



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

EDC Painters & Decorators

NUMBER OF FEEDBACK FORMS RECEIVED: 50 (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 EDC Painters & Decorators.

| | | | | |
|---|--|------------------------|----------------|-----------------|
| <p>Total cost of the work £ 590.00</p> <p>Description of the work undertaken: PAINTING CEILINGS & WOODWORK LOUNGE & KITCHEN (INCLUDING FILLING HOLES & CRACKS WHERE NECESSARY)</p> <p>Your comments: ARRIVED ON TIME & UNDERTOOK THE WORK EFFICIENTLY AND OF A HIGH QUALITY & ATTENTION TO DETAIL. CONTRACTOR COURTEOUS & VERY PLEASANT.</p> | <p>Date received: 26th November 2020</p> <p>Total cost of work: £590</p> <p>Description of work: Painting ceilings and woodwork lounge and kitchen (including filling holes and cracks where necessary).</p> <p>Comments: Arrived on time and undertook the work efficiently and of a high quality and attention to detail. Contractor courteous and very pleasant.</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>10</p> |

| | | | | |
|-------------------------------------|--|------------------------|----------------|-----------------|
| <p>ONLINE FEEDBACK PROVIDED</p> | <p>Date received: 22nd September 2020</p> <p>Total cost of work: £890</p> <p>Description of work: Redecoration of ceilings, walls and woodwork in 2 halls.</p> <p>Comments: Efficient, excellent time keeping and pleasant.</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>9</p> |

| | | | | |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 1st September 2020</p> <p>Total cost of work: £1170</p> <p>Description of work: Ernest and George washed, sanded, undercoated and painted all the soffits (the boarding under the eaves) and the surrounds of all the doors and patio windows on my four bedroomed house with double garage. I did not ask them to paint any doors.</p> <p>Comments: Ernest accepted to do the painting at a busy time, after the lockdown. He explained how he would do the job in an easily understood and friendly way, fitting the painting into his busy schedule before the weather worsened. He also recommended other tradesmen to do additional work. Ernest went out of his way to be as helpful and accommodating as he could be to me throughout the whole process. He and George did a very professional job and I would highly recommend this company.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 10th August 2020</p> <p>Total cost of work: £880</p> <p>Description of work: Ernest painted the eaves of my house as well as painting all the high wooden surfaces above and around my external doors and garage. The eaves in particular had accumulated a lot of dirt and parts of the bare wood at the front of my house showed through the previous paintwork.</p> <p>Comments: Ernest did a superb job. He could not have been more professional and helpful. I would highly recommend Ernest at EDC painters for all your painting jobs.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 10 th August 2020 | | | |
| | Total cost of work: £1800 | | | |
| | Description of work: Painted house. | | | |
| | Comments: Right from our initial meeting when Ernest came to do our quotation through to the work being completed Ernest of EDC Painters and Decorators has been superb! He kept us informed of his anticipated starting date, was efficient and very tidy. It's obvious from the standard of his work that he takes great pride in what he does and decorated our home taking care of it as if it was his own. We will not hesitate to use and recommend EDC painters and decorators again. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|---|---|-----------------|---------|----------|
| Total cost of the work £ <u>2180</u> | Date received: 16 th July 2020 | | | |
| | Total cost of work: £180 | | | |
| Description of the work undertaken: <u>Painting sills facings & door facings</u> | Description of work: Painting sills facings and door facings. | | | |
| | Comments: Came on time and finished job. | | | |
| Your comments: <u>Came on time & finished job.</u> | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 9 | 9 | 9 |

