



Comments and Ratings

CMI Plumbing & Heating Ltd

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

NUMBER OF FEEDBACK FORMS RECEIVED: 42 (showing most recent 30)
AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8

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:

Customer Satisfaction	Average out of 10 (10 being best)
Value for Money How reasonable were the charges for the work undertaken?	9.5
Quality of Work How satisfied were you with the quality of the job on completion?	9.9
Service How professional, courteous and considerate was the trader?	9.9
Tidiness Did the trader leave your property in a clean and tidy condition?	9.9

The following questions were also asked:

Did the Trader...	Yes	No	N/A
Explain all the costs? (including labour, VAT, call out charge, etc)	98%	0%	2%
Give an estimate or quotation at the start of the job?	100%	0%	0%
Keep you informed of any changes? (including costs, timeframe, etc)	98%	0%	2%
Give you a receipt or invoice at the end of the job?	100%	0%	0%

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

CUSTOMER COMMENTS

ONLINE FEEDBACK PROVIDED	Date received: 12 th November 2018			
	Total cost of work: £577			
	Description of work: Power flush of heating systems and radiators and replacing corroded valve.			
	Comments: Very pleased with professional service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 nd October 2018			
	Total cost of work: £2780			
	Description of work: New boiler, additional radiator and repair.			
	Comments: I was thoroughly delighted with Colm's work and my new boiler and would definitely recommend him to any of my friends and family.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 th October 2018			
	Total cost of work: £98.40			
	Description of work: PRV replacement and re-pressurising of expansion vessel.			
	Comments: Excellent service, will definitely use again. Had boiler repaired, reasonable price, professional and reliable.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 th October 2018			
	Total cost of work: £228			
	Description of work: Making safe our existing faulty electric shower then returned to fit a new electric shower.			
	Comments: We have had outstanding service from CMI Plumbing and Heating. Very quick to reply to you and to call out. Clean and tidy work carried out and extremely knowledgeable and approachable. We will be having the company carry out further work in the near future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 th October 2018			
	Total cost of work: Not provided.			
	Description of work: New combi boiler installed and power flush the central heating.			
	Comments: I would highly recommend this company for their work. The whole experience from getting a quote to the finished work has been of top quality. Colm and team are efficient and courteous, as is Laurie in the office who answered all my queries with a quick response. I would use this company again 100%.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 th September 2018			
	Total cost of work: £2934			
	Description of work: Bathroom refurbishment. Replace toilet and bath. Install shower, wet wall, shaver socket. Reverse bathroom door. Affix bathroom cabinet.			
	Comments: Delighted with the work. Good price. Quality workmanship. Efficient, careful, tidy work and removal of all waste.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 th September 2018			
	Total cost of work: £3576			
	Description of work: Boiler replacement, TRV's and moving and capping of various pipes.			
	Comments: Laurie in the office replied promptly and patiently to my numerous queries. Colm showed up exactly when scheduled. There were some complications that another heating engineer might have used as an argument to increase cost, but Com ensured a satisfactory solution at cost to his own time and stayed back until the job was finished. As a tradesperson and chartered engineer, I can be fussy but the work was excellent quality. My first choice from now on for plumbing and heating work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 3 rd September 2018			
	Total cost of work: £5101.84			
	Description of work: Complete bathroom refurbishment.			
	Comments: Colm was very helpful from the start. He took on board my suggestions and made relevant suggestions where necessary. He sourced products at a competitive price. Once work started he was always on site at the time arranged as were his fellow tradesmen. The tradesmen were organized well so that there was no wasted time on the job. Everyone tidied up after themselves. I was very pleased with the finished job. I would definitely recommend CMI to others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 29th August 2018</p> <p>Total cost of work: £2780</p> <p>Description of work: New combi boiler installed, existing pipes flushed and a new radiator added.</p> <p>Comments: The young man that turned up from CMI was thoroughly professional throughout our dealings. He was punctual, hard working and a very tidy worker. Exceptionally accommodating to additional work that was negotiated at short notice. We had a new combi boiler installed, existing radiator pipes flushed and a new radiator added. Our heating is now working efficiently for the first time in years! Many thanks for a job well done and at a reasonable price to boot. Would highly recommend!</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 22nd August 2018</p> <p>Total cost of work: £635</p> <p>Description of work: Power flush central heating system and replace pump.