



Comments and Ratings

Utterly-Gutterly

4/3 Pentland Walk, Whitburn
 West Lothian, EH47 8LF
 01501 742921

NUMBER OF FEEDBACK FORMS RECEIVED: 45 (showing most recent 30)
AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8

Feedback forms are completed by previous customers, rating their experience of dealing with Utterly-Gutterly.

The following table shows average customer satisfaction scores out of 10:

Customer Satisfaction	Average out of 10 (10 being best)
Value for Money How reasonable were the charges for the work undertaken?	9.7
Quality of Work How satisfied were you with the quality of the job on completion?	9.8
Service How professional, courteous and considerate was the trader?	9.9
Tidiness Did the trader leave your property in a clean and tidy condition?	9.8

The following questions were also asked:

Did the Trader...	Yes	No	N/A
Explain all the costs? (including labour, VAT, call out charge, etc)	100%	0%	0%
Give an estimate or quotation at the start of the job?	100%	0%	0%
Keep you informed of any changes? (including costs, timeframe, etc)	71%	0%	29%
Give you a receipt or invoice at the end of the job?	98%	2%	0%

Question	Yes
Would you recommend this trader to a friend?	100%

CUSTOMER COMMENTS

<p>Total cost of the work £ 80</p> <hr/> <p>Description of the work undertaken: <i>ROOF BRUSHED TO REMOVE PINE-NEEDLES BEFORE CLEARING GUTTERS</i></p> <hr/> <p>Your comments: <i>I'VE HAD TONY/UTTERLY GUTTERLY DO A FEW ROOF/GUTTER-RELATED JOBS OVER THE PAST FEW YEARS. I USE HIM BECAUSE HE IS RELIABLE - I'VE HAD A FEW OTHER TRADES PEOPLE - FOR OTHER JOBS - WHO COME OUT TO ASSESS WHAT'S TO BE DONE, GIVE THE IMPRESSION THEY'RE INTERESTED THEN NEVER FOLLOW UP WITH A QUOTE - SO FRUSTRATING!</i></p>	<p>Date received: 24th January 2019</p> <p>Total cost of work: £80</p> <p>Description of work: Roof brushed to remove pine needles before clearing gutters.</p> <p>Comments: I've had Tony/Utterly Gutterly do a few roof/gutter-related jobs over the past few years. I use him because he is reliable – I've had a few other trades people – for other jobs – who come out to assess what's to be done, give the impression they're interested then <u>never</u> follow up with a quote – <u>so</u> frustrating!</p>								
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Value for money	Quality of work	Service	Tidiness						
10	9	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 40</p> <hr/> <p>Description of the work undertaken: <i>Full gutter clean</i></p> <hr/> <p>Your comments: <i>Used twice before</i></p>	<p>Date received: 7th November 2018</p> <p>Total cost of work: £40</p> <p>Description of work: Full gutter clean.</p> <p>Comments: Used twice before.</p>								
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10	10	10	10						
Customer Ratings (Out of 10)									

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 31st October 2018</p> <p>Total cost of work: £80</p> <p>Description of work: Gutter repair.</p> <p>Comments: Highly professional and finally fixed my guttering where others had failed, amazing.</p>								
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10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ <u>60</u></p> <hr/> <p>Description of the work undertaken:</p> <p><u>Gutter repair + clean</u></p> <hr/> <p>Your comments:</p> <p><u>Really impressed with service provided.</u> <u>Great price + guys were friendly + helpful</u> <u>Would definitely recommend to friends + family</u></p>	<p>Date received: 18th October 2018</p> <p>Total cost of work: £60</p> <p>Description of work: Gutter repair and clean.</p> <p>Comments: Really impressed with service provided. Great price and guys were friendly and helpful. Would definitely recommend to friends and family.</p>								
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10	9	10	9						
Customer Ratings (Out of 10)									

