



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Your Junk

**NUMBER OF FEEDBACK FORMS RECEIVED: 12**

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

The following feedback forms have been completed by previous customers, rating their experience of dealing with Your Junk.

<p>Total cost of the work £ 120 -</p> <hr/> <p>Description of the work undertaken:</p> <p>REMOVAL OF SOME GARAGE ITEMS/RUBBISH</p> <hr/> <p>Your comments:</p> <p>TWO VERY PLEASANT MEN WHO CAME IN THE AGREED TIME SLOT. INITIALLY IT WAS FOR AN ESTIMATE BUT THEY COULD DO THE JOB <sup>RIGHT</sup> AWAY. THEY OFFERED TO MOVE MY CAR FROM THE DRIVE FOR EASY ACCESS TO THE GARAGE AND WERE WILLING TO PUT IN BACK WHEN THE JOB WAS DONE. VERY IMPRESSED.</p>	<p>Date received: 22<sup>nd</sup> October 2024</p> <p>Total cost of work: £120</p> <p>Description of work: Removal of some garage items/rubbish.</p> <p>Comments: Two very pleasant men who came in the agreed time slot. Initially it was for an estimate but they could do the job right away. They offered to move my car from the drive for easy access to the garage and were willing to put it back when the job was done. Very impressed.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 16<sup>th</sup> July 2024</p> <p>Total cost of work: £80</p> <p>Description of work: Removal of 3 pieces of gym equipment.</p> <p>Comments: Excellent service, friendly, quick and professional.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> March 2024			
	Total cost of work: £350			
	Description of work: Clearance and removal of old garden sheds and contents, rabbit hutch and non-functioning old garden equipment.			
	Comments: Quote request via WhatsApp was responded to promptly and courteously. Arrived at agreed day and time and was done within an hour! Very professional and pleasant to deal with. Compared to the cost of hiring a skip, the effort of loading it and needing to get help to do so, probably a full day's work at least, this was a bargain! I have no hesitation in recommending Your Junk and would happily use them again myself.			
	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> February 2024			
	Total cost of work: £150			
	Description of work: Removal of garden and household junk ahead of house move.			
	Comments: Very friendly, courteous and professional. Would readily recommend.			
	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 2023			
	Total cost of work: £230			
	Description of work: Remove a shed and a gate.			
	Comments: Punctual, reliable and trustworthy.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> February 2023			
	Total cost of work: £190			
	Description of work: Removal of old bath and plastic water tank, including large metal frame it stood on. Plus all metal and plastic piping, wood oddments and associated waste, including cut-offs of wet boards for new shower and all cardboard packaging from job.			
	Comments: Two friendly chaps turned up on time, worked quickly and all "junk" was uplifted in only 15 minutes! Job well done!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> February 2022			
	Total cost of work: £200			
	Description of work: Pick up of old rubbish including fridge. Lots to uplift and took it away quickly with no hassle.			
	Comments: The guys that arrived were superb. Came in branded clothing, a well presented van and made themselves known. Took away everything that was asked of them, there was no hassle and they even swept up when they left! Great service, great price and lovely to deal with from the very first phone call.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>95</u> <hr/> Description of the work undertaken: <u>Removal of furniture items, doors, garden furniture items</u> <hr/> <hr/> Your comments: <u>Men undertook work in a professional manner</u> <hr/> <hr/>	Date received: 20 <sup>th</sup> November 2018			
	Total cost of work: £95			
	Description of work: Removal of furniture items, doors, garden furniture items.			
	Comments: Men undertook work in a professional manner.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 180</p> <hr/> <p>Description of the work undertaken:</p> <p>REMOVAL OF UNWANTED FURNITURE</p> <hr/> <p>Your comments:</p> <p>AS ON PREVIOUS PAGE          PLEASED WITH ALL WORK.          WOULD NOT BE RECOMMENDING THEM TO ANYONE ELSE IF I WAS NOT PLEASED WITH JOB</p>	<p>Date received: 19<sup>th</sup> November 2018</p> <p>Total cost of work: £180</p> <p>Description of work: Removal of unwanted furniture.</p> <p>Comments: As on previous page, pleased with all work. Would not be recommending them to anyone else if I was not pleased with job.</p> <p>(Additional comments provided with scores – Very pleased with cost. They were very professional. The lads were friendly, quick, pleased with their efficiency).</p> <table border="1" style="width: 100%;"> <tr> <th>Value for money</th> <th>Quality of work</th> <th>Service</th> <th>Tidiness</th> </tr> <tr> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> </table>	Value for money	Quality of work	Service	Tidiness	10	10	10	10
Value for money	Quality of work	Service	Tidiness						
10	10	10	10						
Customer Ratings (Out of 10)	10      10      10      10								

<p>Total cost of the work £ 60</p> <hr/> <p>Description of the work undertaken:</p> <p>Wardrobe Chest of Drawers Double Bed + Garden Swing          All taken from upstairs bedroom with very awkward staircase</p> <hr/> <p>Your comments:</p> <p>Mr Anderson &amp; partner were so professional and thoughtful I will use the company again if needed</p>	<p>Date received: 13<sup>th</sup> November 2018</p> <p>Total cost of work: £60</p> <p>Description of work: Wardrobe, chest of drawers, double bed and garden swing all taken from upstairs bedroom with very awkward staircase.</p> <p>Comments: Mr Anderson and partner were so professional and thoughtful. I will use the company again if needed.</p> <table border="1" style="width: 100%;"> <tr> <th>Value for money</th> <th>Quality of work</th> <th>Service</th> <th>Tidiness</th> </tr> <tr> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> </table>	Value for money	Quality of work	Service	Tidiness	10	10	10	10
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10	10	10	10						
Customer Ratings (Out of 10)	10      10      10      10								

<p>Total cost of the work £ 120.00</p> <hr/> <p>Description of the work undertaken:</p> <p>Mixed household waste, old clothes, lamps empty boxes</p> <hr/> <p>Your comments:</p> <p>Graham was very informative, polite helpful. Let me know he would be a little late and was very efficient and professional</p>	<p>Date received: 9<sup>th</sup> November 2018</p> <p>Total cost of work: £120</p> <p>Description of work: Mixed household waste, old clothes, lamps, empty boxes.</p> <p>Comments: Graham was very informative, polite, helpful. Let me know he would be a little late and was very efficient and professional.</p> <table border="1" style="width: 100%;"> <tr> <th>Value for money</th> <th>Quality of work</th> <th>Service</th> <th>Tidiness</th> </tr> <tr> <td>10</td> <td>10</td> <td>10</td> <td>10</td> </tr> </table>	Value for money	Quality of work	Service	Tidiness	10	10	10	10
Value for money	Quality of work	Service	Tidiness						
10	10	10	10						
Customer Ratings (Out of 10)	10      10      10      10								

Total cost of the work £ 180

Description of the work undertaken:

ITEMS UPLIFTED FROM MY MOTHER'S HOUSE  
AT [REDACTED]

Your comments:

Date received: 8<sup>th</sup> November 2018

Total cost of work: £180

Description of work: Items uplifted from my mother's house at (address details removed).

Comments: None provided.

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

Customer Ratings (Out of 10)