



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# CMI Plumbing & Heating Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 123 (showing most recent 30)**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9**

The following feedback forms have been completed by previous customers, rating their experience of dealing with CMI Plumbing & Heating Ltd.

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> March 2026			
	Total cost of work: £84			
	Description of work: Service boiler.			
	Comments: Colm always does a good job & arrives on time.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 <sup>th</sup> January 2026			
	Total cost of work: £1200			
	Description of work: Supply and install bathroom vanity basin unit and toilet.			
	Comments: Delighted with product, workmanship and overall service provided by Colm and Laurie of CMI Plumbing and Heating. Highly recommend this company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> January 2026			
	Total cost of work: £3200			
	Description of work: Replace boiler			
	Comments: From start to finish CMI were brilliant. Out boiler broke down over Christmas and Colm came out immediately after we contacted the company. He provided an easy to understand quote in writing the same day. When the work was done it was on time, no added extras and Colm is the cleanest trades person I have ever met. The house was immaculate when he left. If all trades people were as professional the world would be a better place.			
	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> November 2025			
	Total cost of work: £14500			
	Description of work: Full bathroom rip out and refit			
	Comments: Fantastic turnkey project management to deliver a complete large bathroom makeover. Excellent communication from quote to finish. Valuable advice, with help to source best value quality products, come when they say they will, and quality workmanship from all relevant trades (plumber, joiner, electrician, plasterer, tiler). Would 100% use again and recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 <sup>rd</sup> November 2025			
	Total cost of work: £1250			
	Description of work: power flush of 16 radiators, changing valves in radiators, fixing water tanks, and installing metallic filter on the gas boiler			
	Comments: excellent service from Colm, he is so knowledgeable about the systems and worked all day to finish the job - he is also very personable and kept his promises. I have no negative comments whatsoever.			
	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> September 2025			
	Total cost of work: £890			
Customer Ratings (Out of 10)	Description of work: New shower pump and upgraded plumbing			
	Comments: Very efficient and professional service.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> September 2025			
	Total cost of work: £4000			
Customer Ratings (Out of 10)	Description of work: Fixed leak, replaced bath panel and fitted new vertical radiator. Fitted new valves several times as had issues with new radiator. Fitted new kitchen tap. Then got Colm back for new boiler installation and job was done perfectly. I thought a power flush was needed but Colm didn't think it was needed so saved me the money. There is no job too big or small, he turns up when he says he will, gives you a quote and then gets the job done. Highly recommend this company.			
	Comments: I cannot fault any of the work undertaken by Colm. From start to finish he did a great job. I've used him several times now and getting him back to fit another new vertical radiator next month. In the past people could get things done no problem nowadays some small companies just pick and choose what jobs they want to do so come out to quote on a job go away and you never hear from them again. Not Colm and his wife Laurie who runs the admin side of the business they are a great team.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> June 2025			
	Total cost of work: £1500			
Customer Ratings (Out of 10)	Description of work: Replace kitchen sink. Replace the basin and new toilet, in the downstairs toilet.			
	Comments: Estimate was accurate. The work was carried out in a morning. He tidied away the rubbish.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> May 2025			
	Total cost of work: £8000			
	Description of work: Refit en-suite bathroom.			
	Comments: Communication throughout the process was professional and clear. The team working in our house were respectful, professional and competent. All carpets were covered when they arrived and whole area was vacuumed at the end of the job. We are delighted with our new en-suite bathroom. We have no hesitation in recommending CMI PLUMBING AND HEATING and they will be our first port of call when we next need this type of work done.			
	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> April 2025			
	Total cost of work: £8200			
	Description of work: Changed bathroom into walk in shower room and replaced 2 radiators.			
	Comments: I have used CMI before and when looking to spend a large amount of money on a bathroom transformation felt completely reassured that the advice, service and standard of work would be reliable, honest and delivered to a high standard. Great team of people and respond to queries promptly. Would recommend them to anyone. Completely delighted with my new shower room and new radiators.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 31 <sup>st</sup> March 2025			
	Total cost of work: £3400			
	Description of work: Flushing of heating system. Installation of new boiler.			
