



Comments and Ratings

MHPS Property Services

51 Belfield Avenue, East Calder,
West Lothian, EH53 0QY
0844 504 5960

NUMBER OF FEEDBACK FORMS RECEIVED: 22

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.6

Feedback forms are completed by previous customers, rating their experience of dealing with MHPS Property Services.

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?	9.2
Quality of Work How satisfied were you with the quality of the job on completion?	9.7
Service How professional, courteous and considerate was the trader?	9.9
Tidiness Did the trader leave your property in a clean and tidy condition?	9.7

The following questions were also asked:

Did the Trader...	Yes	No	N/A
Explain all the costs? (including labour, VAT, call out charge, etc)	95%	5%	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)	64%	4%	32%
Give you a receipt or invoice at the end of the job?	95%	5%	0%

Question	Yes
Would you recommend this trader to a friend?	95%

CUSTOMER COMMENTS

ONLINE FEEDBACK PROVIDED	Date received: 14 th March 2017			
	Total cost of work: £45			
	Description of work: Replace valve in hot water mixer tap.			
	Comments: Very pleased with polite and efficient service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 rd August 2016			
	Total cost of work: £226			
	Description of work: Bathroom clean up. Replace existing countertop from vanity units. Supply and fit new white toilet seat. Bath re seal. Freshen up grouting as best as possible and re seal corner joint. Re secure bath panel into place.			
	Comments: Great company. Colin arrived on time, job done quickly and efficiently. Would definitely use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	8	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 nd August 2016			
	Total cost of work: £197.50			
	Description of work: Water damage to area around window/wall/ceiling.			
	Comments: Plaster work cleaned up and paintwork carried out – this was completed over 2 days to allow refreshed plaster to dry out. Grouting in bathrooms around sink and bath. Annual portable pat test and supplied certificate. Several other small jobs – changing LED ceiling bulbs, securing wobbly dining table.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 nd August 2016			
	Total cost of work: £65			
	Description of work: It was to remove my existing wooden fireplace and electric fire and fix electric socket as my new fireplace was larger.			
	Comments: As always, Colin attended on time, protected my new carpet and cleaned up any mess that was left over.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £ 210-00 <hr/> Description of the work undertaken: REPAIR TO LEAD FLASHING/RAGGLE & REPOINTING <hr/> <hr/> <hr/> Your comments: WORK CARRIED OUT WHILE I WAS OUT, NOT ADVISED WHEN WORKMEN WOULD BE COMING. A FURTHER REQUEST TO CHECK-OUT ADDITIONAL RAIN WATER INGRESSIONS HAS GONE UNANSWERED!	Date received: 13 th January 2016			
	Total cost of work: £210			
	Description of work: Repair to lead flashing/raggle and repointing.			
	Comments: Work carried out while I was out, not advised when workmen would be coming. A further request to check out additional rain water ingressions has gone unanswered!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	9	n/a	9

Total cost of the work £ <hr/> Description of the work undertaken: PAINTING OF WALLS OF EN-SUITE, BATHROOM AND TOILET <hr/> <hr/> Your comments: FIRST CLASS JOB AND WOULD NOT HESITATE TO RECOMMEND <hr/> <hr/>	Date received: 8 th December 2015 Total cost of work: Not provided. Description of work: Painting of walls of en-suite, bathroom and toilet. Comments: First class job and would not hesitate to recommend.								
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8	9	10	9						
Customer Ratings (Out of 10)									

Total cost of the work £ £55.00 Description of the work undertaken: No power to control unit of gas central heating. Poor connection at switch. <hr/> Your comments: first class service and I would recommend them to anyone. <hr/>	Date received: 26 th November 2015 Total cost of work: £55 Description of work: No power to control unit of gas central heating. Poor connection at switch. Comments: First class service and I would recommend them to anyone.								
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10	10	10	10						
Customer Ratings (Out of 10)									

