <hr/> <p>Description of the work undertaken:</p> <p><i>Kitchen refit, hall redecoration, new doors fitted, bathroom re-plastered.</i></p> <hr/> <p>Your comments:</p> <p><i>Very professional workers. Very tidy. Work completed on time and to a very high standard. Excellent.</i></p>	<p>Date received: 9th January 2014</p> <p>Total cost of work: £2650</p> <p>Description of work: Kitchen refit, hall redecoration, new doors fitted, bathroom re-plastered.</p> <p>Comments: Very professional workers. Very tidy. Work completed on time and to a very high standard. Excellent.</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: £ Approx £2,000</p> <p>Description of the work undertaken: Replace gutters, point brickwork Tiled shower room, tiled small entrance hall Laid laminate flooring Updated bathroom.</p> <p>Your comments: All carried out to my complete satisfaction All these jobs were carried out over a few months as we renovated our current property</p>	<p>Date received: 9th October 2013</p> <p>Total cost of work: Approx £2000</p> <p>Description of work: Replace gutters, point brickwork. Tiled shower room, tiled small entrance hall, laid laminate flooring. Update bathroom.</p> <p>Comments: All carried out to my complete satisfaction. All these jobs were carried out over a few months as we renovated our current property.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work: £ 495</p> <p>Description of the work undertaken: Pressure wash & re-sand drive Dig out existing chipped area Insert membrane Re-chip area with new chips</p> <p>Your comments: Very satisfied with all work undertaken Will use Kelbar in the future</p>	<p>Date received: 24th September 2013</p> <p>Total cost of work: £495.00</p> <p>Description of work: Pressure wash and re-sand drive. Dig out existing chipped area. Insert membrane. Re-chip area with new chips.</p> <p>Comments: Very satisfied with all work undertaken. Will use Kelbar in the future.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	10	10

<p>Total cost of the work: £ Various jobs done at various prices!</p> <p>Description of the work undertaken: Repair work to bathroom, ensuite & kitchen * Kitchen * Worktops etc</p> <p>Your comments: Very Reliable Company</p>	<p>Date received: 4th September 2013</p> <p>Total cost of work: Various jobs done at various prices.</p> <p>Description of work: Repair work to bathroom, ensuite and kitchen, worktops etc.</p> <p>Comments: Very reliable company.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	8

Total cost of the work £

4375

Description of the work undertaken:

COMPLETE NEW BATHROOM - SHOWER, TOILET

WASH HAND BASIN - VANITY UNITS - TILING

PAINTING - NEW CEILING - NEW LIGHTING

NEW DOOR - NEW FLOORING - NEW RADIATOR

RE-FELT SHED + CREOSOTE - REPAIR FENCE + PAINT

Your comments:

TOP CLASS WORK + WORKERS

Date received: 3rd September 2013

Total cost of work: £4375.00

Description of work: Complete new bathroom – shower, toilet, wash hand basin, vanity units, tiling, painting, new ceiling, new lighting, new door, new flooring, new radiator.

Re-felt shed and creosote. Repair fence and paint.

Comments: Top class work and workers.

Value for money

Quality of work

Service

Tidiness

Customer Ratings (Out of 10)

10

10

10

10