	Comments: Excellent service. All aspects of work undertaken were carried out efficiently, cleanly and professionally. Very little disruption in the household. We'd have no hesitation in recommending CMI Plumbing and Heating. Will happily use them again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 10<sup>th</sup> March 2025</p> <p>Total cost of work: £18,300</p> <p>Description of work: New boiler. Fitted bathroom and kitchen.</p> <p>Comments: Can't recommend them enough. Colm fitted a new boiler, bathroom and kitchen for us - all of which looks great. Flat was left very clean and tidy afterwards - they even swept the stairwell. Very quick to respond to any changes and to suggest any improvements/alterations. We're delighted with everything and so pleased with the results. Laurie was excellent to deal with, helpful and patient with our requests. Many thanks.</p>			
	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 3<sup>rd</sup> December 2024</p> <p>Total cost of work: £8555</p> <p>Description of work: Fitting of new bathroom which involved -: Removal of Bath (and replaced by walk in shower). Removal of wet wall and tiles underneath. New wet wall installed Toilet and sink removed and replaced Fan removed, replaced and repositioned. Flooring removed and replaced. Shower removed and replaced.</p> <p>Comments: Great company. Quote given but no pressure given to accept. Very professional from quote to completion of job. Great communication throughout. All work completed within time frame given and to a very high standard. We would highly recommend CMI Plumbing and Heating Ltd.</p>			
	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 29<sup>th</sup> November 2024</p> <p>Total cost of work: £2900</p> <p>Description of work: New boiler installation.</p> <p>Comments: Couldn't recommend CMI highly enough- from start to finish the service was 5*. Colin turned up exactly when advised he wouldn't carry out any works, worked efficiently and tidied up after work was carried out. He fully explained everything to myself, set expectations and kept me informed throughout the day on progress. Laurie was also extremely helpful and kept in communication throughout the full process of getting a new boiler installed. Fantastic prices and fantastic services!</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>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 4<sup>th</sup> November 2024</p> <p>Total cost of work: £6200</p> <p>Description of work: Bathroom refurb</p> <p>Comments: Colm's honesty and advice was brilliant and his organisation and execution of our bathroom refurbishment has been excellent. He is very approachable re any questions, and Laurie on the end of emails and the administrative side of things is really fantastic. Tiler did an incredible job, walls well prepped by the plasterer, his joiner very efficient, electrician was also extremely skilled and efficient. Whole operation ran like clockwork. Absolutely worth the money spent, all priced very reasonably.</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>

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> September 2024			
	Total cost of work: £7131.14			
	Description of work: Complete refurbishment of en-suite bathroom.			
Customer Ratings (Out of 10)	Comments: Delighted with my en-suite bathroom refurbishment. From the beginning Laurie was so helpful and we discussed at length about exactly what items I was looking for. The communication was amazing throughout, even with a little blip with the delivery times for some of the items (not CMI's fault), we were kept up to date fully. Colm arrived on time each day and we are delighted with the quality of work from himself along with the tilers and joiner. Highly recommend this company.			
	Value for money	Quality of work	Service	Tidiness
	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> August 2024			
	Total cost of work: £9700			
	Description of work: Strip out shower room, line and skim walls. Install wall panels, extra long shower tray, shower, x3 cabinets, basin, worktop, toilet, false ceiling, with spot lights, click laminate floor and reinstall LCD mirror and heated towel rail.			
Customer Ratings (Out of 10)	Comments: We are delighted with the work and the finished shower room. We highly definitely recommend CMI for bathrooms.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> July 2024			
	Total cost of work: £80			
	Description of work: Water leaking through floor and hall ceiling from upstairs shower. Problem found and resolved very quickly.			
Customer Ratings (Out of 10)	Comments: Colin was professional, friendly and charged fair price for work done Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> June 2024			
	Total cost of work: £3388.36			
	Description of work: Upgrade of boiler to combi boiler, removed old boiler and water tank along with completing a power flush of the system. Additionally installation of one new radiator in my hall.			
	Comments: This is now my third job from CMI plumbing and heating. Laurie and Colm are such a great team, nothing is too much trouble. They source all the products, bring to site and remove all the rubbish. Very professional and turn up when they say they will. Highly recommend and will be using them for all my plumbing work going forward, glad I found them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> June 2024			
	Total cost of work: £1963			
	Description of work: Removal and replacement of all radiators in our house, with a flush to our system, a new HIVE system fitted.			
	Comments: Colm explained what was required when he visited for quote, Laurie provide an invoice the same day and helped me plan this work around other work ongoing in the house as well as answer ongoing questions. Colm is an experienced plumber and his standard of work is excellent and it is great value for money. We will use CMI again and will highly recommend to family and friends.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 <sup>th</sup> June 2024			
	Total cost of work: £5720			
	Description of work: Complete strip out of bathroom, install bathroom furniture, shower, tile all walls fully, tile floor			
	Comments: Excellent communication and workmanship.			