Total cost of the work £140 Description of the work undertaken: Provided emergency lighting in hall and bedroom due to fact of having a chairlift and a concern of being without lights in case of power failure. Put in double socket. <hr/> Your comments: Very helpful in finding a suitable product and installing it in a thoughtful position. Very polite and quietly got on with the job in hand. Would certainly use this trader in the future. <hr/>	Date received: 8 th October 2015 Total cost of work: £140 Description of work: Provided emergency lighting in hall and bedroom due to fact of having a chairlift and a concern of being without lights in case of power failure. Put in double socket. Comments: Very helpful in finding a suitable product and installing it in a thoughtful position. Very polite and quietly got on with the job in hand. Would certainly use this trader in the future.								
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10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 80</p> <hr/> <p>Description of the work undertaken: <u>REPLACE BROKEN / MISSING ROOF TILES</u></p> <hr/> <p>Your comments: <u>GREAT SERVICE, EXCELLENT COMMUNICATIONS VIA PHONE AND EMAIL. NO DISRUPTION AND VERY QUICK TO ATTEND AND COMPLETE WORK.</u></p>	<p>Date received: 5th October 2015</p> <p>Total cost of work: £80</p> <p>Description of work: Replace broken/missing roof tiles.</p> <p>Comments: Great service, excellent communications via phone and email. No disruption and very quick to attend and complete work.</p>								
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9	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £163.45</p> <hr/> <p>Description of the work undertaken: <u>POINTING FRONT STEPS, REPOINT SMALL SECTIONS OF MORTAR TO HOUSE</u> <u>PAINT GARAGE DOOR</u></p> <hr/> <p>Your comments: <u>WORK CARRIED OUT TO SATISFACTORY STANDARD</u> <u>MOST EFFICIENT TRADESMEN</u></p>	<p>Date received: 10th September 2015</p> <p>Total cost of work: £163.45</p> <p>Description of work: Pointing front steps, repoint small sections of mortar to house. Paint garage door.</p> <p>Comments: Work carried out to satisfactory standard. Most efficient tradesmen.</p>								
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8	9	9	8						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 168.40</p> <hr/> <p>Description of the work undertaken: <u>REPAIR BATHROOM CEILING + MIRROR WALL. REPAIR + FIT BATHROOM LIGHTS. FIT NEW LIGHTS TO LIVING ROOM CEILING, + A FEW SMALL JOBS.</u></p> <hr/> <p>Your comments: <u>Colin is always very professional and provides expert service and quality. I have no hesitation in recommending to anyone.</u></p>	<p>Date received: 30th June 2015</p> <p>Total cost of work: £168.40</p> <p>Description of work: Repaint bathroom ceiling and mirror wall. Repair and fit bathroom lights. Fit new lights to living room ceiling and a few small jobs.</p> <p>Comments: Colin is always very professional and provides expert service and quality. I have no hesitation in recommending to anyone.</p>								
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9	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 119.85</p> <hr/> <p>Description of the work undertaken: <i>Repair + Repaint water damage to dining room ceiling</i> <i>Replace faulty flush mechanism in toilet</i></p> <hr/> <p>Your comments: <i>FANTASTIC VALUE FOR MONEY AND AN HONEST TRADER.</i></p>	<p>Date received: 8th May 2015</p> <p>Total cost of work: £119.85</p> <p>Description of work: Repair and repaint water damage to dining room ceiling. Replace faulty flush mechanism in toilet.</p> <p>Comments: Fantastic value for money and an honest trader.</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 £ <i>APPROX £600.</i></p> <hr/> <p>Description of the work undertaken: <i>PREPARING HOUSE FOR RENTAL - HARDWIRED SMOKE DETECTOR,</i> <i>NEW FUSE BOX, PAT TESTING, ENERGY EFFICIENCY REPORT,</i> <i>ELECTRICAL INSTALLATION CONDITION REPORT AND GENERAL</i> <i>MAINTENANCE</i></p> <hr/> <p>Your comments: <i>Cannot fault the level of work from MHPS. All trades arrived on time, completed work to a high standard, and tidied up after themselves. Quotes were very reasonable and the final bill did not include or have any hidden extras.</i></p>	<p>Date received: 12th March 2015</p> <p>Total cost of work: Approx. £600</p> <p>Description of work: Preparing house for rental – hardwired smoke detector, new fuse box, PAT testing, energy efficiency report, electrical installation condition report and general maintenance.</p> <p>Comments: Cannot fault the level of work from MHPS. All trades arrived on time, completed work to a high standard and tidied up after themselves. Quotes were very reasonable and the final bill did not have any hidden extras.</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 £ 190.00</p> <hr/> <p>Description of the work undertaken: <i>Repair damage to bathroom walls and ceiling caused by damp/water. Paint ceiling and paint bathroom walls.</i> <i>Reseal bath and reseal sink</i></p> <hr/> <p>Your comments: <i>The bathroom was badly affected by damp and looked terrible. MHPS were absolutely brilliant in making the repairs so it looks like new. My bathroom was left spotless. I have no hesitation in recommending MHPS to anyone.</i></p>	<p>Date received: 24th February 2015</p> <p>Total cost of work: £190</p> <p>Description of work: Repair damage to bathroom walls and ceiling caused by damp/water. Paint ceiling and paint bathroom walls. Reseal bath and reseal sink.</p> <p>Comments: The bathroom was badly affected by damp and looked terrible. MHPS were absolutely brilliant in making the repairs so it looks like new. My bathroom was left spotless. I have no hesitation in recommending MHPS 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>9</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work \$65.00</p> <hr/> <p>Description of the work undertaken: MHPS fitted new electric smoke alarms</p> <hr/> <hr/> <p>Your comments: We have used mhps on countless occasions and now only use them for anything that needs done around the house.</p>	<p>Date received: 19th January 2015</p> <p>Total cost of work: £65</p> <p>Description of work: MHPS fitted new electric smoke alarms.</p> <p>Comments: We have used MHPS on countless occasions and now only use them for anything that needs done around the house.</p>								
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9	10	10	9						
Customer Ratings (Out of 10)									