</p> <p>Comments: Very professional in all aspects of work, each step of a lengthy process explained in detail, very punctual and site left spotless. Would certainly recommend to anyone and will use again for any plumbing/heating 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: 25th June 2018</p> <p>Total cost of work: £180</p> <p>Description of work: Was advised to look online for a new Mira shower. Did find out at Screwfix Livingston, Laurie picked it up and Colm fitted it.</p> <p>Comments: Wanted shower fitted as soon as possible as my husband is not well. Colm came the next day, fitting us in as an emergency, for which we are both very grateful, at no extra cost. Customer service was just first class. The work was carried out to a very high standard. New shower fitted and tiles left as good as new, no need to replace any tiles. Bathroom left neat and tidy. Would definitely recommend Colm & Laurie, will use CMI in future.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 11th June 2018</p> <p>Total cost of work: £894</p> <p>Description of work: 2 x radiator removal, 2 x radiator replacement, a full system power flush.</p> <p>Comments: Colm took the time to find out exactly what we wanted and then provided us with a quote that listed the costs against each task and not just a single figure to work with so that we fully understood the cost at each stage. Once we had agreed for the work to go ahead we agreed a date when the work would start and Colm arrived on time as promised. The work was carried out professionally with as little disruption to our daily lives as possible.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 th May 2018			
	Total cost of work: £4416			
Customer Ratings (Out of 10)	Description of work: Renovated bathroom, removed old suite etc. disposed of all rubbish, fitted new wet wall, suite and shower.			
	Comments: Provided quote for bathroom renovation promptly and gave suggestions for replacement items. Stuck to date arranged for job to be done and arrived on time as did the other trades organised. No mess & happy with work completed, bathroom is much improved.			
	Value for money	Quality of work	Service	Tidiness
	8	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 27 th April 2018			
	Total cost of work: £120			
Customer Ratings (Out of 10)	Description of work: Boiler service, investigation and repair into a gas leak.			
	Comments: Excellent service, very professional and friendly. Arrived on time and explained everything that was happening and kept me informed as the visit progressed. All correspondence was answered really quickly and any questions I had were answered. Would definitely use them again and recommend to anyone.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5 th March 2018			
	Total cost of work: £800			
Customer Ratings (Out of 10)	Description of work: 3 replacement radiators, powercleanse and magnetic filter installed.			
	Comments: Extremely quick response to all emails, detailed explanations of work required, very professional and efficient, extremely helpful.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 22nd February 2018</p> <p>Total cost of work: £5000</p> <p>Description of work: Replace boiler, replace heating pump, move and install two new radiator. Refurbish cloakroom toilet, remove old suite, install new suite, tile floor and feature on wall, install ceiling spot lights.</p> <p>Comments: The work that Colm performed is first class. He was very thorough when quoting then carried this through to explaining all steps along the way. His quality of work is very high and he cleaned up as he went. His customer service is also excellent even going so far as home phoning us from his holidays to check in and see if everything was ok with the heating. I'm very impressed so would strongly recommend CMI Plumbing and would definitely use them again if needed.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 18th January 2018</p> <p>Total cost of work: £2800</p> <p>Description of work: Boiler replacement.</p> <p>Comments: Great job, highly recommended plumber, very reliable and excellent quality of work and reasonable prices. Nice guy too and would not hesitate to use him again.</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 September 2017</p> <p>Total cost of work: £6790</p> <p>Description of work: Total refurbishment of wet room due to water damage from a defective seal in the toilet.</p> <p>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.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 17th July 2017</p> <p>Total cost of work: £4000</p> <p>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</p> <p>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.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 th 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 th 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 th 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 th 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 th 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 th 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 th November 2016			
	Total cost of work: £3000			
	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
Customer Ratings (Out of 10)	9	10	9	9

ONLINE FEEDBACK PROVIDED	Date received: 19 th August 2016			
	Total cost of work: £2663.60			
	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
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 9th 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>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 8th 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>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	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: 12th 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>			
<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>10</p>