



# Comments and Ratings Coval Services Ltd

26 Hoghill Court, East Calder  
West Lothian, EH53 0QA  
01506 884437

**NUMBER OF FEEDBACK FORMS RECEIVED: 9**  
**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9**

Feedback forms are completed by previous customers, rating their experience of dealing with Coval Services 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?	9.7
<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?	10
<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)	89%	0%	11%
<b>Give you a receipt or invoice at the end of the job?</b>	100%	0%	0%

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

## CUSTOMER COMMENTS

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> July 2016			
	Total cost of work: £5722.38			
	Description of work: Refurbishment of bathroom replacing bath with shower enclosure.			
	Comments: Excellent, meticulous & first class work, nothing too much trouble. Consulted regarding all costs and changes. Really good guys, a pleasure to have them in my home. 100% satisfaction. Delighted with my new bathroom!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 3100	Date received: 20 <sup>th</sup> January 2015			
	Total cost of work: £3100			
Description of the work undertaken: <i>Replace water damaged kitchen floor. Removal of lower kitchen unit/work surfaces. Re-tile / Refit units. Fit new work surfaces hob/oven/sink/taps</i>	Description of work: Replace water damaged kitchen floor. Removal of lower kitchen unit/work surfaces. Re-tile/refit units. Fit new work surfaces/hob/oven/sink/taps.			
Your comments: <i>Excellent job to the highest standard</i>	Comments: Excellent job to the highest standard.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 60	Date received: 26 <sup>th</sup> August 2014			
	Total cost of work: £60			
Description of the work undertaken: <i>GAS SAFETY CHECK AND ANNUAL INSPECTIONS/SERVICE OF COMBI BOILER</i>	Description of work: Gas safety check and annual inspection/service of combi boiler.			
Your comments: <i>VERY THOROUGH. THE ENGINEER IDENTIFIED A SMALL PROBLEM AT THE GAS METER WHICH HE ACTIONED BY CONTACTING SGN, WHO ARRIVED WITHIN THE HOUR TO FIX THE PROBLEM AT NO EXTRA CHARGE. MANY THANKS.</i>	Comments: Very thorough. The engineer identified a small problem at the gas meter which he actioned by contacting SGN, who arrived within the hour to fix the problem at no extra charge. Many thanks.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

<p>Total cost of the work £ 1382-00.</p> <hr/> <p>Description of the work undertaken:  <i>Installation of shower + bath screen. Tiling of bath area.  Mirrors installed to bathroom + ensuite.</i></p> <hr/> <p>Your comments:  <i>Fantastic result. Excellent craftsmanship - tiling is superb.  left spotless and all in working order.</i></p>	<p>Date received: 17<sup>th</sup> July 2014</p> <p>Total cost of work: £1382.00</p> <p>Description of work: Installation of shower and bath screen. Tiling of bath area. Mirrors installed to bathroom and ensuite.</p> <p>Comments: Fantastic result. Excellent craftsmanship – tiling is superb. Left spotless and all in working order.</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>

<p>Total cost of the work £ 6984.00</p> <hr/> <p>Description of the work undertaken:  <i>TO DISMANTLE &amp; REMOVE KITCHEN, REMOVE WALL TO EXISTING DINING ROOM, FRAME AND PLASTERBOARD OPENING BETWEEN DINING ROOM &amp; LOUNGE, SUPPLY AND FIT REPLACEMENT HOWDENS KITCHEN.</i></p> <hr/> <p>Your comments:  <i>This was done over a 2 week period when the property was vacant. I had no qualms about leaving him the key, he was tidy + took away all the old parts. He kept me up to date daily + explained everything fully. He worked with other tradesmen that I had employed and never objected if they needed access to the kitchen. This quality of work is excellent + I couldn't hesitate to use him again or recommend him. He is on time and turns up when he says he would.</i></p>	<p>Date received: 11<sup>th</sup> October 2013</p> <p>Total cost of work: £6984.00</p> <p>Description of work: To dismantle and remove kitchen. Remove wall to existing dining room. Frame and plasterboard opening between dining room and lounge. Supply and fit replacement Howdens kitchen.</p> <p>Comments: This was done over a 2 week period when the property was vacant. I had no qualms about leaving him the key, he was tidy and took away all the old parts. He kept me up to date daily and explained everything fully. He worked with other tradesmen that I had employed and never objected if they needed access to the kitchen. His quality of work is excellent and I wouldn't hesitate to use him again or recommend him. He is on time and turns up when he says he would.</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>

<p>Total cost of the work £ 5680.00</p> <hr/> <p>Description of the work undertaken:  <i>STRIP AND REFIT NEW KITCHEN</i></p> <hr/> <p>Your comments:  <i>Not only have I recommended Mr McKean to friends they have engaged him and passed his details on. Two neighbours have also had work carried out.</i></p>	<p>Date received: 8<sup>th</sup> October 2013</p> <p>Total cost of work: £5680.00</p> <p>Description of work: Strip and refit new kitchen.</p> <p>Comments: Not only have I recommended Mr McKean to friends, they have engaged him and passed his details on. Two neighbours have also had work carried out.</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>Total cost of the work \$ <u>7550.00</u> <u>430</u> - 15yr warranty <u>7980.00</u></p> <p>Description of the work undertaken: Remove old boilers and install complete heating system with Glowworm 30CX combi boiler. 15 year Glowworm warranty on boiler.</p> <p>Your comments: Very happy with work, very reliable, helpful informative and much less mess and upheaval than I was expecting. Would have no hesitation in recommending to others.</p>	<p>Date received: 8<sup>th</sup> October 2013</p> <p>Total cost of work: £7980.00</p> <p>Description of work: Remove old boilers and install complete heating system with Glowworm 30CX combi boiler. 15 year Glowworm warranty on boiler.</p> <p>Comments: Very happy with work, very reliable, helpful, informative and much less mess and upheaval than I was expecting. Would have no hesitation in recommending to others.</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>2592</u></p> <p>Description of the work undertaken: STRIP OUT &amp; REFURBISH CLOAKROOM</p> <p>Your comments: Excellent job.</p>	<p>Date received: 3<sup>rd</sup> October 2013</p> <p>Total cost of work: £2592</p> <p>Description of work: Strip out and refurbish cloakroom.</p> <p>Comments: Excellent job.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

<p>Total cost of the work \$ <u>6,486.87</u></p> <p>Description of the work undertaken: Installation of new bathroom - all appliances, floor tiling, wall tiling and wall fixings.</p> <p>Your comments: The bathroom was fitted when we were out of the country, House keys &amp; access were therefore left solely with Colin of Coval. He was completely trustworthy and even fed the goldfish during our absence. Work was professionally finished and Colin was/is very helpful and knowledgeable.</p>	<p>Date received: 1<sup>st</sup> October 2013</p> <p>Total cost of work: £6486.87</p> <p>Description of work: Installation of new bathroom – all appliances, floor tiling, wall tiling and wall fixings.</p> <p>Comments: The bathroom was fitted when we were out of the country, house keys and access were therefore left solely with Colin of Coval. He was completely trustworthy and even fed the goldfish during our absence! Work was professionally finished and Colin was/is very helpful and knowledgeable.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	10