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 20th September 2018</p> <p>Total cost of work: £160</p> <p>Description of work: On the rear of the house, replace the guttering with new and reposition the mounting brackets to ensure the correct run to the down pipe which is on my side of this semi.</p> <p>Comments: Tony once again excelled at righting a botched job, this time carried out one year ago as part of a part funded government initiative, & carried out by a major well known local company. He'll never let you down as top quality from start to finish is his objective. No worries with this company.</p>								
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10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ <u>35</u></p> <hr/> <p>Description of the work undertaken:</p> <p><u>Gutters cleaned.</u></p> <hr/> <p>Your comments:</p> <p><u>As I am unable to see into the gutters to check if they have been cleaned properly I can only assume that they were. although some weeds that I had spotted beforehand had been removed. Tony was pleasant and friendly to deal with. 1,1,10</u></p>	<p>Date received: 11th July 2018</p> <p>Total cost of work: £35</p> <p>Description of work: Gutters cleaned.</p> <p>Comments: As I am unable to see into the gutters to check if they have been cleaned properly I can only assume that they were; although some weeds that I had spotted beforehand had been removed. Tony was pleasant and friendly to deal with.</p>								
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Value for money	Quality of work	Service	Tidiness						
9.8	9.9	9.9	9.9						
Customer Ratings (Out of 10)									

ONLINE FEEDBACK PROVIDED	Date received: 1 st February 2018			
	Total cost of work: £90			
	Description of work: First time to fix guttering that a cowboy builder had installed second time to fix broken tiles and cement side of roof.			
	Comments: I have found Tony to be very professional and trustworthy and he never over charges. After having several cowboys look at my roof it was great to meet Tony and now I only trust him and I have every confidence with his evaluation of my roof and guttering.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 th January 2018			
	Total cost of work: £140			
	Description of work: Clean and repair / replace guttering.			
	Comments: 3 separate small jobs carried out very satisfactorily.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	8	8	7

ONLINE FEEDBACK PROVIDED	Date received: 6 th November 2017			
	Total cost of work: £30			
	Description of work: Gutters cleaned and brushes fitted.			
	Comments: Great service, many thanks.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 st November 2017			
	Total cost of work: £50			
Description of work: Cleaning and fixing of gutters.				
Comments: Great company. Will use them again!				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 th October 2017			
	Total cost of work: £350			
Description of work: Front guttering replaced on main roof and bay window. Repair carried out on rear guttering.				
Comments: Brilliant! I was actually on holiday when they came so was a bit worried I wasn't there but no issues whatsoever. Great job, cleaned up and even came back the next week to touch up the paint on the soffit boards. Have NO worries with this company!!				
	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> <hr/> <p>Description of the work undertaken:</p> <p><u>CLEARING OF VERY BLOCKED GUTTERS</u></p> <p><u>CLEARING DOWNPIPES (VERY BLOCKED!)</u></p> <p><u>SECURING DOWNPIPE TO WALL</u></p> <p><u>SEALING GUTTER JOINTS</u></p> <p>Your comments:</p> <p><u>REALLY NICE GUYS, GREAT JOB, VERY TIDY + EFFICIENT</u></p>	Date received: 10 th August 2017			
	Total cost of work: £220			
Description of work: Clearing of very blocked gutters. Clearing downpipes (very blocked!). Securing downpipe to wall. Sealing gutter joints.				
Comments: Really nice guys, great job, very tidy and efficient.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 th June 2017			
	Total cost of work: £40			
	Description of work: Unblocked downpipe, checked that it was clear by passing water through it.			
	Comments: Arrived as scheduled, friendly workers, knew what they were doing and resolved the issue speedily.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 th May 2017			
	Total cost of work: £40			
	Description of work: Gutter clean.			
	Comments: Very polite and professional. Will use again. Fantastic company.			
	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><u>GUTTER CLEAN</u></p> <hr/> <hr/> <p>Your comments:</p> <p><u>PUNCTUAL, TIDY, SMART APPEARANCE, AND POLITE.</u></p> <p><u>AFTER SORRY SORRY WEATHER, APPOINTMENT MADE AT FIRST OPPORTUNITY</u></p> <p><u>OF BETTER WEATHER. JOB DONE WITHOUT FUSS + PREMISES LEFT</u></p> <p><u>TIDY. WILL BOOK NEXT YEAR.</u></p>	Date received: 28 th March 2017			
	Total cost of work: £40			
	Description of work: Gutter clean.			
	Comments: Punctual, tidy, smart appearance and polite. After stormy weather, appointment made at first opportunity of better weather. Job done without fuss and premises left tidy. Will book next year.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 th March 2017			
	Total cost of work: £60			
	Description of work: Cleaning and repairing gutters.			
	Comments: Very professional and easy to contact. Kept me informed re appointment as it had to be rearranged several times as the weather was very changeable - therefore was never left waiting for their visit. First appropriate day the job was done and leak repaired. Thank you.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £</p> <p><u>1,250.00</u> * <u>100.00</u></p> <p>Description of the work undertaken:</p> <p><u>To remove mess & debris on tiles & spray with fungicide. Replace ridge tiles with new & replace gable end pointing. Clean gutters & surround areas.</u></p> <p>Your comments:</p> <p><u>After many attempts, I found Tony on your web site. This was to rework the tiles & pointing which was carried out earlier, another firm. Poor mortar broke up immediately. The cleaning followed & I had him back to recoat the woodwork.</u></p>	Date received: 19 th December 2016			
	Total cost of work: £1250 *£100			
	Description of work: To remove mess and debris on tiles and spray with fungicide. Replace ridge tiles with new and replace gable end pointing. Clean gutters and surround areas.			
	Comments: After many attempts, I found Tony on your web site. This was to rework the tiles and pointing which was carried out earlier, another firm. Poor mortar broke up immediately. The cleaning followed and I had him back to recoat the woodwork *(£100).			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £</p> <p><u>80</u></p> <p>Description of the work undertaken:</p> <p><u>Repair to garage gutter</u></p> <p><u>Cleaning moss from extension roof</u></p> <p>Your comments:</p> <p><u>Very pleased with work. Man very helpful and courteous</u></p>	Date received: 5 th December 2016			
	Total cost of work: £80			
	Description of work: Repair to garage gutter. Cleaning moss from extension roof.			
	Comments: Very pleased with work. Man very helpful and courteous.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>40</u> Description of the work undertaken: <u>GUTTER CLEANING</u> Your comments: <u>SUCCESS JOB</u> <u>WORK OF A HIGH STANDARD</u>	Date received: 5 th December 2016 Total cost of work: £40 Description of work: Gutter cleaning. Comments: Superb job, Work of a high standard.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10	10

Total cost of the work £ <u>80</u> Description of the work undertaken: <u>GUTTER DRIPPING</u> Your comments: <u>EXCELLENT</u>	Date received: 2 nd November 2016 Total cost of work: £80 Description of work: Gutter dripping. Comments: Excellent.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21 st October 2016 Total cost of work: £40 Description of work: Cleaned gutters. Comments: Very polite and professional and kind enough to give a discount as I am a pensioner.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10	10

<p>Total cost of the work £ <u>380</u></p> <hr/> <p>Description of the work undertaken:</p> <p><u>Remove Ridge Pointing (top of roof)</u> <u>Apply bonding before new pointing goes on</u> <u>Apply Cement point to ridge</u> <u>Supply & fit 2 Square line gutter brackets</u></p> <p>Your comments:</p> <p><u>The guys worked very well and very efficiently, they done a great job of repairing the roof. Really nice and polite guys! Tidied and cleared everything away after them. This is the 2nd year I have got the guys to maintain the gutters, I'll be getting them back on a yearly basis now.</u></p>	<p>Date received: 21st October 2016</p> <p>Total cost of work: £380</p> <p>Description of work: Remove ridge pointing (top of roof). Apply bonding before new pointing goes on. Apply cement point to ridge. Supply and fit 2 square line gutter brackets.</p> <p>Comments: The guys worked very well and very efficiently, they done a great job of repairing the roof. Really nice and polite guys! Tidied and cleared everything away after them. This is the 2nd year I have got the guys to maintain the gutters, I'll be getting them back on a yearly basis now.</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: 20^h October 2016</p> <p>Total cost of work: £400</p> <p>Description of work: Clean the gutters on 2 properties and carry out further remedial work on one of them.</p> <p>Comments: Tony kept me informed about when he would be able to do the work and managed to carry out a time-critical gutter clean and roof inspection at short notice.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>Total cost of the work £ <u>220.00</u></p> <hr/> <p>Description of the work undertaken:</p> <p><u>clean and repair gutters. Repair down pipe</u> <u>Paint all gutters & down pipes,</u> <u>supply gloss paint for all gutters & down pipes.</u></p> <p>Your comments:</p> <p><u>Very satisfied with all the work done & very professional but also very friendly. Weather held the job up but Tony kept me up to date with what was happening. Would use him again without hesitation. Highly recommended. Would use again.</u></p>	<p>Date received: 10th October 2016</p> <p>Total cost of work: £220</p> <p>Description of work: Clean and repair gutters. Repair down pipe. Paint all gutters and downpipes. Supply gloss paint for all gutters and down pipes.</p> <p>Comments: Very satisfied with all the work done and the price. Very professional but also very friendly. Weather held the job up but Tony kept me up to date with what was happening. Would use him again without hesitation. Highly recommended. Would use again.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>Total cost of the work £40.00</p> <hr/> <p>Description of the work undertaken: CLEANED OUT ALL GUTTERS</p> <hr/> <p>Your comments: UTTERLY GUTTERLY DID A GOOD JOB, AS USUAL! VERY PLEASED WITH WORK DONE</p>	<p>Date received: 6th October 2016</p> <p>Total cost of work: £40</p> <p>Description of work: Cleaned out all gutters.</p> <p>Comments: Utterly Gutterly did a good job, as usual! Very pleased with work done.</p>								
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Customer Ratings (Out of 10)									

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 25th April 2016</p> <p>Total cost of work: £230</p> <p>Description of work: Clean gutters front /side and rear. Rub down and paint all gutters and downpipes.</p> <p>Comments: Visited 2 or 3 times to quote price and keep us informed when work would be done due to weather conditions.</p>								
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Customer Ratings (Out of 10)									

<p>Total cost of the work £360.</p> <hr/> <p>Description of the work undertaken: Outside Work Remove broken front down pipe. Supply & fit partial pvc downpipe and bend. Gloss cast downpipe and bend. Clean guttering. Unblock rear downpipe.</p> <hr/> <p>Your comments: Very efficient, courteous and tidy. Completed work promptly and cleanly.</p>	<p>Date received: 19th February 2016</p> <p>Total cost of work: £360</p> <p>Description of work: Outside work. Remove broken downpipe. Supply and fit partial PVC downpipe and bend. Gloss cast downpipe and bend. Clean guttering. Unblock rear downpipe.</p> <p>Comments: Very efficient, courteous and tidy. Completed work promptly and cleanly.</p>								
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Customer Ratings (Out of 10)									

<p>Total cost of the work £ <u>40.00</u></p> <hr/> <p>Description of the work undertaken: <u>Cleaning all the gutters</u></p> <hr/> <hr/> <p>Your comments: <u>Very pleased with the standard of work. The guys are so nice and helpful.</u></p>	<p>Date received: 17th September 2015</p> <p>Total cost of work: £40</p> <p>Description of work: Cleaning all the gutters.</p> <p>Comments: Very pleased with the standard of work. The guys are so nice and helpful.</p>								
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Customer Ratings (Out of 10)									

<p>Total cost of the work £ <u>490</u></p> <hr/> <p>Description of the work undertaken: <u>Replace existing gutters & down pipes</u></p> <hr/> <hr/> <p>Your comments: <u>Excellent job. Delighted with outcome</u></p>	<p>Date received: 3rd September 2015</p> <p>Total cost of work: £490</p> <p>Description of work: Replace existing gutters and down pipes.</p> <p>Comments: Excellent job. Delighted with outcome.</p>								
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Customer Ratings (Out of 10)									

<p>Total cost of the work £ <u>800</u></p> <hr/> <p>Description of the work undertaken: <u>Property roof clean, roof treated with antifungal and clean out all valleys and guttering. (House sits underneath trees so over the years a large amount of moss had built up!) They also had brushed the garage's roof and all rubbish etc was removed.</u></p> <p>Your comments: <u>Excellent company. I highly recommend them.</u></p>	<p>Date received: 20th August 2015</p> <p>Total cost of work: £800</p> <p>Description of work: Property roof clean, roof treated with anti-fungal and clean out all valleys and guttering. (House sits underneath trees so over the years a large amount of moss had built up!) They also had brushed the garage's roof and all rubbish etc was removed.</p> <p>Comments: Excellent company. I highly recommend them.</p>								
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