



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# RCM Aerial & Satellite Installations

**NUMBER OF FEEDBACK FORMS RECEIVED: 13**

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

The following feedback forms have been completed by previous customers, rating their experience of dealing with RCM Aerial & Satellite Installations.

ONLINE FEEDBACK RECEIVED	Date received: 17 <sup>th</sup> August 2020			
	Total cost of work: £60			
Customer Ratings (Out of 10)	Description of work: To run external Ethernet cable from ground floor front of house to 1st floor side of the house.			
	Comments: Friendly, knowledgeable workman. Excellent job done exactly as required at a very reasonable price.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK RECEIVED	Date received: 13 <sup>th</sup> July 2020			
	Total cost of work: £60			
Customer Ratings (Out of 10)	Description of work: Problem with Satellite Signals, fault diagnosed, part replaced, all connections checked and replaced.			
	Comments: Ross arrived on time diagnosed the problem and sorted it. Wore foot coverings entering house and checked all systems working correctly.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK RECEIVED	Date received: 9 <sup>th</sup> June 2020			
	Total cost of work: £105			
	Description of work: Removed external TV aerial which was damaged, installed new external aerial also installed new digital receiver at no extra charge. The external work and internal work was completed the work was carried out to a very high standard, no mess left behind.			
	Comments: Ross turned up the day and on time, he called ahead to let us know when he would be arriving. Ross price was very reasonable, he was kind, considerate and very well mannered. I would not hesitate to recommend him, especially to anyone who has a vulnerable person within the household. Social distancing was adhered to, could not be any happier with the work carried out. Would highly recommend as a trader.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK RECEIVED	Date received: 7 <sup>th</sup> October 2019			
	Total cost of work: £90			
	Description of work: Installed new TV aerial and signal booster, repaired cable free of charge when it was damaged accidentally.			
	Comments: Great service - a real focus on the customer and a desire to do a good job to get repeat business rather than maximising cost at first visit.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK RECEIVED	Date received: 2 <sup>nd</sup> August 2019			
	Total cost of work: £80			
	Description of work: New aerial and connection to BT TV box.			
	Comments: Left message and received an instant call back. Came out same day, offered reduction in cost if job was easy. Looked after my elderly parents and put in a new aerial and connected the BT TV. No mess no fuss. Thanks Ross.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 90.00 <hr/> Description of the work undertaken: CONNECT DIGITAL AERIAL TO A SECOND T.V. <hr/> <hr/> <hr/> Your comments: VERY HAPPY WITH JOB. <hr/> <hr/>	Date received: 10 <sup>th</sup> May 2019 Total cost of work: £90 Description of work: Connect digital aerial to a second TV. Comments: Very happy with job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 60. <hr/> Description of the work undertaken: Repair Aerial Replace outside Aerial <hr/> <hr/> <hr/> Your comments: Lovely lad. Very helpful pleasant and professional. Would recommend. <hr/> <hr/>	Date received: 19 <sup>th</sup> February 2019 Total cost of work: £60 Description of work: Repair aerial. Replace outside aerial. Comments: Lovely lad. Very helpful, pleasant and professional. Would recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 80 <hr/> Description of the work undertaken: AERIAL & SATELLITE INSTALLATION <hr/> <hr/> <hr/> Your comments: JOB WELL DONE FIRST CLASS <hr/> <hr/>	Date received: 18 <sup>th</sup> February 2019 Total cost of work: £80 Description of work: Aerial & satellite installation. Comments: Job well done first class.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 40</p> <hr/> <p>Description of the work undertaken:</p> <p>TAP IN TO EXISTING AERIAL FOR BEDROOM T.V. + FREEVIEW BOX</p> <hr/> <p>Your comments:</p> <p>EXCELLENT WORK FROM A VERY GOOD YOUNG MAN. I WAS FULL OF GREAT WORK DONE. VERY PROVEN AT WORK</p>	<p>Date received: 14<sup>th</sup> February 2019</p> <p>Total cost of work: £40</p> <p>Description of work: Tap in to existing aerial for bedroom TV and Freeview box.</p> <p>Comments: Excellent work from a very good young man. I was full of great work done. Very proven at work.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ 40</p> <hr/> <p>Description of the work undertaken:</p> <p>Aerial was not receiving a signal and this was due to a faulty socket. socket was replaced and signal was received again.</p> <hr/> <p>Your comments:</p> <p>ROSS WAS VERY PLEASANT AND EXPLAINED ALL ASPECTS OF THE WORK HE WAS GOING TO UNDERTAKE. COSTS WERE EXPLAINED UP FRONT. MY HOUSE WAS ALSO LEFT AS IT WAS BEFORE ROSS ARRIVED. I WOULD HIGHLY RECOMMEND HIM.</p>	<p>Date received: 13<sup>th</sup> February 2019</p> <p>Total cost of work: £40</p> <p>Description of work: Aerial was not receiving a signal and this was due to a faulty socket. Socket was replaced and signal was received again.</p> <p>Comments: Ross was very pleasant and explained all aspects of the work he was going to undertake. Costs were explained up front. My house was also left as it was before Ross arrived. I would highly recommend him.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ 80</p> <hr/> <p>Description of the work undertaken:</p> <p>REPLACE OLD AERIAL AND WIRING OF INDOOR LOFT AERIAL.</p> <hr/> <p>Your comments:</p> <p>JOB COMPLETED TO MY SATISFACTION, TOP MARKS FOR HONESTY, AND ATTITUDE. HAVE USED BEFORE AND WILL USE AGAIN. NOT MANY TRADESMEN CARRY THEIR OWN FOOTWEAR PROTECTION AND BRUSH AND SHOVEL.</p>	<p>Date received: 12<sup>th</sup> February 2019</p> <p>Total cost of work: £80</p> <p>Description of work: Replace old aerial and wiring of indoor loft aerial.</p> <p>Comments: Job completed to my satisfaction, top marks for honesty, and attitude. Have used before and will use again. Not many tradesmen carry their own footwear protection and brush and shovel.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ <u>70</u></p> <hr/> <p>Description of the work undertaken: <u>New Ariel fitted in new build house</u></p> <hr/> <p>Your comments: <u>Came the same day of enquiry and gave us a quote over the phone, however when he came to do the job it was easier than he thought and reduced the price, which was most considerate and professional</u></p>	<p>Date received: 12<sup>th</sup> February 2019</p> <p>Total cost of work: £70</p> <p>Description of work: New aerial fitted in new build house.</p> <p>Comments: Came the same day of enquiry and gave us a quote over the phone, however when he came to do the job it was easier than he thought and reduced the price, which was most considerate and professional.</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>£40.00</u></p> <hr/> <p>Description of the work undertaken: <u>Aerial repair and reconnection</u></p> <hr/> <p>Your comments: <u>Very impressed with trader, very prompt with arrival and arrangements for coming to do the job</u></p>	<p>Date received: 12<sup>th</sup> February 2019</p> <p>Total cost of work: £40</p> <p>Description of work: Aerial repair and reconnection.</p> <p>Comments: Very impressed with trader, very prompt with arrival and arrangements for coming to do the job.</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>