



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# MHPS Property Services

**NUMBER OF FEEDBACK FORMS RECEIVED: 44 (showing most recent 30)**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.6**

The following feedback forms have been completed by previous customers, rating their experience of dealing with MHPS Property Services.

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> April 2025  Total cost of work: £85  Description of work: Replaced hoses on washing machine and dishwasher  Comments: Excellent service, would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 <sup>th</sup> September 2024  Total cost of work: £116  Description of work: Living Room - strip out and replace faulty/leaking radiator valve. Bathroom - isolate water supply and drain down cistern, strip out and replace faulty inlet fill valve, reinstate water supply, adjust valve and check toilet operates as expected.  Comments: Very good again, came when expected, immediately diagnosed the issues and fixed them on same visit. Nice guy got on with job and a credit to company and profession.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> March 2024  Total cost of work: £57.50  Description of work: Isolated leak front bath, removed blockage and reinstated pipe work and sealed bath in order to return bath to good working condition.  Comments: Colin responded quickly to my call, and repaired in an excellent manner, courteous and professional throughout.			
	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 2024  Total cost of work: £4000  Description of work: Electrical installation of integrated smoke detectors and carbon monoxide detector. Gas boiler repair and service including replacement temperature control. External drainage flush and repair. Damp treatment and decoration of ceilings and walls in 2 rooms.  Comments: This Company who have skills in all trades were exemplary in liaison with householder, ensuring each task was completed to a very high standard. They went above and beyond and I would recommend as they were all stars. So thankful for the high standards of workmanship throughout.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 <sup>th</sup> March 2022  Total cost of work: £49.50  Description of work: Diagnose and fix problem with faulty pendant light.  Comments: Colin came out within 24 hours of calling MHPS. He was thorough in diagnosing the issue and resolving it to our satisfaction. He explained the problem and what he had to do to fix it. He made sure he cleared up and left the room very tidy. Excellent and reasonably priced service. Would definitely use again.			
	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> October 2020  Total cost of work: £400  Description of work: Moving a plug socket and installing a new fuse box.  Comments: The work was carried out promptly and communication was good.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 <sup>rd</sup> July 2020  Total cost of work: £2850  Description of work: Painting whole flat, some tiling, new radiator & sealing around shower & few other smaller items.  Comments: Very good job & good price.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 <sup>th</sup> February 2020  Total cost of work: £170  Description of work: Completed annual electrical testing at this property replacing various faulty items (thankfully) uncovered during testing!  Comments: We totally rely on Colin/MHPS to keep us right in terms of electrical testing/repairs etc, they have all the equipment needed to uncover hidden faults that could be a serious risk to our tenants and the property. Colin also went above and beyond in dropping off a new toaster the same day for our tenant (this had failed testing) so she would not be without it the following morning. This is customer service!!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 18<sup>th</sup> February 2020</p> <p>Total cost of work: £130</p> <p>Description of work: Completed annual testing and repairs of electrical systems on behalf of our client.</p> <p>Comments: Colin and Co. have always provided a first class service to our customers. It is often challenging to find a trusted company you can completely rely on, who keep their promises and can offer sound advice where necessary.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 13<sup>th</sup> January 2020</p> <p>Total cost of work: £275</p> <p>Description of work: Colin fitted an electric shower above my bath and a glass shower screen.</p> <p>Comments: The work was completed to a great standard and when finished, the bathroom was left clean and tidy. Colin done a fantastic job and would definitely recommend!</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 13<sup>th</sup> January 2020</p> <p>Total cost of work: £180</p> <p>Description of work: Install new lighting in bedrooms and kitchen. Install new smoke and heat alarms in the kitchen, living room and upstairs.</p> <p>Comments: We weren't aware of the new legislation regarding smoke alarms but we keen to get this done as soon as possible so it wouldn't affect our home insurance if there was a fire. The new alarms were fitted quickly in a morning along with new lights I bought for the bedrooms. We use MHPS for absolutely everything, they're like the 4th emergency service for us. We have also recommended Colin and MHPS to countless friends who also sing his praises.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	8	8	8

ONLINE FEEDBACK PROVIDED	Date received: 24 <sup>th</sup> January 2019			
	Total cost of work: £135			
	<p>Description of work: Remove fridge/freezer and oven to extract a faulty washing machine from a difficult small kitchenette. Fit new electrical socket/test then refit oven and fridge freezer and install new washing machine and test appliances.</p> <p>Comments: This was an extremely challenging job as it meant several appliances had to be disconnected and removed before the old washing machine could be removed. We were aware this wasn't going to be straightforward so didn't mention the challenges in advance as our tenant was pushing for an urgent repair. MHPS dealt with this without fuss or complaint and handled the tenants questions and concerns with professionalism, as always. A huge help and great relief for us!</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 <sup>th</sup> January 2019			
	Total cost of work: £75			
	<p>Description of work: Complete electrical safety testing and replace items which failed testing including cleaning out a clogged extractor fan. A comprehensive certificate was issued with showed all items tested and their condition which is very useful.</p> <p>Comments: Customer service is always great and Colin is easy to deal with and nothing is too much trouble. We trust MHPS and have no hesitation in recommending their services.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> December 2018  Total cost of work: £200  Description of work: Identified source of leak. Repaired issue quickly and efficiently.  Comments: Excellent trader to deal with. Comes when he says he will. Updates if any delays/issues. More than happy to recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 <sup>th</sup> November 2018  Total cost of work: £175  Description of work: Fitted smoke and heat alarms throughout property.  Comments: Extremely pleased with the work carried out by MHPS. Faultless installation and efficient, professional at all times.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 <sup>th</sup> October 2018  Total cost of work: £290  Description of work: Cleaning gutters and repairing any leaks in the joints.  Comments: Do not use this company. MHPS Property services outsources to other firms. The roofers caused serious damage to my Sky cabling. It took several days until Sky could send out an engineer. My dissatisfaction is not with the roofers themselves who have now apologised for this, but in communicating with MHPS services the email communication became aggressive trying to blame me for the incident and implying I was asking for work which had not been quoted. Customer service nonexistent.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	5	2	1	5

ONLINE FEEDBACK PROVIDED	Date received: 2 <sup>nd</sup> October 2018  Total cost of work: £90  Description of work: Found faulty wiring in electrics and found faulty fuse unit and replaced.  Comments: No call out charge and determined to find solution to my wiring problem.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> February 2018  Total cost of work: £230  Description of work: Establish fault with power pump attached to shower. No repair possible. Purchase replacement pump and fit.  Comments: Called MHPS on Monday 19 <sup>th</sup> Feb about the faulty pump – spoke to Colin. Colin called round on the Tuesday 20 <sup>th</sup> Feb. Dismantled and checked over the pump. Pump was faulty and could not be repaired. He ordered a new pump which was fitted Thursday 22 <sup>nd</sup> Feb. Great service at a great price. Would recommend and definitely use again!!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> January 2018  Total cost of work: £75  Description of work: Repairing drawer in kitchen unit; restoring door to bathroom cabinet; fitting towel and toilet roll holder brackets in bathroom; replacing 2 window handles in bedroom and one in kitchen; fixing leg to small table.  Comments: MHPS has been used before and I would not hesitate to use them again. They arrive on time, are professional and helpful. They always do a good job. Full marks.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 22<sup>nd</sup> January 2018</p> <p>Total cost of work: £79.55</p> <p>Description of work: PAT testing of a flat we rent out and repair various broken switches and sockets.</p> <p>Comments: Colin has always been great and goes above and beyond to ensure everything for us runs seamlessly. It is great in this day and age to find a tradesman you can actually trust and rely on and will arrive when he is supposed to and fix the problem first time.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 22<sup>nd</sup> January 2018</p> <p>Total cost of work: £65</p> <p>Description of work: We are a letting agent now Colin and his team to look after our properties as he was recommended by another agent to us.</p> <p>Colin replaced numerous broken window handles in this flat, I also asked him to investigate why the cooker hob wasn't working which he spent time doing and didn't charge for this which was great.</p> <p>Comments: I cannot thank Colin enough for the good work and professional service he has given us so far.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

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



ONLINE FEEDBACK PROVIDED	Date received: 23 <sup>rd</sup> 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 <sup>nd</sup> 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 <sup>nd</sup> 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

<p>Total cost of the work £ 210-00</p> <p>Description of the work undertaken: Repair To Lead Flashing/Raggle &amp; Repointing</p> <p>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!</p>	<p>Date received: 13<sup>th</sup> January 2016</p> <p>Total cost of work: £210</p> <p>Description of work: Repair to lead flashing/raggle and repointing.</p> <p>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!</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	9	N/A	9

<p>Total cost of the work £</p> <p>Description of the work undertaken: Painting Of Walls Of En-Suite, Bathroom And Toilet</p> <p>Your comments: First Class Job And Would Not Hesitate To Recommend</p>	<p>Date received: 8<sup>th</sup> December 2015</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Painting of walls of en-suite, bathroom and toilet.</p> <p>Comments: First class job and would not hesitate to recommend.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	10	9

<p>Total cost of the work £ 35-00</p> <p>Description of the work undertaken: No power to control unit of gas central heating. Poor connection at switch.</p> <p>Your comments: first class service and I would recommend them to anyone.</p>	<p>Date received: 26<sup>th</sup> November 2015</p> <p>Total cost of work: £55</p> <p>Description of work: No power to control unit of gas central heating. Poor connection at switch.</p> <p>Comments: First class service and I would recommend them to anyone.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work: £140</p> <p>Description of the work undertaken:  <i>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.</i></p> <p>Your comments:  <i>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.</i></p>	<p>Date received: 8<sup>th</sup> October 2015</p> <p>Total cost of work: £140</p> <p>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.</p> <p>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.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work: £80</p> <p>Description of the work undertaken:  <i>Replace broken/missing roof tiles</i></p> <p>Your comments:  <i>GREAT SERVICE, EXCELLENT COMMUNICATIONS VIA PHONE AND EMAIL. NO DISRUPTION AND VERY QUICK TO ATTEND AND COMPLETE WORK.</i></p>	<p>Date received: 5<sup>th</sup> 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>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10