COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

CMI Plumbing & Heating Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 137 (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: 10 November 2026 Total cost of work: £1585 Description of work: Removal and replacement of Electric hot water tank. Reconstruction of wooden support and frame underneath. Connection and wiring of appliance. Comments: Colm was extremely professional and friendly and carried out the work efficiently. The installation was very neat and time was taken to ensure that everything was carried out to a high standard, which was reassuring. Initial contact and quote was comprehensive and efficient, with quick communication. Would happily recommend CMI Plumbing and Heating to others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 October 2026 Total cost of work: £1200 Description of work: We had two small radiators replaced with vertical radiators. Old radiators were removed, plasterboard was opened and reinforced with wooden pads, then new radiators and TRVs were installed, system flushed with chemical product, re-pressurised. Restoration of plasterboard was not included. Comments: Laurie explained to us thoroughly the details of the job and was available to answer all our questions. Timescales were communicated and we were advised of changes promptly. Colm was very professional, arrived on time, kept the area tidy and clean, and the final result looks perfect. All in all satisfied.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5th October 2026 Total cost of work: £1200 Description of work: Replaced a set of radiators Comments: Have used CMI a number of times now. Very reliable, reassuringly competent and dependable. Will not hesitate to use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25th September 2026 Total cost of work: £10014 Description of work: Full bathroom renovation: stripping out and disposal of old bathroom fittings, remedial works to room, plastering, tiling, flooring, joinery, plumbing and installation of all new fittings. The whole process was project managed by CMI. Comments: The service we received from CMI Plumbing was exceptional from start to finish. Communication throughout the process was excellent. We particularly appreciated their expertise in sourcing & recommending quality products which would perform well. CMI project-managed the complete bathroom renovation - stripping out old bathroom, plastering, tiling, joinery, flooring and installation - and we genuinely could not be happier with the outcome. Huge thanks to CMI. we would 100% recommend them..			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7th September 2026 Total cost of work: £ 6660 Description of work: Conversion of small upstairs cupboard to a toilet with wash hand basin. This included wet wall, flooring, ceiling, lighting and hot tap along with the necessary plumbing work. Comments: The work was completed to a high standard. The plumber, joiner and electrician were all very friendly and explained what they were doing. They also cleared up any mess made. We are very pleased with the conversion and how we were kept up to date with costs and progress.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24th August 2026 Total cost of work: £3714 Description of work: Drain down central heating system. Remove old boiler and associated pipes. Installed new combi boiler and associated pipes Remove hot water tank and associated pipes. Make new hatches to run new pipes. Fill central heating and sign off gas safe standards etc. Comments: Previous Quotation given and works undertaken to completely match this in all details. On arrival again explained process and timescale. Protected all flooring. Kept us up to date with progress. Finished works within expected time scale. Work done to high standard and house and garage left very clean and tidy. Extremely pleased with work done and would definitely recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28th July 2026 Total cost of work: £500 Description of work: Replace radiators Comments: Excellent job completed to replace radiators. Prompt reply to initial enquiry and good communication received in providing quote and booking in a date. Plumber turned up on time, explained procedure to complete job, pointed out a few issues along the way and completed the work in an efficient manner. Plumber even fixed another issue over and above the quoted job. The work was completed to a very high standard, with no mess left behind. Would have no hesitation in recommending.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25th July 2026 Total cost of work: £8900 Description of work: Bathroom renovation. Comments: Absolutely fantastic service provided by CMI Plumbing & Heating for our bathroom renovation. Excellent communication from Colm and Laurie from start to finish, was so good to have such a reliable firm! Quality of the work delivered was top notch and they absolutely nailed the timeframe of 5 days for the job. Would highly recommend!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10th June 2026 Total cost of work: £15300 Description of work: New mobility ensuite and new bathroom. Comments: We had a new mobility ensuite and new bathroom installed with CMI plumbing. The finishing in the bathrooms were quality. Colm listened to our requirements and he and his team delivered. The communication regarding quotes were excellent with Laurie giving us a full breakdown of all the work. From quotes to the finished product this company was a dream to work with. I would absolutely use them in the future and would highly recommend them. Thanks for everything.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3rd June 2026 Total cost of work: £7821 Description of work: Total bathroom reno. Comments: From getting the work quoted through to finishing touches the work has been outstanding. Communication has been really quick and clear throughout and Laurie was so patient and helpful with answering many questions I had during the whole process. The week of the reno was seamless and the house was left really tidy at the end of each day which was massively appreciated. We could not be happier with the new bathroom and can't recommend CMI highly enough - thank you!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19th May 2026 Total cost of work: £1410.00 Description of work: Remove old hot water cylinder, strip out water damaged shelf, build new shelf support for cylinder, replace faulty stop cock, install new cylinder and immersion heater. Additional pipe was needed and installed. Comments: Colm called to investigate the work required. Quote issued and when agreed an installation date was confirmed. Worked quickly and answered all my daft laddie questions as he went along. Great communication throughout the job. Tidy worker with all rubbish removed. Minor issue over weekend but had no hesitation dropping in on Monday - issue resolved within a couple of minutes. Would certainly use again and more than happy to refer to friends and neighbours.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7th May 2026 Total cost of work: £4689 Description of work: Installation of 4 radiators, new combi boiler and Hive controls Comments: We recently used CMI plumbing for the installation of new radiators, a new boiler and a Hive heating control. The work completed was excellent. Although issues were found during the installations, they were fully explained to me and rectified accordingly. I was given clear quotes beforehand and found them very reasonable. I will be using them in the future for bathroom installations. I would 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: 28th April 2026 Total cost of work: £5000 Description of work: Conversion of large cupboard to wc with w/h basin. Comments: Excellent job. All tradesmen involved were professional, courteous and worked to time scale. Very tidy. Very pleased with the work undertaken. Would highly recommend CMI.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16th April 2026 Total cost of work: £240 Description of work: Re-fitted shower door, re-siliconed and fitted replacement shower rail. Comments: Excellent job. A very reliable company. Great communication throughout.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19th 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: 20th 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: 19th 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: 10th 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: 3rd 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: 25th September 2025 Total cost of work: £890 Description of work: New shower pump and upgraded plumbing Comments: Very efficient and professional service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15th September 2025 Total cost of work: £4000 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
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13th June 2025 Total cost of work: £1500 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
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27th 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: 28th 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: 31st 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

ONLINE FEEDBACK PROVIDED	Date received: 10th March 2025 Total cost of work: £18,300 Description of work: New boiler. Fitted bathroom and kitchen. 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3rd December 2024 Total cost of work: £8555 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. 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29th November 2024 Total cost of work: £2900 Description of work: New boiler installation. 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!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4th November 2024 Total cost of work: £6200 Description of work: Bathroom refurb 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17th September 2024 Total cost of work: £7131.14 Description of work: Complete refurbishment of en-suite bathroom. 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
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13th 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. 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
Customer Ratings (Out of 10)	10	10	10	10