



# Comments and Ratings

## Kelbar Ltd

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

**NUMBER OF FEEDBACK FORMS RECEIVED: 23**  
**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8**

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:

<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?	9.6
<b>Quality of Work</b> How satisfied were you with the quality of the job on completion?	9.7
<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?	9.7

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)	83%	0%	17%
<b>Give you a receipt or invoice at the end of the job?</b>	100%	0%	0%

Question	Yes
Would you recommend this trader to a friend?	100%

## CUSTOMER COMMENTS

ONLINE FEEDBACK PROVIDED.	Date received: 29 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> September 2016			
	Total cost of work: £120			
ONLINE FEEDBACK PROVIDED.	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.	Date received: 9 <sup>th</sup> September 2016			
	Total cost of work: Not provided			
ONLINE FEEDBACK PROVIDED.	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.			
	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!			
	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 2016			
	Total cost of work: £150			
	Description of work: Install flat screen TV and fix wooden flooring.			
	Comments: Nigel and team provide excellent property maintenance at reasonable prices. I highly recommend Kelbar and will be using their services in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	10	9

ONLINE FEEDBACK PROVIDED.	Date received: 1 <sup>st</sup> August 2016			
	Total cost of work: £1188			
	Description of work: Painting of exterior windows and doors and renewing of mastic and putty on windows.			
	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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED.	<p>Date received: 11<sup>th</sup> 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>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED.	<p>Date received: 29<sup>th</sup> March 2016</p> <p>Total cost of work: £300</p> <p>Description of work: Removing oil stains from driveway.</p> <p>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!</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED.	Date received: 29 <sup>th</sup> March 2016			
	Total cost of work: £100			
Customer Ratings (Out of 10)	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
	9	9	9	9

ONLINE FEEDBACK PROVIDED.	Date received: 23 <sup>rd</sup> March 2016			
	Total cost of work: £3250			
Customer Ratings (Out of 10)	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
	10	10	10	10

Total cost of the work £ <hr/> Description of the work undertaken: <i>Plaster skim hall, stairway top landing and ceilings. Paint ceilings hang wallpaper in hall, stairway and top landing.</i>	Date received: 6 <sup>th</sup> October 2015			
	Total cost of work: Not provided.			
Your comments: <i>All this work was carried out very efficiently with little inconvenience to me</i>	Description of work: Plaster skim hall, stairway, top landing and ceilings. Paint ceilings, hang wallpaper in hall, stairway and top landing.			
	Comments: All this work was carried out very efficiently with little inconvenience to me.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	9

<p>Total cost of the work £: 1724</p> <hr/> <p>Description of the work undertaken:</p> <p>REMOVE EXISTING SHOWER SCREEN, WET WALL &amp; TILING. DISCONNECT &amp; RE-SITE DOUBLE SOCKET IN BEDROOM - ATTIC STRIP OUT WARDROBE, PARTITION &amp; PLASTERBOARD. CREATE A LARGER EN-SUITE SPACE. FIT SUPPLIED SHOWER TRAY RISER KIT &amp; SCREEN. FIT A SUPPLIED RADIATOR, SUPPLY &amp; FIT WET WALL &amp; COVERING. SUPPLY &amp; FIT SAFETY GLASS ORNAMENTAL SHELVING. FIT ALIEN SWITCH IN BEDROOM (SUPPLY &amp; FIT A DOUBLE SOCKET IN KITCHEN).</p> <hr/> <p>Your comments:</p> <p>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>Date received: 6<sup>th</sup> 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> <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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<p>Total cost of the work £:</p> <hr/> <p>Description of the work undertaken:</p> <p>① FIT LAMINATE FLOORING IN DOWNSTAIRS AREA OF HOUSE</p> <p>② FIT NEW CEILING IN LIVING ROOM</p> <hr/> <p>Your comments:</p> <p>VERY PLEASED WITH THE QUALITY OF WORK AND PRICE.</p> <p>WILL USE THIS COMPANY FOR ALL FUTURE WORK.</p>	<p>Date received: 26<sup>th</sup> 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> <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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<p>Total cost of the work £:</p> <hr/> <p>Description of the work undertaken:</p> <p>NEW BATHROOM FITTED AND DOWNSTAIRS TOILET TILED</p> <hr/> <p>Your comments:</p> <p>ALL WORK WAS FINISHED TO A VERY HIGH STANDARD AND WAS VERY PLEASED WITH IT ALL.</p>	<p>Date received: 4<sup>th</sup> 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> <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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<p>Total cost of the work £ 8910</p> <hr/> <p>Description of the work undertaken:  <u>Property Refurbishment - new kitchen, bathroom, re-decorated throughout, re-floored throughout (laminates &amp; carpets), electrical works &amp; testing, tidy up of garden &amp; exterior.</u></p> <hr/> <p>Your comments:  <u>I have used Kelbar Ltd for 5 years for my own property &amp; property investments as a landlord. I've used them for ongoing maintenance &amp; property refurbishment. Always reliable and professional, I would fully recommend them.</u></p>	<p>Date received: 13<sup>th</sup> 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 (laminates 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 £ 2650</p> <hr/> <p>Description of the work undertaken:  <u>Kitchen refit, hall redecoration, new doors fitted, bathroom re-plastered.</u></p> <hr/> <p>Your comments:  <u>Very professional workers. Very tidy. Work completed on time and to a very high standard. Excellent.</u></p>	<p>Date received: 9<sup>th</sup> 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, £  <u>Approx £2000</u></p> <hr/> <p>Description of the work undertaken:  <u>Replace gutters, point brickwork  Tiled shower room tiled small entrance hall  Laid laminate flooring  Updated bathroom.</u></p> <hr/> <p>Your comments:  <u>All carried out to my complete satisfaction  All these jobs were carried out over a few months as we renovated our current property</u></p>	<p>Date received: 9<sup>th</sup> 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>			
<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 \$ 495</p> <p>Description of the work undertaken:  <u>PRESSURE WASH &amp; RE SAND DRIVE</u>  <u>DIG OUT EXISTING CHIPPED AREA</u>  <u>INSERT MEMBRANE</u>  <u>RE CHIP AREA WITH NEW CHIPS</u></p> <p>Your comments:  <u>VERY SATISFIED WITH ALL WORK UNDERTAKEN</u>  <u>WILL USE KELBAR IN THE FUTURE</u></p>	<p>Date received: 24<sup>th</sup> 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>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>8</p>	<p>9</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work \$ VARIOUS JOBS DONE AT VARIOUS PRICES!</p> <p>Description of the work undertaken:  <u>REPAIR WORK TO BATHROOM, ENSUITE &amp; KITCHEN</u>  <u>* KITCHEN * WORKTOPS</u></p> <p>Your comments:  <u>VERY RELIABLE COMPANY</u></p>	<p>Date received: 4<sup>th</sup> 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>			
<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>9</p>	<p>10</p>	<p>8</p>	<p>8</p>

<p>Total cost of the work \$ 4375</p> <p>Description of the work undertaken:  <u>COMPLETE NEW BATHROOM - SHOWER, TOILET</u>  <u>WASH HAND BASIN - VANITY UNITS - TILING</u>  <u>PAINTING - NEW CEILING - NEW LIGHTING</u>  <u>NEW DOOR - NEW FLOORING - NEW RADIATOR</u>  <u>RE-FELT SHED + CREOSOTE - REPAIR FENCE + PAINT</u></p> <p>Your comments:  <u>TOP CLASS WORK &amp; WORKERS</u></p>	<p>Date received: 3<sup>rd</sup> September 2013</p> <p>Total cost of work: £4375.00</p> <p>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.</p> <p>Comments: Top class work and workers.</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>10</p>