



# Comments and Ratings Heating Care Scotland Ltd

54 Bankton Brae, Livingston,  
West Lothian, EH54 9LA  
01506 411921

**NUMBER OF FEEDBACK FORMS RECEIVED: 17**  
**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9**

Feedback forms are completed by previous customers, rating their experience of dealing with Heating Care Scotland 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?	9.8
<b>Quality of Work</b> How satisfied were you with the quality of the job on completion?	9.9
<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?	10

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)	76%	0%	24%
<b>Give you a receipt or invoice at the end of the job?</b>	94%	0%	6%

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

## CUSTOMER COMMENTS

<p>Total cost of the work \$ 2300.00</p> <p>Description of the work undertaken: New boiler</p> <p>Your comments:</p>	<p>Date received: 2<sup>nd</sup> August 2017</p> <p>Total cost of work: £2300</p> <p>Description of work: New boiler,</p> <p>Comments: Not provided.</p>	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10	10

<p>Total cost of the work \$ 80+</p> <p>Description of the work undertaken: SERVICE BOILER/HEATING SYSTEM</p> <p>Your comments: EXCELLENT SERVICE + POLITE + HELPFULL</p>	<p>Date received: 8<sup>th</sup> March 2017</p> <p>Total cost of work: £80+</p> <p>Description of work: Service boiler/heating system.</p> <p>Comments: Excellent service and polite and helpful.</p>	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	10	10

<p>Total cost of the work \$ 3450.00</p> <p>Description of the work undertaken: New Replacement OIL COMBI BOILER. NEW FLUE AND BASKET COVER.</p> <p>Your comments: FROM THE MOMENT WE CONTACTED PHIL TO LOOK AT OUR SYSTEM RIGHT THROUGHT TO COMPLETION OF WORK, THE SERVICE WAS FIRST CLASS WE WERE INFORMED AND CONSULTED ON ALL ASPECTS OF THE WORK. WOULD HIGHLY RECOMMEND HEATING CARE SCOTLAND LTD FOR ALL YOUR HEATING REQUIREMENTS</p>	<p>Date received: 3<sup>rd</sup> March 2017</p> <p>Total cost of work: £3450</p> <p>Description of work: New replacement oil combi boiler. New flue and basket cover.</p> <p>Comments: From the moment we contacted Phil to look at our system right through to completion of work. The service was first class. We were informed and consulted on all aspects of the work. Would highly recommend Heating Care Scotland Ltd for all your heating requirements.</p>	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10	10

Total cost of the work £ <hr/> Description of the work undertaken: <i>3 new radiators + heated towel rail, Boiler service.</i> <i>Repair to 1 radiator. Gas sealed the cooker.</i>	Date received: 19 <sup>th</sup> May 2015  Total cost of work: Not provided.  Description of work: 3 new radiators and heated towel rail. Boiler service. Repair to 1 radiator. Gas sealed the cooker.  Comments: Great job. Quality workmanship. Extremely experienced and knowledgeable.			
Your comments: <i>Great job. Quality workmanship. Extremely experienced and knowledgeable.</i>	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <i>£1770.00</i>	Date received: 14 <sup>th</sup> May 2015  Total cost of work: £1770.00  Description of work: Replaced combi boiler and 1 radiator.  Comments: 100% satisfied with all work undertaken. Excellent company to deal with. Thoroughly professional tradesman, trustworthy, reliable, competent. (We were so impressed that we are getting them to replace our bathroom.)			
Description of the work undertaken: <i>REPLACED COMBI BOILER &amp; 1 RADIATOR</i>	Value for money	Quality of work	Service	Tidiness
Your comments: <i>100% SATISFIED WITH ALL WORK UNDERTAKEN. EXCELLENT COMPANY TO DEAL WITH. THOROUGHLY PROFESSIONAL TRADESMAN, TRUSTWORTHY, RELIABLE, COMPETENT. (WE WERE SO IMPRESSED THAT WE ARE GETTING THEM TO REPLACE OUR BATHROOM.)</i>	10	10	10	10
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 2300 .	Date received: 20 <sup>th</sup> May 2014  Total cost of work: £2300  Description of work: Supply and fit combi boiler, fit TRV to all my radiators and fit new room thermostat and digital time clock.  Comments: This job was done in a day which was great plus they went out their way to put back everything as it was plus more, as my kitchen cabinet had to be modified to fit in where my old boiler had been.			
Description of the work undertaken: <i>SUPPLY + FIT COMBI BOILER, FIT TRV TO ALL MY RADIATORS + FIT NEW ROOM THERMOSTAT + DIGITAL TIME CLOCK</i>	Value for money	Quality of work	Service	Tidiness
Your comments: <i>THIS JOB WAS DONE IN A DAY WHICH WAS GREAT PLUS THEY WENT OUT THERE WAY TO PUT BACK EVERYTHING AS IT WAS PLUS MORE, AS MY KITCHEN CABINET HAD TO MODIFIED TO FIT IN WHERE MY OLD BOILER HAD BEEN</i>	10	10	10	10
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £  <u>£276</u></p> <p>Description of the work undertaken:  <u>SUPPLY + FIT MIRA SHOWER SWITCH</u>  <u>SUPPLY + FIT ROBUS FIRE RATED 240V IP65 CHROME BATHROOM DOWNLIGHT X4</u>  <u>REMOVE KITCHEN STRIP LIGHT &amp; REPLACE WITH CUSTOMERS SPOTLIGHT</u>  <u>TOTAL COST INCLUDING LABOUR £230 VAT 20% £46</u></p> <p>Your comments:  <u>very satisfied with all staff very pleasant</u>  <u>excellent idea this having a trusted trader scheme.</u></p>	<p>Date received: 27<sup>th</sup> March 2014</p> <p>Total cost of work: £276</p> <p>Description of work: Supply and fit Mira shower switch. Supply and fit Robus fire rated 240V, IP65 chrome bathroom down light x4, remove kitchen strip light and replace with customers spotlight. Total cost including labour £230 VAT 20% £46.</p> <p>Comments: Very satisfied with all staff very pleasant. Excellent idea this having a Trusted Trader scheme.</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>

