



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# One Design Electrical Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 63 (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 One Design Electrical Ltd.

ONLINE FEEDBACK PROVIDED	Date received: 25 <sup>th</sup> May 2026			
	Total cost of work: £96			
	Description of work: New bathroom light installation.			
	Comments: Michael was great to work with. Fast, friendly, and professional. We won't go to anyone else for any electrical work we need done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1 <sup>st</sup> April 2026			
	Total cost of work: £380			
	Description of work: Create 2 new double sockets, remove 2 existing wall lights and reposition and install 2 new wall lights. Bathroom shower power source repair.			
	Comments: From initial enquiry to completion Mike was courteous and friendly. Arrived on time, left the job tidy on completion. Would totally recommend him. So good to deal with someone who responds quickly, turns up when they say they will, and does a good job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 <sup>th</sup> February 2026			
	Total cost of work: £140			
Customer Ratings (Out of 10)	Description of work: Moving socket position on a brick wall. Changing light fitting and replacing light switch.			
	Comments: Quick response to enquiry. Turned up punctually. Tidy work. Pleasant and polite.			
	Value for money	Quality of work	Service	Tidiness
	9	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 9 <sup>th</sup> February 2026			
	Total cost of work: £93			
Customer Ratings (Out of 10)	Description of work: Replaced faulty light switch and double wall socket.			
	Comments: Punctual, friendly, polite, tidy, competitively priced. I've stored Michael's phone number and he'll be the first person I call for any future electrical jobs!			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> February 2026			
	Total cost of work: £570			
Customer Ratings (Out of 10)	Description of work: Supply & Fit external light (front and rear of property) Supply & Fit under counter LED lights Fix light switch.			
	Comments: Michael is a master of what he does. Very professional and courteous. I would highly recommend him.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 <sup>th</sup> January 2026			
	Total cost of work: £96			
	Description of work: Removal of existing ceiling light, assembly of replacement, positioning of new ceiling fitment, reconnection of power supply and final re-installation			
	Comments: Look no further for an electrician. On time, polite, friendly, extremely efficient and capable, tidy and price as quoted. Thoroughly recommend Michael and will use again without hesitation.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 <sup>th</sup> January 2026			
	Total cost of work: £100			
	Description of work: Replacing spotlights and driver with new, better quality products. Installing new double socket.			
	Comments: First class work. Very professional. Would definitely employ again and would recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> January 2026			
	Total cost of work: £720			
	Description of work: New consumer unit and EICR certificate			
	Comments: Good communication, competitive price, professional work completed with no fuss! Would highly recommend Michael and will employ his services again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 <sup>th</sup> January 2026			
	Total cost of work: £120			
	Description of work: We couldn't replace a bulb in a bathroom ceiling light. Michael found poorly chosen fixtures that required a lot of work to deal with. Michael recommended swapping the fixtures out (four in total) to make it easier for us to manage these ourselves going forward.			
	Comments: Every step of the process was clear and explained. The cost was really reasonable and no mess was left. Super happy!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> December 2025			
	Total cost of work: £144			
	Description of work: Changed 6 lights.			
	Comments: Excellent service, arrived on time and very professional. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 <sup>th</sup> November 2025			
	Total cost of work: £1050			
	Description of work: Replace consumer unit and install 4 new double sockets.			
	Comments: Michael was very prompt, friendly and efficient. Arrived on time. Tidied up after himself. Very neat work. He also fixed a couple of existing sockets he found issues with, making sure all existing sockets were working after replacing the fuse box. Would recommend Michael.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> June 2025			
	Total cost of work: £80			
	Description of work: Fit new light and repair bathroom light			
	Comments: Fantastic, Michael was able to come out the same day, very polite, explained what needed doing and did exactly that. He tidied up after himself and emailed me the invoice. I would definitely recommend this company			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> May 2025			
	Total cost of work: £180			
	Description of work: Installation of ceiling light fittings and new plug socket.			
	Comments: Highly recommended! Both did a fantastic job and were really friendly and helpful.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> May 2025			
	Total cost of work: £310			
	Description of work: Fault finding lighting circuit. Installing new outside light and camera. Install new indoor lights and extractor fan.			
	Comments: Great service, Michael came out very quickly and set about finding the fault very quickly and carrying out a number of other jobs. Very happy with the service, communication and the completed job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> March 2025			
	Total cost of work: £1500			
	Description of work: Upgrade of lighting system throughout property and EICR certificate			
	Comments: Prompt, effective, courteous. Engendered confidence in abilities to undertake work. Used several times and would be first choice to use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> March 2025			
	Total cost of work: £980			
	Description of work: Supply and fit new Mira Sports shower. Supply and fit replacement pull cord and switch for shower. Supply and install of new consumer unit.			
	Comments: Michael and his apprentice were a pleasure to deal with and were very thorough with associated safety checks relating to the install of a new consumer unit which gave me peace of mind about the quality of their work - especially given the age of the previous unit I had in use. The works were completed on the date agreed and in line with the estimate. Very happy with the service and have already booked them for further work. Wouldn't hesitate to recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> March 2025			
	Total cost of work: £875			
	Description of work: Supply and fit of 22 dimmable LED downlights to four circuits in living room/dining room, along with supply and fit of a four-gang dimmer switch.			
	Comments: Michael and Brandon arrived on time, completed the job without stopping for a break, and tidied up after them leaving the room spotless. Great job, good value for money and I would definitely recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 7<sup>th</sup> March 2025</p> <p>Total cost of work: £810</p> <p>Description of work: Upgrade to Consumer Unit, SPD and individual RCBO's, install 10mm cable for shower and pullcord and fit new shower. Everything fully checked.</p> <p>Comments: Michael and his apprentice were very professional, friendly and always tidied up after themselves. Michael will answer any questions you may have and reply promptly to emails. I would definitely recommend One Design Electrical to anyone needing electrical work done and would use them in the future. This in fact was the 3rd time I have used them. Very pleased.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 6<sup>th</sup> February 2025</p> <p>Total cost of work: £80</p> <p>Description of work: Fit an outside light</p> <p>Comments: Michael arrived when he said he would and fitted light to my satisfaction. Very happy with the job.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 15<sup>th</sup> January 2025</p> <p>Total cost of work: £698</p> <p>Description of work: New consumer unit fitted and repairs to existing electrical work.</p> <p>Comments: Always on time. Michael and his apprentice provided a first class service and were friendly and efficient.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> January 2025			
	Total cost of work: £160			
Customer Ratings (Out of 10)	Description of work: All sockets fully checked and connections tightened where necessary. Problem of intermittently tripping fuse sorted.			
	Comments: I was completely satisfied with the work I had done and would recommend One Design Electrical to anyone needing electrical work done.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 <sup>th</sup> December 2024			
	Total cost of work: Not provided			
Customer Ratings (Out of 10)	Description of work: Fitted outside electrical socket from garage.			
	Comments: Michael is nice and friendly and polite. He and his Apprentice did the job efficiently. They always turn up on time too.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5 <sup>th</sup> December 2024			
	Total cost of work: £80			
Customer Ratings (Out of 10)	Description of work: Replacing light fittings and switches.			
	Comments: Mikey was very professional, friendly, neat and did a great job. Would definitely recommend and we will use again.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> November 2024			
	Total cost of work: £640			
	Description of work: At very short notice came out to replace outdated fuse box with up to date one, fault with earth found, returned very promptly to investigate. Issue found and quickly fixed.			
	Comments: Would definitely recommend. Prompt service. Friendly.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> November 2024			
	Total cost of work: £200			
	Description of work: Installed socket and internet point for tv. Hung new tv on the wall.			
	Comments: Very pleased with the work carried out. The boys were efficient and very friendly. They came highly recommended and didn't disappoint.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 <sup>th</sup> November 2024			
	Total cost of work: £550			
	Description of work: RCD box replaced (electrical work)			
	Comments: Really nice guy, not too expensive & great job done			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 14<sup>th</sup> October 2024</p> <p>Total cost of work: £1800</p> <p>Description of work: Replaced an old fuse board and installed a new consumer unit and installed an EV charger.</p> <p>Comments: Michael and his team were excellent. They were quick to respond to communication and answered all my questions before the job started. On the day they turned up exactly on time and got the job done quickly and left with everything tidied and explained the systems they had just installed. Would definitely recommend to anyone.</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>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 4<sup>th</sup> September 2024</p> <p>Total cost of work: £615</p> <p>Description of work: Supply and installation of extraction hood in kitchen, supply and installation of extraction fan in bathroom, repair of faulty wiring in electrical fuse box.</p> <p>Comments: Communication and time keeping was excellent and the job was completed timeously, professionally and to a high standard. The pair also cleaned up after themselves and were mindful about keeping noise to a minimum as the work was carried out. Kept me fully informed throughout. The best experience I have had with a tradesperson in terms of communication, courtesy, time-keeping and quality of work. Can't recommend highly enough.</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>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 28<sup>th</sup> August 2024</p> <p>Total cost of work: £735</p> <p>Description of work: Replaced fuse box, removed wall lights, fixed a couple of faulty sockets and created a new double socket.</p> <p>Comments: Michael was knowledgeable and informative when he came to quote for the work. We agreed a day for the work and he kept me informed of his arrival time and turned up when he said he would. The job was done well and they tidied up after themselves. I was very pleased with the standard of work and would definitely use them again or recommend them to others.</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>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 8<sup>th</sup> August 2024</p> <p>Total cost of work: £100</p> <p>Description of work: To erect new outside light on garage and also in porch. Supplied and fitted two light sockets in hallway.</p> <p>Comments: I'm very pleased with the work. Michael and apprentice were polite and helpful. They did the jobs quickly and efficiently.</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>