



# Comments and Ratings

## CMI Plumbing & Heating Ltd

56 Fulmar Brae, Livingston,  
West Lothian, EH54 6UU  
07739 962262

**NUMBER OF FEEDBACK FORMS RECEIVED: 25**  
**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.7**

Feedback forms are completed by previous customers, rating their experience of dealing with CMI Plumbing & Heating 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?	9.4
<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?	9.8
<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)	96%	0%	4%
<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)	100%	0%	0%
<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: 11 <sup>th</sup> September 2017			
	Total cost of work: £6790			
	Description of work: Total refurbishment of wet room due to water damage from a defective seal in the toilet.			
	Comments: From our initial enquiry through to the end of the job, we received first class service, from Laurie, Colm and all the trades involved. Due to a leak in the cistern, our wet room had to be totally stripped back. Colm explained each step in the process and the job was completed in 5 days. The workmanship is first class and we now have a beautiful wet room. We will certainly recommend CMI to friends and family and will definitely use them again if needed.			
	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> July 2017			
	Total cost of work: £4000			
	Description of work: - Removal of all rubbish from site - Replacing shower unit with wet wall, tray and rain shower - Replacing toilet - Replacing sink - putting pipework into the wall - Installing a towel rail where radiator was - Installing wired up bathroom mirror/cabinet			
	Comments: Colm and the team did a fantastic job with replacing and updating everything in our ensuite. They kept us informed every step of the way, arranged all the necessary trades people for the project and were very clean throughout the entire of the work being carried out. We would certainly use them again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> July 2017			
	Total cost of work: £2562			
	Description of work: Removal of old gas fire and back boiler. Replacement combination boiler fitted. Flush and treat central heating system to a very high standard. Fit magnetic filter. Fit in new thermostat.			
	Comments: I will be getting CMI back in the future and highly recommend them. Honest quote, great workmanship and left the job tidy. Thank you again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 <sup>th</sup> May 2017			
	Total cost of work: £3663			
	Description of work: Complete update of a bathroom in a tenement flat in Edinburgh. Taking out old cast iron bath and older fittings. Replacing with new bath and shower, plus toilet, sink and towel rail. With new tiles and plastering also to complete the job.			
	Comments: Colm did a great job on my bathroom last year. Really happy with the final result from Colm and love my new bathroom. It's transformed my flat. Colm was very professional and direct to work with. He organised all other traders to come in when required, which was incredibly useful. Would recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	9	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> May 2017			
	Total cost of work: £72			
	Description of work: Boiler service.			
	Comments: Friendly, prompt, helpful and reliable. Was very happy with the service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> May 2017			
	Total cost of work: £5335			
	Description of work: Removal of current bathroom Removal of rotten floor and joists. Installation of new joists and floor. Installation of new bathroom (bath, shower, sink, toilet).			
	Comments: CMI plumbing provided an excellent, professional service. Colm communicates really well and kept us informed at every stage. He was always up front about costs and we were really pleased with the job he did. We wouldn't hesitate to recommend CMI Plumbing and would use them again in future for any other jobs we had.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> November 2016			
	Total cost of work: £2750			
	Description of work: Boiler/Megaflo Service/Repair Boiler Replacement/Hive Installation			
	Comments: Did a great job of trying to keep my old boiler going and then replaced it with a brand new one which is far better and for a very good price. All work was to high quality.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> November 2016			
	Total cost of work: £328			
	Description of work: New radiators and heating system.			
	Comments: Very friendly, kept everything very tidy, recommend him.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> November 2016			
	Total cost of work: £3000			
Customer Ratings (Out of 10)	Description of work: Draining and cleaning central heating system, installing new boiler and shower pump.			
	Comments: Colm (CMI) undertook the boiler installation in professional and competent manner and the standard of workmanship was extremely good.			
	Value for money	Quality of work	Service	Tidiness
	9	10	9	9