<p>Total cost of the work £  <u>£2,000</u></p> <p>Description of the work undertaken:  <u>installing wood burning stove.</u></p> <p>Your comments:  <u>The job was done quickly and efficiently with no mess would happily recommend this company.</u></p>	<p>Date received: 28<sup>th</sup> December 2013</p> <p>Total cost of work: £2000</p> <p>Description of work: Installing wood burning stove.</p> <p>Comments: The job was done quickly and efficiently with no mess. Would happily recommend this 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>10</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £  <u>590</u></p> <p>Description of the work undertaken:  <u>TOOK OUT SHOWER UNIT IN BATHROOM AND REPLACED IT WITH A NEW ELECTRIC SHOWER. [BILL (ELECTRICIAN) AND MARTIN (PLUMBER)]</u>  <u>WORKED WELL TOGETHER TO RUN ELECTRIC CABLE AND CAUSE LEAST DISRUPTION POSSIBLE.</u></p> <p>Your comments:  <u>COMPANY WAS VERY FRIENDLY AND PROFESSIONAL FROM FIRST TELEPHONE CONTACT UNTIL COMPLETION OF THE JOB.</u>  <u>PHIL (PLUMBER) TOOK TIME TO EXPLAIN DETAILS AND SPECIFICATIONS. HE COOPERATED WITH WORKMEN TO ENSURE A TIDY, SATISFYING CONCLUSION.</u></p>	<p>Date received: 9<sup>th</sup> December 2013</p> <p>Total cost of work: £590</p> <p>Description of work: Took out shower unit in bathroom and replaced it with a new electric shower. Bill (electrician) and Martin (plumber) worked well together to run electric cable and cause least disruption possible.</p> <p>Comments: Company was very friendly and professional from first telephone contact until completion of the job. Phil (plumber) took time to explain details and specifications. He co-operated with workmen to ensure a tidy, satisfying conclusion.</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>

<p>Total cost of the work £ 75</p> <hr/> <p>Description of the work undertaken:</p> <p>SERVICE BOILER</p> <hr/> <p>FIT NEW HOSE</p> <hr/> <p>CHECK RADIATORS AND EXPANSION TANK</p> <hr/> <p>Your comments:</p> <p>VERY HAPPY WITH THE SERVICE PROVIDED, WILL USE THEM AGAIN.</p> <hr/>	<p>Date received: 5<sup>th</sup> December 2013</p> <p>Total cost of work: £75</p> <p>Description of work: Service boiler. Fit new hose. Check radiators and expansion tank.</p> <p>Comments: Very happy with the service provided will use them again.</p>								
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Value for money	Quality of work	Service	Tidiness						
9	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 2,500</p> <hr/> <p>Description of the work undertaken:</p> <p>NEW COMBI BOILER FITTED.</p> <hr/> <hr/> <hr/> <hr/> <p>Your comments:</p> <p>work well done</p> <hr/>	<p>Date received: 29<sup>th</sup> October 2013</p> <p>Total cost of work: £2500</p> <p>Description of work: New combi boiler fitted.</p> <p>Comments: Work well done.</p>								
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Value for money	Quality of work	Service	Tidiness						
10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 220</p> <hr/> <p>Description of the work undertaken:</p> <p>GAS SAFETY CHECK FOR RENTED FLAT, HOB WAS UNSAFE, PHIL FITTED A NEW ONE WE PURCHASED AN ISSUED A CERTIFICATE</p> <hr/> <p>Your comments:</p> <p>Phil and his apprentice Martyn were professional and courteous. I know his family and he went out of his way to help. No problems recommending their company.</p> <hr/>	<p>Date received: 25<sup>th</sup> October 2013</p> <p>Total cost of work: £220</p> <p>Description of work: Gas safety check for rented flat. Hob was unsafe, Phil fitted a new one we purchased and issued a certificate.</p> <p>Comments: Phil and his apprentice Martyn were professional and courteous. I know his family and he went out of his way to help. No problems recommending their company.</p>								
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Value for money	Quality of work	Service	Tidiness						
10	10	10	10						
Customer Ratings (Out of 10)									



<p>Total cost of the work £ 5000.00 .</p> <hr/> <p>Description of the work undertaken:  <u>NEW OIL FIRED CENTRAL HEATING SYSTEM - INSTALLED.</u></p> <hr/> <hr/> <p>Your comments:  <u>HAVE EMPLOYED MANY WORK PEOPLE. HAVE NEVER HAD SUCH AN EFFICIENT - CLEAN - THOUGHTFUL - FAST WORKING KNOWLEDGEABLE TEAM TO CARRY OUT A CONTRACT.</u></p>	<p>Date received: 22<sup>nd</sup> October 2013</p> <p>Total cost of work: £5000.00</p> <p>Description of work: New oil fired central heating system installed.</p> <p>Comments: Have employed many work people. Have never had such an efficient, clean, thoughtful, fast working knowledgeable team to carry out a contract.</p>								
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10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £  <u>£ 1800.00</u></p> <hr/> <p>Description of the work undertaken:  <u>EXISTING BOILER, RADIATORS AND ALL PIPEWORK, TAKEN OUT AND DISPOSED OF. A NEW BOILER, ALONG WITH 6 REPLACEMENT RADIATORS WERE INSTALLED. ALL ASSOCIATED PIPEWORK ALSO INSTALLED AND LAGGED. THIS WAS AN UPGRADED PIPING SYSTEM. LASTLY A NEW THERMOSTAT CONTROL AND FLUE WERE FITTED.</u></p> <hr/> <p>Your comments:  <u>WORK WAS CARRIED OUT VERY EFFICIENTLY, AND TIDY, AND COMPLETED IN CONTRACTORS TIMESCALE. THE MEN WERE VERY FRIENDLY AND KEPT US INFORMED ALL THE TIME OF WHAT WAS PROGRESSING AND WHY. VERY PLEASED WITH THE FINISHED JOB.</u></p>	<p>Date received: 22<sup>nd</sup> October 2013</p> <p>Total cost of work: £1800.00</p> <p>Description of work: Existing boiler, radiators and all pipework, taken out and disposed of. A new boiler, along with 6 replacement radiators were installed. All associated pipework also installed and lagged. This was an upgraded pipe system. Lastly a new thermostat control and flue were fitted.</p> <p>Comments: Work was carried out very efficiently, and tidy, and completed in contractors timescale. The men were very friendly and kept us informed all the time of what was progressing and why. Very pleased with the finished job.</p>								
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Value for money	Quality of work	Service	Tidiness						
10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £175.00</p> <hr/> <p>Description of the work undertaken:  <u>FITTED A VENT IN THE CEILING AND A HEATER TO RESOLVE PROBLEMS WITH DAMP IN THE PROPERTY. THIS WAS CAUSING WATER TO DRIP FROM THE CEILING. QUOTE WAS PROVIDED &amp; THIS WAS VERY REASONABLE.</u></p> <hr/> <p>Your comments:  <u>WORK WAS CARRIED OUT IN A RENTED PROPERTY. LANDLORD WAS EXTREMELY HAPPY WITH THE WORK COMPLETED. DAMP HAD BEEN AN ISSUE FOR SOME TIME BUT AM DELIGHTED TO SAY THAT IT WAS INSTANTLY RESOLVED AFTER THE WORK WAS COMPLETED. VERY SATISFIED CUSTOMER.</u></p>	<p>Date received: 21<sup>st</sup> October 2013</p> <p>Total cost of work: £175.00</p> <p>Description of work: Fitted a vent in the ceiling and a heater to resolve problems with damp in the property. This was causing water to drip from the ceiling. Quote was provided and this was very reasonable.</p> <p>Comments: Work was carried out in a rented property. Landlord was extremely happy with the work completed. Damp had been an issue for some time but am delighted to say that it was instantly resolved after the work was completed. Very satisfied customer.</p>								
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Value for money	Quality of work	Service	Tidiness						
10	10	10	10						
Customer Ratings (Out of 10)									

Total cost of the work £ <u>£2400</u>	Date received: 21 <sup>st</sup> October 2013			
	Total cost of work: £2400			
Description of the work undertaken: <u>NEW BOILER &amp; REPOSITION.</u>	Description of work: New boiler and reposition.			
	Comments: No comments provided.			
Your comments: 	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 2,250	Date received: 14 <sup>th</sup> October 2013			
	Total cost of work: £2250.00			
Description of the work undertaken: <u>New Oil Boiler &amp; radiator.</u>	Description of work: New oil boiler and radiator.			
	Comments: The men carried out a professional job from start to finish. They used dust sheets and hoovered at end of job. Before they left they explained how the new system worked and left contact details should I have any queries.			
Your comments: <u>The men carried out a professional job from start to finish. They used dust sheets and hoovered at end of job. Before they left they explained how the new system worked and left contact details should I have any queries</u>	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10