| | | | | |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 26 th June 2020 | | | |
| | Total cost of work: £2000 | | | |
| | Description of work: External cladding, fence and railings. | | | |
| | Comments: Outstanding work from Ernest. The job was completed in a professional, efficient and extremely tidy manner. Would enthusiastically recommend. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 15 th June 2020 | | | |
| | Total cost of work: £2190 | | | |
| | Description of work: Outdoor work. Six front facing wooden windows, all soffits /fascia boards, some masonry painting, and a wooden conservatory. All areas prepared. Two coats to all areas. | | | |
| | Comments: Ernest very knowledgeable and takes pride in his work. Similar quote to another I received but unlike the EDC quote it was only for one coat on all works. Ernest kept me informed throughout the job, arrived when stated weather permitting, there was no mess, and the job was finished on time. The work done was of a very high standard and I will use EDC again if needed in future. No hesitation in recommending to family, friends, or indeed anyone. Quality work from a quality company. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 21 st May 2020 | | | |
| | Total cost of work: £690 | | | |
| | Description of work: Outside railings painted. | | | |
| | Comments: High standard of work, very courteous and professional. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|---|--|-----------------|---------|----------|
| Total cost of the work £ <u>550</u> <hr/> Description of the work undertaken: <u>REPAIRS TO DAMAGED WOODWORK.</u> <u>PAINTING SITTING ROOM</u> <u>WALLS. SKIRTING RADIATORS. ETC.</u> <hr/> Your comments: <u>FIRST CLASS ALL ROUND</u> | Date received: 17 th March 2020 | | | |
| | Total cost of work: £550 | | | |
| | Description of work: Repairs to damaged woodwork. Painting sitting room, walls, skirting, radiators etc. | | | |
| | Comments: First class all round. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 9 th March 2020 | | | |
| | Total cost of work: £795 | | | |
| | Description of work: Painting metal framed windows in our office building. | | | |
| | Comments: Brilliant job! We were unsure of how the windows were going to take the paint, but Ernest did a lot of research beforehand, presented us with different colour pallets and made 100% sure that he was able to do the job properly before committing to it. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|---|---|-----------------|---------|----------|
| Total cost of the work £ 1,500.00 <hr/> Description of the work undertaken: <i>Paint livingroom, hall and stairs</i> <hr/> <hr/> Your comments: <hr/> <hr/> | Date received: 25 th February 2020 | | | |
| | Total cost of work: £1500 | | | |
| | Description of work: Paint livingroom, hall and stairs. | | | |
| | Comments: None provided | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 3 rd February 2020 | | | |
| | Total cost of work: £2285 | | | |
| | Description of work: Full internal decoration of my two bed house. Including all prep work and painting of all walls and doors. | | | |
| | Comments: Ernest and his colleague George did an amazing job painting my entire house. It was not an easy task as the house had been unloved for several years and required lots of prep work. Ernest was professional and thorough throughout the entire process and everything was finished to an incredibly high standard. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|------------------------------|--|----|----|----|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 23rd January 2020</p> <p>Total cost of work: £850</p> <p>Description of work: Prepared and decorated three rooms: painted walls, woodwork and doors.</p> <p>Comments: An excellent job – very impressed. Ernest is very knowledgeable and experienced, he has a real eye for detail and an understanding of what is needed to get the best results. Wall preparation was conducted to a high standard – one room needed a lot of work and he delivered an excellent finish. He and George are hard workers, honest, reliable and friendly. We are very happy with the work. We will use again and would highly recommend.</p> | | | |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|------------------------------|---|----|----|----|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 6th January 2020</p> <p>Total cost of work: £1500</p> <p>Description of work: Extensive internal improvement.</p> <p>Comments: We have used EDC for a number of years as have many others in this community. Helpful, informative, painstaking and skillful. Highly recommended.</p> | | | |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|------------------------------|---|----|----|----|
| ONLINE FEEDBACK PROVIDED | <p>Date received: 31st December 2019</p> <p>Total cost of work: £275</p> <p>Description of work: Kitchen walls painted, skirting boards painted, door frame painted, holes filled prior to painting. All paint supplied in the cost.</p> <p>Comments: Ernest painted my kitchen for me at short notice, what a fantastic job he did! I cannot recommend him highly enough, his attention to detail is second to none and he was very helpful in choosing colours. I had no problem in leaving Ernest alone to get on with it, 100% trustworthy. I will definitely be using EDC Painters and Decorators in the future. Thank you so much Ernest for helping me out at short notice.</p> | | | |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 19 th December 2019 | | | |
| | Total cost of work: £300 | | | |
| | Description of work: We have used EDC Painters & Decorators for a number of jobs, including painting the hall, painting the kitchen/ dining room and painting the kitchen cupboards. | | | |
| | Comments: EDC Painters & Decorators have always been reliable, efficient, polite and great value for money. We highly recommend them. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|--|--|-----------------|---------|----------|
| Total cost of the work £ <hr/> Description of the work undertaken: <u>PAINTING OF 4 ROOMS & PARTIAL HALLWAY.</u> <hr/> <hr/> <hr/> Your comments: <u>THE TRADER WAS PROFESSIONAL & COMPLETED THE JOB TO OUR SATISFACTION.</u> <u>WE WILL CERTAINLY USE THEM AGAIN.</u> <hr/> <hr/> | Date received: 6 th December 2019 | | | |
| | Total cost of work: Not provided | | | |
| | Description of work: Painting of 4 rooms and partial hallway. | | | |
| | Comments: The trader was professional and completed the job to our satisfaction. We will certainly use them again. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|---|---|-----------------|---------|----------|
| Total cost of the work £ <u>870</u> <hr/> Description of the work undertaken: <u>1 bedroom, hall, landing, staircase, porch.</u> <hr/> <hr/> <hr/> Your comments: <u>Ernest is an absolute professional and is the best decorator we have had. Clean, tidy, superb quality of finish. Did the job in 2 days and didn't stop for any breaks. Amazing craftsmanship. So pleased!</u> <hr/> <hr/> | Date received: 2 nd December 2019 | | | |
| | Total cost of work: £870 | | | |
| | Description of work: 1 bedroom, hall, landing, staircase, porch. | | | |
| | Comments: Ernest is an absolute professional and is the best decorator we have had. Clean, tidy, superb quality of finish. Did the job in 2 days and didn't stop for any breaks. Amazing craftsmanship. So pleased! | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|---|--|-----------------|---------|----------|
| Total cost of the work £ <hr/> Description of the work undertaken: <u>2 BEDROOMS PAINTED, WALLS SMOOTHED & PAINTWORK DONE</u> <hr/> <hr/> Your comments: <u>ROOMS LOOK GREAT</u> <hr/> | Date received: 26 th November 2019 Total cost of work: Not provided. Description of work: 2 bedrooms painted, walls smoothed and paintwork done. Comments: Rooms look great. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|---|--|-----------------|---------|----------|
| Total cost of the work £ <u>450</u> <hr/> Description of the work undertaken: <u>To paint the kitchen</u> <hr/> <hr/> Your comments: <u>This is the second time I have used EDC and will certainly be using them again. Everything left tidy at end of the day. Very obliging and helpful.</u> <hr/> | Date received: 1 st November 2019 Total cost of work: £450 Description of work: To paint the kitchen. Comments: This is the second time I have used EDC and will certainly be using them again. Everything left tidy at the end of the day. Very obliging and helpful. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|--|--|-----------------|---------|----------|
| Total cost of the work £ <u>1480</u> <hr/> Description of the work undertaken: <u>PAINTING HALL AND DINING ROOM [INCLUDING BOTH WALLS AND WOODWORK]</u> <hr/> <hr/> Your comments: <u>Another excellent job; we have used Ernest before and have on each occasion been extremely satisfied. The job has been done to a very high standard, and EDC were professional, friendly, and easy to have around. A very tidy job.</u> <hr/> | Date received: 3 rd October 2019 Total cost of work: £1480 Description of work: Painting hall and dining room (including both walls and woodwork). Comments: Another excellent job; we have used Ernest before and have on each occasion been extremely satisfied. The job has been done to a very high standard and EDC were professional, friendly and easy to have around. A very tidy job. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

| | | | | |
|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 23 rd September 2019 | | | |
| | Total cost of work: £4260 | | | |
| | Description of work: Whole interior of house including all paintwork and staircase varnished. | | | |
| | Comments: Excellent and professional work with attention to detail. Delighted with woodwork painted in white egg shell finish which brightened up the house. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 10 | 10 | 9 |

| | | | | |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 19 th September 2019 | | | |
| | Total cost of work: £790 | | | |
| | Description of work: Sanding, priming and painting all external woodwork – eaves and garage surround. Preparing and painting garage door. Preparing and painting small section of external wall. | | | |
| | Comments: A very professional job from start to finish. Ernest explained in detail what was required and completed job to time in a thoroughly professional manner. High quality finish and absolutely no mess. I highly recommend this trader and would have no hesitation in using him again. | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 10 | 10 | 10 |

| | | | | |
|--|---|-----------------|---------|----------|
| Total cost of the work £ <i>Approx £3.5K</i> | Date received: 10 th September 2019 | | | |
| | Total cost of work: £3500 | | | |
| Description of the work undertaken: <i>Whole interior of the house including all paintwork & staircase.</i> | Description of work: Whole interior of the house including all paintwork and staircase. | | | |
| | Comments: Job excellent. Have used this company a number of times and have always had an excellent service. Very helpful advice re job requested. | | | |
| Your comments: <i>Job excellent. Have used this company a number of times & have always had an excellent service. Very helpful advice re job requested.</i> | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9 | 10 | 10 | 9 |

| <p>Total cost of the work £ <u>1365</u></p> <p>Description of the work undertaken: <u>PREPARE AND PAINT 2 COATS OF PAINT ON SOFFITS, FASCIAS AND OTHER OUTSIDE WOODWORK OF DETACHED HOUSE.</u></p> <p>Your comments: <u>PAINTERS DID AN EXCELLENT JOB, WITH GOOD FINISH. I HIGHLY RECOMMEND ERNEST AND GEORGE.</u></p> | <p>Date received: 4th September 2019</p> <p>Total cost of work: £1365</p> <p>Description of work: Prepare and paint 2 coats of paint on soffits, fascias and other outside woodwork of detached house.</p> <p>Comments: Painters did an excellent job, with good finish. I highly recommend Ernest and George.</p> | | | | | | | | |
|--|---|-----------------|-----------------|---------|----------|----|----|----|----|
| Customer Ratings (Out of 10) | <table border="1"> <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 | | | | | | |

| <p>Total cost of the work £ <u>£2,600-</u></p> <p>Description of the work undertaken: <u>HOUSE PAINTED</u></p> <p>Your comments: <u>EXCELLENT WORKS COMING OUT</u></p> | <p>Date received: 3rd September 2019</p> <p>Total cost of work: £2600</p> <p>Description of work: House painted.</p> <p>Comments: Excellent works carried out.</p> | | | | | | | | |
|--|--|-----------------|-----------------|---------|----------|----|----|----|----|
| Customer Ratings (Out of 10) | <table border="1"> <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 | | | | | | |

| <p>Total cost of the work £ <u>1790</u></p> <p>Description of the work undertaken: <u>Indoor & external painting.</u></p> <p>Your comments:</p> | <p>Date received: 28th August 2019</p> <p>Total cost of work: £1790</p> <p>Description of work: Indoor and external painting.</p> <p>Comments: None provided.</p> | | | | | | | | |
|---|--|-----------------|-----------------|---------|----------|----|----|----|----|
| Customer Ratings (Out of 10) | <table border="1"> <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 | | | | | | |

| <p>Total cost of the work £</p> <p>Description of the work undertaken:</p> <p>Your comments: <u>Extremely happy with all work carried out and have no hesitation in recommending EDC further.</u></p> | <p>Date received: 23rd August 2019</p> <p>Total cost of work: Not provided</p> <p>Description of work: Not provided</p> <p>Comments: Extremely happy with all work carried out and have no hesitation in recommending EDC further.</p> | | | | | | | | |
|---|---|-----------------|-----------------|---------|----------|----|----|----|----|
| Customer Ratings (Out of 10) | <table border="1"> <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 | | | | | | |

| | | | | |
|--|---|-----------------|---------|----------|
| <p>Total cost of the work £680</p> <hr/> <p>Description of the work undertaken: PAINTING BEDROOM & HALL AND MAKING GOOD WALL IN HALL</p> <hr/> <p>Your comments: An excellent professional job with attention to detail.</p> <hr/> | <p>Date received: 1st August 2019</p> <p>Total cost of work: £680</p> <p>Description of work: Painting bedroom and hall and making good wall in hall.</p> <p>Comments: An excellent professional job with attention to detail.</p> | | | |
| | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |