

COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Property Matters

NUMBER OF FEEDBACK FORMS RECEIVED: 261 (showing most recent 30)

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8

The following feedback forms have been completed by previous customers, rating their experience of dealing with Property Matters.

| Total cost of the work £ 750 | Date received: 17 th December 2025 | | | |
|--|--|-----------------|---------|----------|
| Description of the work undertaken: | Total cost of work: £750 | | | |
| EMULSION WAYS + CALINGS ON LARGE STATISTS | Description of work: To fix walls to good condition, emulsion walls and ceilings on large staircase. | | | |
| Your comments: Whork done to an excellent standard. Gary was very friendly and professional. | Comments: Work done to an excellent standard. Gary was very friendly and professional. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| Total cost of the work £ \ \ SO | Date received: 25 th April 2025 | | | | |
|---|--|-----------------|---------|----------|--|
| Description of the work undertaken: | Total cost of work: £1150 | | | | |
| SMALL FLAT, WALLS, CEILINGS, WOODWOLK TO A FINISH | Description of work: Prep walls in all areas, emulsic small flat, walls, ceilings, woodwork to a finish. | | | | |
| Your comments: | Comments: Fantastic work. Great guy. | | | | |
| | Value for money | Quality of work | Service | Tidiness | |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 | |

| Description of the work undertaken: TAKE DOWN WATER DAMAGED KITCHEN CEILING, REPULE WITH NEW PUSTERBOARD, AIMES TAPE, SKIM (EILING WITH PUSTER, EMULSION TO A FINISH YOUR COMMENTS: GREAT SERVICE FROM GAMM, LEDT ME UP TO DATE WITH ALL OF THE LIORK AND ARRIVED ON TIME EVERY DAY HE WAS NEVE. THE STAWDARD | Date received: 19th March 2025 Total cost of work: £800 Description of work: Take down water damaged kitchen ceiling, replace with new plasterboard, aim tape, skim ceiling with plaster, emulsion to finish. Comments: Great service from Gary. Kept me up date with all of the work and arrived on time every day he was here. The standard of work was actual better than the original which I was impressed with So very happy with all aspects of this job. | | ard, aimes finish. me up to he every has actually | |
|---|---|-----------------|---|----------|
| OF WORK WAS ACTUMN BETTER THAN THE ORIGINAL WHICH I WAS IMPRESSED WITH. SO YEAR HAPPY NITH ALL ASSECTS OF THIS TOB. | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

Date received: 10th March 2025 Total cost of the work £ 1200 Total cost of work: £1200 Description of work: Multiple jobs done on a rented RENTED PROPERTY AS FOLLOWS property as follows. Treat mould in area's, fix door TREAT MOULD BU AREA'S, FIX DOOR HANDLES, NEW TOILET handles, new toilet, re-grout shower, fix smoke alarms, emulsion all rooms, repairs to flooring. RE-GROUT SHOWER, FIX SMOKE ACREMS, EMULSION AY ROOMS Your comments: REPAIRS TO FLOORING Comments: Gary did a lot more work for me than what was quoted for, great to work with. Fully GART DID ACOT MORE WORK FOR ME THAN recommend him and keep up the good work Gary, it WHAT WAS QUETED FOR GLEAT TO WORK WITH was a pleasure. FULLY RECOMMEND HIM AND KEEP UP THE GOOD WERK GART, IT WAS A PLEASURE. Value for Quality of Service Tidiness money work Customer Ratings (Out of 10) 9 9 10 10

| Total cost of the work £ | Date received: 19th February 2025 | | | |
|--|---|-----------------|---------|----------|
| Description of the work undertaken: | Total cost of work: Not provided | | | |
| course buttown ceiling to core down daraging the for walls in the hall and kitchen. | down damaging the floor, walls in the hall and kitchen. | | | |
| Your comments: Works Carried out to my rented property to But except standard. Extreamy happy with | | | | |
| work. | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 9 |