	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> June 2024			
	Total cost of work: £2473.20			
	Description of work: Revamp of toilet room. New toilet, radiator, sink and unit. Install outside tap. Install down lights Floor tiled			
	Comments: Very professional, turn up when they say they will. Arrange the other trades, electric and tiler also turned up when they said. No mess left. Top quality work, I Colm booked in for later in the month to install a boiler. Great business.			
	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> June 2024			
	Total cost of work: £144			
	Description of work: Repair to two toilet waste pipes at premises. Materials and labour.			
	Comments: Very satisfied with the work carried out and the manner in which it was used.			
	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> April 2024			
	Total cost of work: £141.60			
	Description of work: Supplied and fitted bowl & half kit and basket strainer under the kitchen sink. Plus did some investigation work to check for leaks in the bathroom.			
	Comments: For months I had tried to get a plumber to do a job and do some checks for me. Let down numerous times. I found CMI on trusted traders, from my first contact with Laurie this felt like a very professional company. Colm who did the actual work was amazing, turned up on time and did a great job. I would highly recommend CMI, in fact I have already booked them in to revamp my downstairs loo in May.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 <sup>th</sup> April 2024			
	Total cost of work: £1932			
	Description of work: Installation of new en-suite, tiling and flooring including pipe work.			
	Comments: 100% recommend Colm, used for the third time as work always completed well, a genuine guy who will work hard to an excellent standard and left the place immaculate. Really pleased.			
	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> March 2024			
	Total cost of work: £2500			
	Description of work: Power flush an old 6 bed farmhouse incl all repairs/replacement of radiators - from a biomass system. New outside taps New Inside tap New toilet seats Renew boiler tap filter Plumb in the washing machine			
	Comments: Very reasonable price for the works undertaken. Tidy and polite Knowledgeable Timeous Honest and upfront Excellent tradesman. 5* service from start to finish.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 <sup>th</sup> March 2024			
	Total cost of work: £6906			
	Description of work: Clear out old bathroom and install new wet room. Tiling, wet room floor installation, electrics, plumbing and new bathroom sink and toilet.			
	Comments: Excellent communication and helpful staff. Arrived promptly at times agreed. Completed all the work on schedule. Successfully co-ordinated all the workmen and their tasks. Skip delivered, filled and removed same week. I would definitely use this company again. Well done Colm, Laurie and team.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 11<sup>th</sup> March 2024</p> <p>Total cost of work: £3175</p> <p>Description of work: Remove existing boiler - Remove existing flue - Powerflush central heating with Kamco machine and Dual heated magnet - Install new boiler: Worcester Greenstar 4000 30KW Combi boiler (10 year warranty) - Install new magnetic filter - Install new flue - Wire in control &amp; new boiler - Fill central heating - Install chemical inhibitor - Test - Install carbon monoxide detector - Sign off to Gas Safe standards.</p> <p>Comments: Colm turned up on time to see the job to be done and the quote was delivered quickly from Laurie. Colm arrived promptly at 8am on the install day and worked all day, what a great job he has done, and he explained everything really clearly about the job. I'll certain be contacting CMI for any other work I may need done.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 22<sup>nd</sup> December 2023</p> <p>Total cost of work: £5179</p> <p>Description of work: Complete refurbishment of downstairs toilet, including tiling on all four walls and new flooring. Flooring also replaced on adjoining utility room and kitchen.</p> <p>Comments: I'm very pleased with the quality of the work and the professionalism of Colm and CMI Plumbing &amp; Heating. They are very helpful and Laurie is quick to respond to any queries (I had quite a few as I was deciding exactly how we wanted the walls and flooring to be) and very patient in explaining possible options. All in all it's a pleasure to deal with them.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 26<sup>th</sup> October 2023</p> <p>Total cost of work: £1264</p> <p>Description of work: Radiators replaced, boiler condensate pipe re-routed and new tap fitted.</p> <p>Comments: Excellent service all round. Turned up on time to quote for the work. Quote was prompt and reasonably priced. Date for work and duration agreed. Turned up as planned and made modifications needed on the day with no complaint. Finished the work in agreed time at the agreed price. Friendly and efficient service with no hassle. Based on my experience I would use this business again and highly recommend them.</p>			
	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>