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> August 2016			
	Total cost of work: £2663.60			
Customer Ratings (Out of 10)	Description of work: Boiler installation, removal of hot water tank, power flush central heating system, new flue, new timer, new thermostat, lift floor & replace, insulation and more.			
	Comments: Excellent workmanship, very polite and pleasant, felt very comfortable with them working in house so much so I left house for few hours while they worked, Colm gave me a very detailed and good value quote and made sure I knew exactly what would be happening work wise, he was a very hard worker and he was very tidy - no mess at all left, very clear instructions on how new system works, I will definitely use him again and would highly recommend him.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 9<sup>th</sup> February 2016</p> <p>Total cost of work: £3177.60</p> <p>Description of work: New Worcester Greenstar 29CDI Combi Boiler Installation. Removal of old existing boiler. Power flush of central heating system. Removal of old hot water tank. All related pipe work. Installation of 11 new TRV packs on all existing.</p> <p>Comments: I was impressed with CMI's professionalism and attention to detail. CMI listened to my requirements and gave me sound advice. I was given a detailed, trustworthy and very reasonable quote for the replacement of my old boiler. CMI arrived on time and worked efficiently. Everything was tidied up and left in good order. CMI were very respectful of the property and our convenience. Overall, I would say that CMI are extremely professional, affordable and deliver quality work.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 8<sup>th</sup> February 2016</p> <p>Total cost of work: £2700</p> <p>Description of work: Full boiler installation, new gas pipes in areas. A number of unrelated plumbing and heating work.</p> <p>Comments: Colm arrived promptly on a Monday to perform a full boiler installation for us. The work was completed in the same day and to a very high standard, the boiler and heating system has worked flawlessly since installation. On top of this Colm has done a number of smaller jobs for us, all again to a very high standard.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>around £1600</u></p> <p>Description of the work undertaken: <u>replacement of hot water tank, shower and bathroom sink</u></p> <p>Your comments: <u>Very good work, carried out as promised</u></p>	<p>Date received: 12<sup>th</sup> September 2014</p> <p>Total cost of work: Around £1600</p> <p>Description of work: Replacement of hot water tank, shower and bathroom sink.</p> <p>Comments: Very good work, carried out as promised.</p>								
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9	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ <u>7,000</u></p> <p>Description of the work undertaken: <u>Complete renovation of the bathroom and installation of a new boiler</u></p> <p>Your comments: <u>Colm of CMI plumbing took charge of the whole project, demolishing existing bathroom &amp; organising a team of various professionals (tiler, electrician, plasterer etc) to create a fabulous new bathroom. Job well done!</u></p>	<p>Date received: 3<sup>rd</sup> September 2014</p> <p>Total cost of work: £7000</p> <p>Description of work: Complete renovation of the bathroom and installation of a new boiler.</p> <p>Comments: Colm of CMI Plumbing took charge of the whole project, demolishing existing bathroom and organizing a team of various professionals (tiler, electrician, plasterer etc) to create a fabulous new bathroom. Job well done!</p>								
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8	9	8	8						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ <u>2312 - including VAT</u></p> <p>Description of the work undertaken: <u>INSTALLED NEW BATHROOM SUITE</u></p> <p>Your comments: <u>AM WENT SMOOTHLY and according to plan. No teething problems and we were very satisfied with the finished result.</u></p>	<p>Date received: 2<sup>nd</sup> September 2014</p> <p>Total cost of work: £2312 – including VAT.</p> <p>Description of work: Installed new bathroom suite.</p> <p>Comments: All went smoothly and according to plan. No teething problems and we were very satisfied with the finished result.</p>								
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8	10	10	10						
Customer Ratings (Out of 10)									

Total cost of the work £ <u>£312</u>	Date received: 2 <sup>nd</sup> September 2014			
Description of the work undertaken: <u>Thermostats fitted to all radiators.</u>	Total cost of work: £312			
Your comments: <u>Fast, friendly, reliable.</u>	Description of work: Thermostats fitted to all radiators.			
	Comments: Fast, friendly, reliable.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work £ <u>380-00</u>	Date received: 27 <sup>th</sup> August 2014			
Description of the work undertaken: <u>NEW TAPS IN THREE AREAS + OTHER WORK.</u>	Total cost of work: £380.00			
Your comments: <u>EVERYTHING VERY GOOD.</u>	Description of work: New taps in three areas and other work.			
	Comments: Everything very good.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £	Date received: 17 <sup>th</sup> March 2014			
Description of the work undertaken: <u>Various work, replacing boiler + radiator, bathroom total renovation + refit between 2011-2014</u>	Total cost of work: Not provided.			
Your comments: <u>Excellent done, turned up on time, reliable, pleasant, helpful, good quality work</u>	Description of work: Various work, replacing boiler and radiator, bathroom total renovation and refit between 2011 and 2014.			
	Comments: Excellently done, turned up on time, reliable, pleasant, helpful, good quality work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10



<p>Total cost of the work £ <u>Various maintenance and updates in</u></p> <p>Description of the work undertaken: <u>2 bar/restaurants dating back 6 years.</u></p> <p>Your comments: <u>Extremely professional + affordable, surely that's what everyone wants!</u></p>	<p>Date received: 20<sup>th</sup> February 2014</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Various maintenance and updates in 2 bar/restaurants dating back 6 years.</p> <p>Comments: Extremely professional and affordable, surely that's what everyone wants!</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>114</u></p> <p>Description of the work undertaken: <u>New stopcock</u> <u>Leak in CH system repaired</u></p> <p>Your comments: <u>Absolutely excellent service. First rate</u></p>	<p>Date received: 18<sup>th</sup> February 2014</p> <p>Total cost of work: £114</p> <p>Description of work: New stopcock. Leaks in CH system repaired.</p> <p>Comments: Absolutely excellent service. First rate.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>10,000</u></p> <p>Description of the work undertaken: <u>Removal of storage heaters. Installation of combi boiler and full gas central heating system. Subsequent boiler service. Complete refurbishment of bathroom with all new fittings.</u></p> <p>Your comments: <u>Excellent work, tidy and reliable company. Kept me informed of progress having firstly fully discussed my requirement and given me detailed quotation. Completed on time + on budget</u></p>	<p>Date received: 7<sup>th</sup> February 2014</p> <p>Total cost of work: £10,000</p> <p>Description of work: removal of storage heaters. Installation of combi boiler and full gas central heating system. Subsequent boiler service. Complete refurbishment of bathroom with all new fittings.</p> <p>Comments: Excellent work, tide and reliable company. Kept me informed of progress having firstly fully discussed my requirement and given me detailed quotation. Completed on time and on budget.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work: £150

