



# Comments and Ratings

## C & D Plumbing Ltd

Unit 14 Napier Square, Houstoun Industrial Estate,  
Livingston, West Lothian, EH54 5DG  
Tel 0808 166 1989

**NUMBER OF FEEDBACK FORMS RECEIVED: 8**  
**AVERAGE SATISFACTION SCORE (OUT OF 10): 8.9**

Feedback forms are completed by previous customers, rating their experience of dealing with C & D Plumbing 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
<b>Quality of Work</b> How satisfied were you with the quality of the job on completion?	8.6
<b>Service</b> How professional, courteous and considerate was the trader?	8.9
<b>Tidiness</b> Did the trader leave your property in a clean and tidy condition?	9.3

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)	88%	0%	12%
<b>Give an estimate or quotation at the start of the job?</b>	88%	0%	12%
<b>Keep you informed of any changes?</b> (including costs, timeframe, etc)	88%	0%	12%
<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?	88%

## CUSTOMER COMMENTS

<p>Total cost of the work £ <u>4,129.00</u></p> <p>Description of the work undertaken: <u>Wet room installation</u></p> <p>Your comments: <u>Really impressed with C&amp;D, who fitted a wet room for my mother in January 2014. Every person in their team were very professional from Craig who explained the process &amp; reassured us prior to the work starting, to their competent tradesman Damien whose work was excellent nothing was too much trouble he was very neat &amp; tidy in his work. We would definitely recommend.</u></p>	<p>Date received: 2<sup>nd</sup> September 2016</p> <p>Total cost of work: £4129</p> <p>Description of work: Wet room installation.</p> <p>Comments: Really impressed with C&amp;D, who fitted a wet room for my mother in January 2014. Every person in their team were very professional from Craig who explained the process and reassured us prior to the work starting, to their competent tradesman Damien whose work was excellent nothing was too much trouble, he was very neat and tidy in his work. We would definitely recommend.</p>								
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Value for money	Quality of work	Service	Tidiness						
9	10	10	10						

<p>Total cost of the work £ <u>5397.00</u></p> <p>Description of the work undertaken: <u>Extended bathroom, fitted &amp; supplied 3-piece bathroom suite and converted bathroom into a wet room.</u></p> <p>Your comments: <u>Subsequent to the completion a flaw became apparent on the inside of the toilet bowl. This flaw had been present at the time of fitting and had been touched up through professional means to prevent it being noticeable. The touch up faded over time which made the flaw apparent. C&amp;D Plumbing refused to supply &amp; fit a new toilet on the grounds that the manufacturer would not replace it after such a period of time. I contacted the manufacturer direct and discovered this was not the case. C&amp;D Plumbing still refused to supply and fit a new toilet. I then contacted the Social Work Department and Citizens Advice to no avail. Only after the intervention of the Social Work department, who recommended the company, was the job rectified after approximately 6 months.</u></p>	<p>Date received: 14<sup>th</sup> January 2016</p> <p>Total cost of work: £5397</p> <p>Description of work: Extended bathroom, fitted and supplied 3 piece bathroom suite and converted bathroom into a wet room.</p> <p>Comments: Subsequent to the completion a flaw became apparent on the inside of the toilet bowl. This flaw had been present at the time of fitting and had been touched up through professional means to prevent it being noticeable. The touch up faded over time which made the flaw apparent. C&amp;D Plumbing refused to supply and fit a new toilet on the grounds that the manufacturer would not replace it after such a period of time. I contacted the manufacturer direct and discovered this was not the case. C&amp;D Plumbing still refused to supply and fit a new toilet. I then contacted the Social Work Department and Citizens Advice to no avail. Only after the intervention of the Social Work department, who recommended the company, was the job rectified after approximately 6 months.</p>								
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Value for money	Quality of work	Service	Tidiness						
8	1	1	6						

<p>Total cost of the work £ 33 92.00</p> <hr/> <p>Description of the work undertaken:</p> <p><u>WET FLOOR SHOWER CONVERSION</u></p> <p><u>BATH REMOVED, SINK REPLACED, WET WALL AND FLOORING</u></p> <p><u>INSTALLED, SHOWER AND LIGHTING INSTALLED</u></p> <hr/> <p>Your comments:</p> <p><u>WORKMEN, ON TIME, HARD WORKING, POLITE, TIDY AND</u></p> <p><u>ALWAYS POLITE</u></p>	<p>Date received: 1<sup>st</sup> December 2014</p> <p>Total cost of work: £3392</p> <p>Description of work: wet floor shower conversion. Bath removed, sink replaced, wetwall and flooring installed. Shower and lighting installed.</p> <p>Comments: Workmen on time, hard working, polite, tide and always polite.</p>								
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10	10	10	10						
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<p>Total cost of the work £ 6271.00</p> <hr/> <p>Description of the work undertaken:</p> <p><u>Adaptation of existing bathroom &amp; bedroom into a large wetroom.</u></p> <hr/> <p>Your comments:</p> <p><u>We were very impressed with the workmanship. The plumbers/</u></p> <p><u>joiners were very professional, friendly &amp; dedicated to doing the best</u></p> <p><u>job they could. They rarely took breaks &amp; were very punctual.</u></p> <p><u>We highly recommend them.</u></p>	<p>Date received: 21<sup>st</sup> March 2014</p> <p>Total cost of work: £6271</p> <p>Description of work: Adaptation of existing bathroom and bedroom into a large wet room.</p> <p>Comments: We were very impressed with the workmanship. The plumbers/joiners were very professional, friendly and dedicated to doing the best job they could. They rarely took breaks and were very punctual. We highly recommend them.</p>								
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9	10	10	9						
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<p>Total cost of the work £ 5,000</p> <hr/> <p>Description of the work undertaken:</p> <p><u>Ripped out old bathroom. Fitted new suite plus</u></p> <p><u>tiling on walls and floor.</u></p> <hr/> <p>Your comments:</p> <p><u>All work undertaken to high standard.</u></p> <p><u>Courteous staff with good attention to detail.</u></p> <p><u>Happy to recommend.</u></p>	<p>Date received: 5<sup>th</sup> November 2013</p> <p>Total cost of work: £5000</p> <p>Description of work: Ripped out old bathroom. Fitted new suite plus tiling on walls and floor.</p> <p>Comments: All work undertaken to high standard. Courteous staff with good attention to detail. Happy to recommend.</p>								
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Customer Ratings (Out of 10)									

<p>Total cost of the work: £ 2167.20</p> <hr/> <p>Description of the work undertaken:  <i>REMOVE EXISTING TILES FROM WALL. PUT IN SHOWER FROM HEATING  TAKE OUT TOILET AND WASH HAND BASIN. PUT BACK TOILET - WASH HAND BASIN  AGAINST WALL. RE-TILE.</i></p> <hr/> <p>Your comments:  <i>WELL DONE. WORKMEN VERY POLITE FRIENDLY. CLEANED UP  AT END OF EACH DAY. HAPPY WITH COMPLETED JOB</i></p>	<p>Date received: 29<sup>th</sup> October 2013</p> <p>Total cost of work: £2167.20</p> <p>Description of work: Remove existing tiles from wall, put in shower from heating, take out toilet and wash hand basin, put back toilet - wash hand basin against wall, re-tile.</p> <p>Comments: Well done. Workmen very polite, friendly, cleaned up at end of each day. Happy with completed 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>9</p>	<p>9</p>	<p>10</p>	<p>9</p>

<p>Total cost of the work: £ 991.43</p> <hr/> <p>Description of the work undertaken:  <i>WET ROOM ADAPTATION</i></p> <hr/> <p>Your comments:  <i>The tradesman was very courteous to my mother and  couldn't do enough to keep her happy. He did a very good  job and tidied to a very high standard every evening.  Taking care there was no trip hazard. I was impressed  with his standard of work and work ethic. He worked continuously.</i></p>	<p>Date received: 29<sup>th</sup> October 2013</p> <p>Total cost of work: £991.43</p> <p>Description of work: Wet room adaptation.</p> <p>Comments: The tradesman was very courteous to my mother and couldn't do enough to keep her happy. He did a very good job and tidied to a very high standard every evening taking care there was no trip hazard. I was impressed with his standard of work and work ethic. He worked continuously.</p>			
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	<p>8</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p><i>Thank you for everything.  your quality of work is excellent.  And if I need any more work done or  my friends do, we will be in touch.    Thanks Again</i></p>	<p>Date received: 25<sup>th</sup> October 2013</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Bathroom renovation.</p> <p>Comments: Thank you for everything. Your quality of work is excellent. And if I need any more work done or my friends do, we will be in touch. Thanks again.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
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