| Total cost of the work £ 550 | Date received: 19th February 2025 | | | |
|--|--|-----------------|---------|----------|
| Description of the work undertaken: | Total cost of work: £550 Description of work: repaired walls by skimming plaster after electrician cut holes out of walls for new sockets. Comments: Had a wonderful experience with Gary. very warm and bubbly man. He communicated well and was prompt on finishing the job. Very trusting. Highly recommend Gary! | | | |
| REPAIRED WALL BY SKIMMING PUSTER. ATTER ELECTRICAN CUT MOLES OUT OF WAILS FOR NEW SOCKETS | | | | |
| Your comments: Had a wonderful expense with Gary A very warm and bubbly man He communicated well and was | | | | |
| prompt on finishing the job Very trusting Highly recomend Grary! | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 9 | 10 | 9 |
| | | • | • | • |

Date received: 5th February 2025 Total cost of the work £ 750 Total cost of work: £750 Description of the work undertaken: Supplied AND FRED A FULL CENTIH Description of work: Supplied and fitted a full length handrail to staircase, plastered x 2 ceilings. HANDRAIR TO STARREASE, PLASTERED X 2 CERLINGS Comments: Gary did a brilliant job. I am very pleased. Value for Quality of Service **Tidiness** money work Customer Ratings (Out of 10) 10 10 10 10

| Total cost of the work £ 600 | Date received: 30 th January 2025 | | | |
|---|---|-----------------|---------|----------|
| Supply + FIT SINK FOR BATUROOM SUPPLY + FIT SINK FOR BATUROOM SUPPLY + FIT KITCHEN TAP. TOLLET SEAT AND CELLING LIGHT | Total cost of work: £600 Description of work: Supply and fit sink for bathroom. Supply and fit kitchen tap. Toilet seat and ceiling light. | | | |
| Your comments: All the work was undertaken swiftly and the Hews supplied were excellent. The workplace was closured tidy after the work was camplete. | Comments: All the work was undertaken swiftly and the items supplied were excellent. The work place was clean and tidy after the work was complete. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| Total cost of the work £ 7.80 | Date received: 30 th January 2025 Total cost of work: £780 | | | |
|---|--|----------------------------|---------|----------|
| Description of the work undertaken: RE-GROUTED SHOWER CURICLE AND REPAIRED DOWN STAIRS CEILING OUR TO WATER DAMAGE | Description of work: Re-grouted shower cubicle an repaired downstairs ceiling due to water damage. | | | amage. |
| Your comments: Good SERVICE & EXPLAINED DU WORK & COST BEFOLE STARTING, REVISED COST (REDICTION) ONE WORK CONFLETED WOULD USE AGAIN & RECOMMEND TO OTHERS. | Comments: Good service and explained all work and cost before starting, revised cost (reduction) once work completed. Would use again and recommend to others. | | | |
| Novis USE AGAIN & RECOMMEND TO OTHERS. | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |
| Total cost of the work £ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \ | Date received | : 16 th Decembe | er 2024 | |

Total cost of work: £1100 Description of the work undertaken: PLASTER STAIRCASE WALL Description of work: Plaster staircase wall, emulsion EMULSION FULL STAIR OSE TO full staircase to a finish. FINISH Comments: We have used Gary for work before and having had such a good experience with him, went straight back for this job. We also have plans to get we have wed Gary for work before and. him back for other jobs too. Great guy and fantastic having had such agood experience with at what he does. him, went straight back forther Job. We gold have plant to get him back for the jobs too Great guy and facturer at what hade Value for Quality of Service **Tidiness** money work Customer Ratings (Out of 10) 10 10 10 10

| Total cost of the work £ 80 | Date received: 4 th December 2024 | | | |
|---|--|-----------------|---------|----------|
| Description of the work undertaken: | Total cost of work: £180 | | | |
| VARIOUS DOBS OUTSIDE THE HOUSE 10. PUT UP NAME BOARD, INSTAU UPVC CONTRIBE TO FRONT DOOR REPLACE OUTSIDE SECURITY LIGHT AND ALIRM BOX (SUPPLIED BY CUSTOMER) Your comments: Gary was friendly, polite, patient and halpful | Description of work: Various jobs outside the house i.e. put up name board, install UPVC coverings to front door. Replace outside security light and alarm box (supplied by customer). Comments: Gary was friendly, polite, patient and helpful. He made sure that each job was completed exactly as we wanted. | | | |
| the made suite that each job was completed exactly as we wanted | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 10 | 10 | 10 |

