



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Boiler-Serv

**NUMBER OF FEEDBACK FORMS RECEIVED: 34 (showing most recent 30)**

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

The following feedback forms have been completed by previous customers, rating their experience of dealing with Boiler-Serv.

|                              |   |                 |         |          |
|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 14 <sup>th</sup> July 2025<br><br>Total cost of work: £70<br><br>Description of work: Boiler service which was quick and thorough<br><br>Comments: Great service, meticulous to detail, had Peter for the last four year great guy |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 19 <sup>th</sup> June 2025<br><br>Total cost of work: £600<br><br>Description of work: Complete system flush of combi boiler.<br><br>Comments: Cleaning fluid (or something special) put in 2 weeks ago then returned to drain everything and flush through. Put something in the system that will help protect it. No mess. Very considerate working around me in my home office. Excellent work. Can't recommend enough! |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 12 <sup>th</sup> May 2025<br><br>Total cost of work: £100<br><br>Description of work: Investigation of noisy hot water system and replacement of a ball cock. Also took time to familiarise me with the system and gave welcome recommendation of a fitter to replace tank at a future date should I decide to tackle unrelated water pressure issue.<br><br>Comments: Helpful clear communications and can do attitude took me aback. Not all traders inspire confidence but his professionalism and competence were displayed throughout. Fixed my issue quickly, within estimate and without fuss. I'm very happy to recommend Boiler-Serv to others. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 12 <sup>th</sup> May 2025<br><br>Total cost of work: £70<br><br>Description of work: Standard boiler service.<br><br>Comments: Peter is very reliable, courteous and reasonably priced. He will arrive when he says he will and contact you if anything changes regarding timeframe or cost. No complaints from us! |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 28 <sup>th</sup> April 2025<br><br>Total cost of work: £359<br><br>Description of work: Fix leaking boiler<br><br>Comments: Brilliant company, easy organisation, timely, cost effective and explained the job to me. Definitely use again. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 22 <sup>nd</sup> April 2025<br><br>Total cost of work: £110<br><br>Description of work: Boiler and hot water cylinder service.<br><br>Comments: Peter is very friendly and trustworthy. Have had him Service our boiler last couple of years and when I had an emergency issue last year Peter was amazing at coming around at short notice. Very reliable and would highly recommend. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 16 <sup>th</sup> April 2025<br><br>Total cost of work: £299.92<br><br>Description of work: Emergency repair to gas boiler. Fitted new pump and cleared muck out of expansion thing. Checked over the overflow too.<br><br>Comments: I've used Peter for 4-5 years and so pleased with his work and prices. Servicing isn't crazy prices. He's on time, tidy, doesn't push for extra work. Honest. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 14 <sup>th</sup> April 2025<br><br>Total cost of work: £208.40<br><br>Description of work: Diagnosing fault and replacement of switching heater valve and new connection block.<br><br>Comments: Peter provides a top class service. Really knowledgeable and friendly. He previously serviced our boiler and came out within a few hours of calling him to advise we were having issues with our central heating. After checking over the system he diagnosed the fault and repaired it there and then. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 11 <sup>th</sup> April 2025<br>Total cost of work: £500<br>Description of work: Boiler repair.<br>Comments: Great service and well priced. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 11 <sup>th</sup> April 2025<br>Total cost of work: £75<br>Description of work: Boiler service.<br>Comments: I've used Peter for years, he always manages to find time to come out when needed and I have always been happy with both the services provided and the costs! Highly recommend. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 10 <sup>th</sup> April 2025<br>Total cost of work: £390<br>Description of work: I had a smart TADO wireless thermostat fitted and a secondary expansion tank as the original one has failed.<br>Comments: Peter was really easy to communicate with and explained everything to me so that I understood what he was doing. He was flexible with my schedule and very professional. I will be using Peter as my heating engineer going forward. I am very pleased with the level of service and feel the pricing was fair. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 10 <sup>th</sup> April 2025<br><br>Total cost of work: £70<br><br>Description of work: Annual service for a gas boiler system.<br><br>Comments: Boiler-Serv conducted a very thorough service including disassembly, cleaning, inspection and reassembly. This service is to a much higher standard than those received in the past from the common household energy suppliers. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 9 <sup>th</sup> April 2025<br><br>Total cost of work: Not provided.<br><br>Description of work: Peter was very thorough in finding out why our boiler was playing up. He replaced a new seal. The boiler was also serviced.<br><br>Comments: I would recommend Peter who is polite and reliable and explains what needs to be done. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 8 <sup>th</sup> April 2025<br><br>Total cost of work: £90<br><br>Description of work: Boiler service and chemicals added to protect corrosion in the radiators.<br><br>Comments: Peter is fantastic and a truly genuine tradesman. All costs are given up front and any advice given by Peter is explained fully. Would not trust my boiler with anyone else! |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 4 <sup>th</sup> April 2025<br><br>Total cost of work: £75<br><br>Description of work: This was our annual boiler servicing.<br><br>Comments: I would highly recommend this trader. Their communication is great and they are very professional and friendly. They have also taken time to answer multiple queries we've had outside of the visit, which has made it a really simple to get more information, outside of what we had booked them for, which is much appreciated. We have always been very satisfied with both the work and time frame, thank you! |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 3 <sup>rd</sup> April 2025<br><br>Total cost of work: £110<br><br>Description of work: Full Boiler Service (Annual).<br><br>Comments: Peter has been servicing my boiler for the past few years following a recommendation from a friend. He always communicates well, reaches out to remind me when the service is due, turns up on time, and is always polite and respectful. I wouldn't hesitate to recommend him. What's more, is that he's great value for money compared to big brands who often charge up to 50% more (from quotes I've received). Received the certificate within minutes of job being completed. Highly recommend. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 3 <sup>rd</sup> April 2025<br><br>Total cost of work: £80<br><br>Description of work: Annual boiler service.<br><br>Comments: Would recommend. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 27 <sup>th</sup> January 2025<br><br>Total cost of work: £75<br><br>Description of work: Boiler servicing over 3 years.<br><br>Comments: Peter is a fantastic gas engineer and I would highly recommend his services. He is very reliable and trustworthy. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 4 <sup>th</sup> November 2024<br><br>Total cost of work: £86<br><br>Description of work: Repressurized the expansion vessel in the boiler and replaced a radiator valve to fix a leak in the system. Called out on short notice.<br><br>Comments: Amicable and professional, reasonably priced; I'll be asking Peter to come out and service my boiler in future very happily. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 11 <sup>th</sup> December 2023<br><br>Total cost of work: £200<br><br>Description of work: Investigate fault on gas boiler and non-operation of heating system. Identified faulty gas solenoid valve. Supplied and fitted new valve, tested and returned a fully operating boiler and heating system.<br><br>Comments: First class service from Peter from my initial contact right through to restoring my boiler to full working order. Attended within a few hours and after inspecting identified a faulty gas solenoid valve. He provided a quote for the necessary repair work within an hour.. A very professional service and a friendly chap who will be getting my future boiler servicing from now on. I would highly recommend Boiler-Serv to all. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 6 <sup>th</sup> April 2023<br><br>Total cost of work: £65<br><br>Description of work: Recharged the Expansion Vessel and also found the source of a water leak in the cabinet.<br><br>Comments: The water leak could have been a much more serious and expensive problem. Peter advised me it would be much cheaper to get it done via the boiler manufacturer and ensured I knew the exact words to use to get the cheapest deal. However, when he found the loose connection, he said to wait. He came back three days later and there was no leak! No expensive repair and no charge for the second visit. Peter is an honest and trustworthy man! |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 28 <sup>th</sup> March 2022<br><br>Total cost of work: £60<br><br>Description of work: Boiler service.<br><br>Comments: Friendly, helpful and professional. Very good price, with a detailed gas safety report included. Will use again for any boiler servicing or repairs. Very highly recommended. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 21 <sup>st</sup> October 2021<br><br>Total cost of work: £85<br><br>Description of work: Boiler service, radiator valves looked at/replaced, radiators bled.<br><br>Comments: Cannot praise Peter enough. Good communication from the first contact. Great price (he only does boiler servicing that's why he is such a good price) great with our dog. We had our boiler serviced and he was looking at our radiators/valves. Several valves needed replacing and to keep our costs down, he showed us how to do it and informed us what ones we needed to get from Screwfix. We will definitely use him again in the future. Thanks Peter. |                 |         |          |
|                              | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10  | 10              | 10      | 10       |



|   |   |                 |         |          |
|---|---|-----------------|---------|----------|
| <p>Total cost of the work £ 220</p> <p>Description of the work undertaken:<br/> <i>No hot water coming from boiler. He asked ? to do some tests to reduce guess work. By completing these test, was efficient in diagnosing cause. He efficiently replaced said part - heating element</i></p> <p>Your comments:<br/> <i>Peter was very meticulous in his work - even though there was a few moments where challenges occurred he never added to the original cost of the job. He did the job efficiently in a very professional manner. I would phone him again if anything with my heating was to occur</i></p> | <p>Date received: 15<sup>th</sup> June 2021</p> <p>Total cost of work: £220</p> <p>Description of work: No hot water coming from boiler. He asked to do some tests to reduce guess work. By completing these tests, was efficient in diagnosing cause. He efficiently replaced said part – heating element.</p> <p>Comments: Peter was very meticulous in his work – even though there was a few moments where challenges occurred he never added to the original cost of the job. He did the job efficiently in a very professional manner. I would phone him again if anything with my heating/boiler was to occur.</p> |                 |         |          |
|   | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)  | 10  | 10              | 10      | 10       |

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|---|---|-----------------|---------|----------|
| <p>Total cost of the work £ 700</p> <p>Description of the work undertaken:<br/> <i>radiator replacement<br/>         6 x thermostats installed<br/>         Hive installed<br/>         Boiler serviced</i></p> <p>Your comments:<br/> <i>An excellent tradesman. I could not recommend highly enough. Kept in touch with my questions. Nothing too much trouble. Very considerate.</i></p> | <p>Date received: 7<sup>th</sup> June 2021</p> <p>Total cost of work: £700</p> <p>Description of work: Radiator replacement. 6 x thermostats installed. Hive installed. Boiler serviced.</p> <p>Comments: An excellent tradesman. Could not recommend highly enough. Kept in touch with my questions. Nothing too much trouble. Very considerate.</p> |                 |         |          |
|   | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)  | 10  | 10              | 10      | 10       |

|   |  |                 |         |          |
|---|--|-----------------|---------|----------|
| <p>Total cost of the work £ 35.00</p> <p>Description of the work undertaken:<br/> <i>Replacement of glands in a kitchen mixer tap.</i></p> <p>Your comments:<br/> <i>Peter is an excellent tradesman - very efficient and professional. He explains his work well and charges an appropriate fee.</i></p> | <p>Date received: 6<sup>th</sup> May 2021</p> <p>Total cost of work: £35</p> <p>Description of work: Replacement of glands in a kitchen mixer tap.</p> <p>Comments: Peter is an excellent tradesman – very efficient and professional. He explains his work well and charges an appropriate fee.</p> |                 |         |          |
|   | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)  | 10   | 10              | 10      | 10       |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 20 <sup>th</sup> March 2021<br><br>Total cost of work: £200<br><br>Description of work: Service central heating boiler and radiators. Inspect flue and fit securing brackets.<br><br>Comments: Peter is so honest and customer friendly, and totally professional. Recommended him for my mother's heating and he serviced the boiler and got a faulty radiator working. Also attended my daughter's within hours on a snowy day to her heating, which was much appreciated with small children in the house. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 5 <sup>th</sup> March 2021<br><br>Total cost of work: £60<br><br>Description of work: Boiler serviced and magnetic filter cleaned.<br><br>Comments: Arrived on time and explained the work required. Professional service start to finish! I would highly recommend this service. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | Date received: 5 <sup>th</sup> March 2021<br><br>Total cost of work: £55<br><br>Description of work: Service of our boiler.<br><br>Comments: Excellent work. Peter was friendly and professional. He explained what he was doing and was polite and helpful. |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |

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|------------------------------|--|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED     | <p>Date received: 25<sup>th</sup> February 2021</p> <p>Total cost of work: £150</p> <p>Description of work: Boiler and radiator service.<br/>Securing flu with bracket in attic to meet regulations.</p> <p>Comments: Peter was outstanding. Very friendly and nothing was too much trouble. He also travelled into Edinburgh in the very cold snap to service my elderly Mum's heating and get lounge radiator working. He also called out in an emergency when my daughter's heating broke down on another very cold day. Attended in a few hours and had it fixed in an afternoon. We wouldn't hesitate to recommend Peter.</p> |                 |         |          |
|                              | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10   | 10              | 10      | 10       |