Date received: 7<sup>th</sup> February 2014

Total cost of work: £150

Description of work: I employed CMI on the strength of reviews on Freeindex. I required a plumber to repair substandard work undertaken by a previous plumber who carried out a slipshod job on new taps and copper pipes to the basin and WC. CMI examined the work and gave me an estimate for replacing the faulty workmanship to ensure there would be no further water leaks.

Comments: CMI explained to me what faults had to be corrected in my plumbing. Most communications were via email which I preferred. CMI turned up on time and completed a very neat job. Apart from stopping the leaks the actual appearance of the repair job looks substantial and gave me confidence that there would be no more leaks. I will be using CMI again as will my neighbour.

Value for money	Quality of work	Service	Tidiness
8	10	10	9

Description of the work undertaken: I employed CMI on the strength of reviews on Freeindex. I required a plumber to repair substandard work undertaken by a previous plumber who carried out a slipshod job on new taps and copper pipes to the basin and WC. CMI examined the work and gave me an estimate for replacing the faulty workmanship to ensure there would be no further water leaks.

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Customer Ratings (Out of 10)

Total cost of the work: ① £3,624.81 ② £9,679.30  
① refurbish old shower room/install new ② install gas central heating system

Date received: 7<sup>th</sup> February 2014

Total cost of work: (1) £3624.81 – refurbish old shower room/install new (2) £9679.30 – install gas central heating system.

Description of work: (1) Advise on redesign of shower room. Provide quotes and discuss eventual design. Remove old fittings and install new shower, vanity and re-tile, re-floor. (2) Advise on new c.h. system and provide quotes. Discuss queries, agree price. Remove old electric heaters. Install gas to 2 storey property. Install boiler and radiators (13) and ensure working effectively.

Comments: Excellent communication. Reasonable quotes and is trusted by many not to overcharge. Intelligent and professional approach – always on time; efficient removal and always tidied up; respectful of property. Good project management. Have used for two large jobs and a number of small jobs.

Value for money	Quality of work	Service	Tidiness
10	10	10	10

Description of the work undertaken: Advise on redesign of shower room. Provide quotes and discuss eventual design. Remove old fittings and install new shower, vanity and re-tile, re-floor. Advise on new c.h. system and provide quotes. Discuss queries, agree price. Remove old electric heaters. Install gas to 2 storey property. Install boiler and radiators (13) and ensure working effectively.

Your comments: Excellent communication. Reasonable quotes and is trusted by many not to overcharge. Intelligent and professional approach – always on time; efficient removal and always tidied up; respectful of property. Good project management. Have used for two large jobs and a number of small jobs.

Customer Ratings (Out of 10)

<p>Total cost of the work £ <u>6,840</u></p> <hr/> <p>Description of the work undertaken: <u>UPGRADING BOILER TO A CONDENSING BOILER WITH MEGAFLW PRESSURISED TANK</u></p> <hr/> <p>Your comments: <u>VERY EFFICIENT, VERY CONCERNED TO AVOID US BEING LEFT WITHOUT HEAT AND VERY ACCOMMODATING</u></p>	<p>Date received: 5<sup>th</sup> February 2014</p> <p>Total cost of work: £6840</p> <p>Description of work: Upgrading boiler to a condensing boiler with megaflo pressurised tank.</p> <p>Comments: Very efficient, very concerned to avoid us being left without heat and very accommodating.</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>9</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ <u>3000</u></p> <hr/> <p>Description of the work undertaken: <u>↳ Extend water supply to the other side of my industrial unit &amp; insulate.</u> <u>↳ Install boiler</u> <u>↳ Fit industrial kitchen Sinks / Dishwasher</u></p> <hr/> <p>Your comments: <u>- Great detailed quote / Very pleased</u> <u>- Quick service &amp; install</u> <u>- Thought the boiler was great value</u> <u>- good communication all the way through</u> <u>- Follow up call to see if everything was ok</u></p>	<p>Date received: 4<sup>th</sup> February 2014</p> <p>Total cost of work: £3000</p> <p>Description of work: Extend water supply to the other side of my industrial unit and insulate. Install boiler. Fit industrial kitchen. Sinks/dishwasher.</p> <p>Comments: Great detailed quote. Quick service and install. Thought the boiler was great value. Good communication all the way through. Follow up call to see if everything was ok. Very pleased.</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>