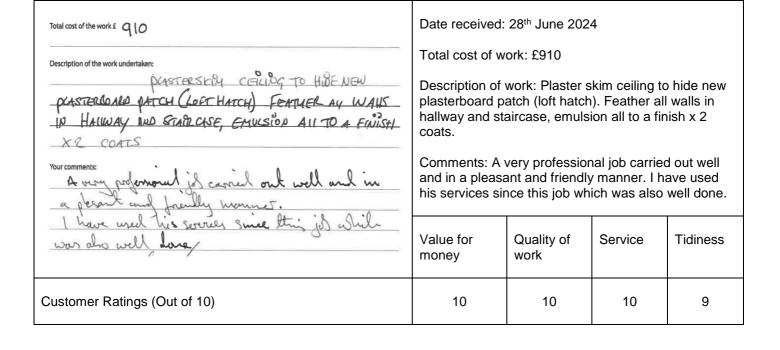
| Total cost of the work £ (5,000 | Date received: 25 th November 2024 | | | |
|--|---|-----------------|---------|-----------|
| Description of the work undertaken: BULD NEW FONCE > 12 MTR S BULD NEW PATTO WAY | Total cost of work: £15,000 Description of work: Build new fence x 12 mtr's. B new patio wall. Comments: Gary was a very pleasant chap to dea | | | p to deal |
| Your comments: Gary was a very pleasant chap to dead with and built up a good rapport with my elastly parents for whom the work was being done We were all very satisfied with all aspects of the work. | with and built up a good rapport with my elderly parents for whom the work was being done. We were all very satisfied with all aspects of the work. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |
| | | | | |

| Total cost of the work £ 15 7.5 | Date received: 25 th November 2024 | | | | | |
|--|---|-----------------|---------|----------|--|--|
| Description of the work undertaken: REPAIR LEAKING RADIATOR REPAIR LEAKING RADIATOR SEXIM + EMULSION CEILING AND WALLS TO A FINISH Your comments: | Total cost of work: £1575 Description of work: Repair leaking radiator. Replace wet/damaged plasterboard ceiling. Skim and emulsion ceiling and walls to a finish. Comments: Not only did I get a fantastic job, but now a friend. Highly recommend Gary. | | | | | |
| NOT ONLY DID I GET A FANTACTIC JOB, BUT NOW A FRIEND HIGHLY RECOMMEND GARY | Value for money | Quality of work | Service | Tidiness | | |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 9 | | |

| Total cost of the work & \$\frac{1}{2}00 Description of the work undertaken: \$\frac{1}{2}\text{DESCESSIONAL} \text{BLACKSMITM} \\ \text{BN ROARD WITH MADE TO ORDER SIZE AND FIT OF ABCED HAND RAILS AT FLONT DOOR STEP Your comments: \$\text{Gary Was The only Joiner on the Toward Trade Scheme} \\ Wand Replied to the and Kept in towar. He want | Date received: 31st October 2024 Total cost of work: £400 Description of work: Professional blacksmith on board with made to order size and fit disabled handrails at front door step. Comments: Gary was the only joiner on the Trusted Trader scheme who replied to me and kept in touch. He went above and beyond to fit my handrails – getting a blacksmith to make them up. I won't hesitate to use Gary again. | | | | |
|--|---|-----------------|---------|----------|--|
| above and begand to fit my hand roils - getting a blocksmith to Make them up. I would pesitate to like good again | Value for money | Quality of work | Service | Tidiness | |
| Sustomer Ratings (Out of 10) | 10 | 10 | 10 | 10 | |

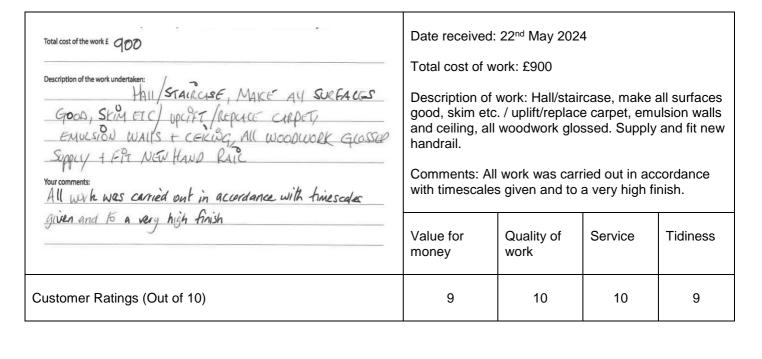
| Total cost of the work £ 265 Description of the work undertaken: TO SUPPLY & FOT A NEW SHOWER PUMP TO A LOW PRESSURE SYSTEM | Date received: 29 th August 2024 Total cost of work: £265 Description of work: To supply and fit a new showe pump to a low pressure system. | | | |
|--|--|---------------------------|---------|----------|
| Your comments: Grany was extremely efficient and carried out the work with skill and care. Fast service, freindly and explained job and work required, Etremely helput and made sure I was satisfied with work completed. Gary was brilliant and I have no hesitation in recommending him to other | Comments: Gary was extremely efficient and carried out the work with skill and care. Fast service, friendly and explained job and work required. Extremely helpful and made sure I was satisfied with work completed. Gary was brilliant and I have no hesitation in recommending him to others. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |
| Total cost of the work £ 350 | Date received: | 20 th August 2 | 2024 | |

Total cost of work: £350 REMOVE BATH SILICONE (MOULDY) Description of work: Remove bath silicone (mouldy), ADD BATH SUPPORTS TO STRENGHEN IT add bath supports to strengthen it, dig out tile grout, DIG OUT THE GROUT, APPLY NEW GROUT apply new grout and silicone. Comments: All work undertaken to a very high standard. Everything explained. Nothing too much trouble. Friendly and professional, would not hesitate to use again. trouble. Friendly and proportional would not he jitute to we again Value for Quality of Service Tidiness money work Customer Ratings (Out of 10) 10 10 10 10



| Total cost of the work £ 475. | Date received: 17 th June 2024 | | | | |
|---|--|-----------------|---------|----------|--|
| Description of the work undertaken: | Total cost of work: £475 Description of work: Replaced bathroom sink and toilet, supply and fit. | | | | |
| REPLACED BATHROOM SINK AND TO PLET, SUPPLY & FIR | | | | | |
| Your comments: Great Joh by Gasey, instast feeling of bust and Sarath, cared about | Comments: Great job by Gary, instant feeling of trust and warmth, cared about the work and all left tidy. Would recommend. | | | | |
| Would reconnect | Value for money | Quality of work | Service | Tidiness | |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 | |
| | | • | • | | |

| Total cost of the work £ \(\(\begin{align*} \begi | Date received: 17 th June 2024 | | | | |
|--|---|-----------------|---------|----------|--|
| Description of the work undertaken: | Total cost of work: £16,000 Description of work: Full refurbishment, kitchen upgrade, bathroom work, both overhauled, skimmed artex ceiling, new socket, spot lights, built media wall full decoration, laminate flooring and carpets to finish Comments: Gary took on a mammoth job on my rental property. It has taken months of work on his own and has left me with a superb first class transformation. It is now in top tier condition, ready for selling. | | | | |
| FULL RE-FURBISHMENT, KOTCHEN UPGRADE, RATHROOM WORK, BOTH OVERHAULED, SKIMMED ARTEK CETTROG, NEW SOCKET, SPOT LAUTE, BUILT MEDER WALL, FULL DECORATION | | | | | |
| Lanivere Flooring AND CARPERS TO FINISH Your comments: Grany took on a mammath job on my rental property It has taken months of work on his own and has left me with a supererb first class transformation It is now in toption conduction. | | | | | |
| ready for selling | Value for money | Quality of work | Service | Tidiness | |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 9 | |