<p>Total cost of the work \$ 215.00</p> <hr/> <p>Description of the work undertaken: Installation of 1 heat alarm; 2 smoke alarms; 1 carbon monoxide alarm</p> <hr/> <hr/> <p>Your comments: Done efficiently & promptly, with great service coming to collect & return key for property</p>	<p>Date received: 20th November 2014</p> <p>Total cost of work: £215</p> <p>Description of work: Installation of 1 heat alarm; 2 smoke alarms; 1 carbon monoxide alarm.</p> <p>Comments: Done efficiently and promptly, with great service coming to collect and return key for property.</p>								
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10	10	10	10						
Customer Ratings (Out of 10)									

<p>Total cost of the work \$ 230 ÷ 7</p> <hr/> <p>Description of the work undertaken: Fitting of new cisa stair lock to communal stair job between 7 flats.</p> <hr/> <hr/> <p>Your comments: Workman efficient and tidy. Lock is much more secure and is working well.</p>	<p>Date received: 14th November 2014</p> <p>Total cost of work: £230 ÷ 7</p> <p>Description of work: Fitting of new CISA stair lock to communal stair. Job between 7 flats.</p> <p>Comments: Workman efficient and tidy. Lock is much more secure and is working well.</p>								
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Value for money	Quality of work	Service	Tidiness						
8	8	8	8						
Customer Ratings (Out of 10)									

<p>Total cost of the work £ 50</p> <hr/> <p>Description of the work undertaken: - Bath Tap's fixed & Bath re-sealed</p> <hr/> <p>Your comments: MHPS Property Services turned up on time & completed work very efficiently. Also advised if any further probs just get back in touch</p>	<p>Date received: 13th November 2014</p> <p>Total cost of work: £50</p> <p>Description of work: Bath taps fixed and bath re-sealed.</p> <p>Comments: MHPS Property Services turned up prompt on time and completed work very efficiently. Also advised if any further probs just get back in touch.</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 £</p> <hr/> <p>Description of the work undertaken: Initially carried out PAT testing & microwave testing, in addition replaced damaged electric sockets where necessary charging only for parts. Due to quality of service I ask him to carry out his recommendations to ensure flat was compliant with letting legislation. His quote was to install Multi sensor alarm, a vent, repair shower button, replace WC flush & other small jobs of a handy man.</p> <p>Your comments: Outstanding service, liaised with tenant receiver, excellent feedback from tenant on workmanship. Would definitely use MHPS Property Services again and recommend</p>	<p>Date received: 11th November 2014</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Initially carried out PAT testing and microwave testing, in addition replaced damaged electric sockets where necessary, charging only for parts. Due to quality of service, I ask him to carry out his recommendations to ensure flat was compliant with letting legislation. His quote was to install multi sensor alarms, a vent, repair shower button, replace WC flush and other small jobs of a handy man.</p> <p>Comments: Outstanding service. Liaised with tenant re access. Excellent feedback from tenant on workmanship. Would definitely use MHPS Property Services again and recommend.</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 £ LABOUR - £825.00, MATERIALS £4000 (chosen by me)</p> <p>Description of the work undertaken: INSTALL NEW KITCHEN, APPLIANCES, LAY NEW FLOORING, PAINTING, FITTING NEW LIGHTS, TILING, FITTING NEW SOCKETS</p> <p>Your comments: The work was completed to a high standard, cleaned up all the mess. Would recommend for any work you need done.</p>	<p>Date received: 10th November 2014</p> <p>Total cost of work: Labour - £825.00, materials £4000 (chosen by me).</p> <p>Description of work: Install new kitchen, appliances, lay new flooring, painting, fitting new lights, tiling, fitting new sockets.</p> <p>Comments: The work was completed to a high standard, cleaned up all the mess. Would recommend for any work you need done.</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 £ £119.75</p> <p>Description of the work undertaken: Dismantle Draw unit; withdraw carcass from under worktop. Dismantle waste from sink nearest waste connection to allow waste pipe to be removed. Cut away cracked section of waste pipe and waste joints and dispose to waste. Supply + fit new waste pipe. Test for leaks. Refit drawer unit and waste to sink</p> <p>Your comments: The works were completely very efficiently and on time I was kept well informed of any problems; changes. The place was left neat and tidy - I didn't have to clean up at all after the work was completely completed</p>	<p>Date received: 7th November 2014</p> <p>Total cost of work: £119.75</p> <p>Description of work: Dismantle drawer unit and withdraw carcass from under worktop. Dismantle waste from sink nearest waste connection to allow waste pipe to be removed. Cut away cracked section of waste pipe and waste joints and dispose to waste. Supply and fit new waste pipe. Test for leaks. Refit drawer unit and waste to sink.</p> <p>Comments: The works were completed very efficiently and on time. I was kept well informed of any problems, changes. The place was left neat and tidy – I didn't have to clean up at all after the work was completed.</p>								
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Value for money	Quality of work	Service	Tidiness						
10	10	10	10						

<p>Total cost of the work £ 275</p> <p>Description of the work undertaken: PAINTWORK ⇒ ceilings & walls SEALING AROUND BATH & SINK SOME JOINERY WORK REPLACE SOCKET</p> <p>Your comments: Promptly undertaken work Very good quality & tidy Very reasonable pricing Friendly, knowledgeable & helpful chap</p>	<p>Date received: 4th November 2014</p> <p>Total cost of work: £275</p> <p>Description of work: Paintwork = ceilings and walls. Sealing around bath and sink. Some joinery work. Replace socket.</p> <p>Comments: Promptly undertaken work. Very good quality and tidy. Very reasonable pricing. Friendly, knowledgeable and helpful chap.</p>								
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