| Description of the work undertaken: REMOVE SINIC UN ET, CIP OFF WATER + WASTE, RUIZO SURVES IN CUPAND REPUCE X 7 SPOT LIGHTS, INSTALL TOILET MUD RAIR Your comments: | Date received: 5th March 2024 Total cost of work: £870 Description of work: Remove sink unit, cap off water and waste, build shelves in cupboard, replace x 7 spotlights, install toilet handrail. Comments: None provided. Value for Quality of Service Tidiness | | | | |
|--|--|------------|---------|----------|--|
| Customer Ratings (Out of 10) | money 10 | work 10 | 10 | 10 | |
| Description of the work undertaken: REPLACE BASIN TAP (SUPPLY) SUPPLY + PA NEW TOILET PLUSY AND WATER WEST NACUE Your comments: Huppy with the work done and would re commend. Customer Ratings (Out of 10) | Date received: 28th February 2024 Total cost of work: £400 Description of work: Replace kitchen tap (supply). Replace basin tap (supply). Supply and fit new toile flush and water inlet valve. Comments: Happy with the work done and would recommend. Value for money Quality of work Tidiness | | | | |
| Total cost of the work & 870 Description of the work undertaken: REMONE DOORLE SUNC UN THE RULLS NEW SURBE BY AREA INSTAY MAND RAPE NEW LED LIGHTS Your comments: Really Friendly, aid what They said May WERE gang to alo. Yen workent alook CORYS. | Date received: 28th February 2024 Total cost of work: £870 Description of work: Remove double sink unit. Build new shelves in area. Install hand rail. New LED lights. Comments: Really friendly, did what they said they were going to do. Very upfront about costs. Cleared and hoovered up before they left. | | | | |
| Charred & howeved up before may left. | Value for | Quality of | Service | Tidiness | |

Customer Ratings (Out of 10)

| Date received: 9th November 2023 | | | |
|--|---|--|---|
| Total cost of work: £1500 | | | |
| Description of work: Cut out water damaged ceilin new plasterboard, skim ceiling, decorate bedroom new carpet, paper feature wall, build a wardrobe to finish. | | | edroom, fit |
| Comments: Cannot fault this mans work, Gary is brilliant to have around, won't go past him. | | | |
| Value for money | Quality of work | Service | Tidiness |
| 10 | 10 | 10 | 10 |
| | Total cost of we Description of the new plasterboarnew carpet, partinish. Comments: Carbrilliant to have Value for money | Total cost of work: £1500 Description of work: Cut out work plasterboard, skim ceiling new carpet, paper feature was finish. Comments: Cannot fault this brilliant to have around, won't work Value for Quality of work | Total cost of work: £1500 Description of work: Cut out water damage new plasterboard, skim ceiling, decorate be new carpet, paper feature wall, build a war finish. Comments: Cannot fault this mans work, obrilliant to have around, won't go past him Value for Quality of work Service |

Date received: 31st October 2023 Total cost of the work £ 3600 Total cost of work: £3600 Description of the work undertaken: Description of work: Strip wallpaper, skim walls, emulsion walls and ceilings in I/room, hallway and staircase. B/room and kitchen, undercoat and gloss B/ROOM + KITCHEN, UNDERCOAT + GLOSS AY all areas. Fitted double socket and x2 light pendants. FITTED DOUBLE SOCKET + X2 LIGHT PENDANTS Comments: Gary done an amazing job. He was very professional, kept us informed all through the job and amosura Job left the house so tidy. Would use him again. Home looks fantastic. last us informed all through the Value for Quality of Service **Tidiness** work money Customer Ratings (Out of 10) 10 10 10 10

| Total cost of the work £ 900 | Date received: 31st October 2023 | | | |
|---|--|-----------------|---------|----------|
| Description of the work undertaken: | Total cost of work: £900 Description of work: To decorate bungalow, walls and ceiling and all woodwork. White emulsion only. Comments: Very pleased with the work carried out and would certainly recommend him to others. | | | |
| AND CEILING AND AY WOOWORD WHETE EMULSION ONLY | | | | |
| Your comments: | | | | |
| and would certainly recommend him to origin | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

Date received: 3rd July 2023 Total cost of the work £ | | OO Total cost of work: £1100 Description of the work undertaken: VARIOUS JOBS: ADJUST GARDEN GATES, CEMENT Description of work: Various jobs: adjust garden RISGE TILES PRUS WINDOW SILL, PUSTER CEILING +WALL gates. Cement ridge tiles plus window sill, plaster ceiling and wall. Fix x2 radiators to wall, secure sink FIX X2 PAPATORS TO WAY, SECURE SUNK ETC ETC etc. etc. Comments: Would highly recommend Gary to do any Your comments: work that is required in your home. He is polite and WOOD HIGHLY RECONTIONS CLARY TO DO ANY WOCK THAT gets the job done with minimal amount of disturbance in the house. Would definitely contact him again. IS REQUIED IN YOUR HOME HE IS POUTE AND GETS THE JOB DONE WITH MINIMAL AMOUNT OF DISTURBANCE IN THE HOUSE. WOULD DEFINATLY EOSTACT HIM ACAIN. Quality of Service **Tidiness** Value for money work Customer Ratings (Out of 10) 10 10 10 10

Date received: 20th June 2023 Total cost of the work £ 220 Total cost of work: £220 Description of the work undertaken: TO RE-ALIGN FRONT Description of work: To re-align front door step, scratch coat sides and skim to finish. SIDES AND STIM TO FINISH Comments: Very pleased with quality work from Gary. Arrived sooner than expected, courteous and would not hesitate to use him again in the future or recommend him to family and friends. VERY I WASS WITH QUALITY WORK FROM GARY. ARRIVED SOONER THEN EXPERTS VERY CORTEOUS AND WOULD NOT HESTITHIS TO WE HAVE ALAIN Value for Quality of Service **Tidiness** IN THE house or REcommens when TO former and from S. money work Customer Ratings (Out of 10) 10 10 10 10

| Total cost of the work £ 200 | Date received: 6 th June 2023 | | | |
|---|---|-----------------|---------|------------|
| Description of the work undertaken: | Total cost of work: £200 | | | |
| WHER CONSEACED CISTERN, REPLACE WATER WEST VACUE AND FRUSH, RE-ROUTE WATER FROM TO TOILET | Description of work: Diagnose toilet problem, strip down inner concealed cistern, replace water inlet valve and flush, re-route water flow to toilet. | | | iter inlet |
| Your comments: First Class Service with a tricky Pluraing Tob IN A BRITHKOOM IN AN UPPER VILLA FLAT. VERY FREEDERINALLY CHERIED DUT. | Comments: First class service with a tricky plumbing job in a bathroom in an upper villa flat. Very professionally carried out. Thank you Gary. | | | |
| Тняму уси Стру. | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| Total cost of the work £ 120 | Date received: 6 th June 2023 | | | |
|--|---|-----------------|---------|------------|
| Description of the work undertaken: | Total cost of work: £120 Description of work: Remove integrated w/m and fit new one. | | | |
| AND FR NEW ONE | | | | /m and fit |
| Your comments: GRENT COMMENT (A 100) AND ESTECTED SOURCE! | Comments: Great communication and efficient service! | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |