



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Waterways Plumbing Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 180 (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 Waterways Plumbing Ltd.

ONLINE FEEDBACK PROVIDED	Date received: 9 <sup>th</sup> June 2025			
	Total cost of work: £55			
	Description of work: To replace old tap for new.			
	Comments: James answered my message very promptly and asked for a description of the fault and to send a picture of the tap. Once he knew what the problem was told me a price and when he could come out. Kept me informed with times and days. Excellent service and would definitely recommend James 🙏😊			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 <sup>th</sup> June 2025			
	Total cost of work: £85			
	Description of work: Old outside tap removed and new tap and pipework installed.			
	Comments: James arrives promptly at the time given. He was friendly and informative about what needed done and the job was completed in a timely manner Great service from James and I would definitely recommend to others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 <sup>th</sup> June 2025			
	Total cost of work: £122			
	Description of work: Replacement of a toilet bowl and cistern.			
	Comments: James was incredibly helpful - replied to messages promptly, outlined the issues and how he'd fix them, and provided full quotation for all work up front. He arrived promptly for the job, removed the old toilet and replaced with the new one, with all new fittings, fully tested everything, and tidied up after the work was all finished. Extremely impressed, would heartily recommend to anyone needing plumbing work doing.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2 <sup>nd</sup> June 2025			
	Total cost of work: £125			
	Description of work: Replacement tap and toilet flush mechanism.			
	Comments: Very satisfied. Very professional, helpful and responsive.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22 <sup>nd</sup> May 2025			
	Total cost of work: £115			
	Description of work: Remove waste disposal and replace with 1/2 sink basket and update plumber properly to support.			
	Comments: Excellent job. Very professional and highly reliable. Could not recommend him highly enough.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work: £54</p> <hr/> <p>Description of the work undertaken: REMOVE OLD WASTE BOWL + INSTALL NEW KIT</p> <hr/> <hr/> <p>Your comments: COULDN'T ASK FOR BETTER SERVICE. VERY POLITE, RESPECTFUL, EFFICIENT AND KNOWLEDGABLE. EXTREMELY FAIR PRICING, CLEAN AND TIDY WORK.</p>	<p>Date received: 19<sup>th</sup> May 2025</p> <p>Total cost of work: £54</p> <p>Description of work: Remove old waste bowl and install new kit.</p> <p>Comments: Couldn't ask for better service. Very polite, respectful, efficient and knowledgeable. Extremely fair pricing, clean and tidy work.</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: 16<sup>th</sup> May 2025</p> <p>Total cost of work: £74</p> <p>Description of work: Identifying and fixing faulty ball valve which was causing leaks.</p> <p>Comments: Excellent service! Good communication, good price and trader clearly cares about doing a professional job.</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: 14<sup>th</sup> May 2025</p> <p>Total cost of work: £85</p> <p>Description of work: Outside tap fitted.</p> <p>Comments: Cannot recommend enough. Very punctual, friendly and professional.</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>

ONLINE FEEDBACK PROVIDED	Date received: 2 <sup>nd</sup> May 2025			
	Total cost of work: £45			
	Description of work: Washers changed in two toilets.			
	Comments: James is really professional, good communications, reasonably priced and I wouldn't hesitate to recommend him to others or for myself in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30 <sup>th</sup> April 2025			
	Total cost of work: £75			
	Description of work: Change of faulty basin tap and waste.			
	Comments: James was on time and organised and provided a fantastic service in a timely manner.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <hr/> Description of the work undertaken: <i>Repair leak from Toilet waste and cistern.</i> <hr/> <hr/> Your comments: <i>Very professional, and explained job very well. Cant recommend enough.</i> <hr/> <hr/>	Date received: 30 <sup>th</sup> April 2025			
	Total cost of work: Not provided.			
	Description of work: Repair leak from toile waste and cistern.			
	Comments: Very professional and explained job very well. Can't recommend enough.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work: £ 194.</p> <hr/> <p>Description of the work undertaken: Renewing the radiator in the hall</p> <hr/> <hr/> <p>Your comments: James is a very professional and competent worker and I would have no hesitation in using him again and I would definitely recommend him to friends and family</p>	<p>Date received: 30<sup>th</sup> April 2025</p> <p>Total cost of work: £194</p> <p>Description of work: Renewing the radiator in the hall.</p> <p>Comments: James is a very professional and competent worker and I would have no hesitation in using him again and I would definitely recommend him to friends and family.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 28<sup>th</sup> April 2025</p> <p>Total cost of work: £45</p> <p>Description of work: Replacing a dripping tap.</p> <p>Comments: None provided.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 28<sup>th</sup> April 2025</p> <p>Total cost of work: £50</p> <p>Description of work: Repair and replacement of leaky pipe.</p> <p>Comments: Very happy with all aspects of interaction and the completed work.</p>			
	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: 28<sup>th</sup> April 2025</p> <p>Total cost of work: £40</p> <p>Description of work: Poor flow and pressure at outdoor tap rectified by replacing tap.</p> <p>Comments: James arrived less than an hour after I messaged to ask him to look at the job. He provided a price before arriving. On arrival James was very polite and friendly. He quickly confirmed his suspicions of what the problem was and had it fixed within 20 minutes. I wouldn't hesitate to recommend James, used his services several times over the years and he has always been exemplary.</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>8</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £ / 3 0</p> <hr/> <p>Description of the work undertaken: <i>cistern</i> <i>Inside of toilet replaced (was not flushing properly before)</i></p> <hr/> <p>Your comments: <i>Excellent tradesman. So nice to come across a super, kind, professional tradesperson</i></p>	<p>Date received: 25<sup>th</sup> April 2025</p> <p>Total cost of work: £130</p> <p>Description of work: Inside of toilet cistern replaced (was not flushing properly before).</p> <p>Comments: Excellent tradesman. So nice to come across a super, kind, professional tradesperson.</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 £ 55</p> <hr/> <p>Description of the work undertaken: <i>REMOVED OLD MIXER TAP IN KITCHEN AND FITTED NEW ONE</i></p> <hr/> <p>Your comments: <i>EXCELLENT JOB, HIGHLY RECOMMEND, PUNCTUAL, RELIABLE &amp; INFORMATIVE. NEAT &amp; TIDY WORK. REASONABLY PRICED. CALL AGAIN IF REQUIRED</i></p>	<p>Date received: 16<sup>th</sup> April 2025</p> <p>Total cost of work: £55</p> <p>Description of work: Removed old mixer tap in kitchen and fitted new one.</p> <p>Comments: Excellent job, highly recommend, punctual, reliable and informative. Neat and tidy work. Reasonably priced. Call again if required.</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>

Total cost of the work £ <i>55 labour</i> <hr/> Description of the work undertaken: <i>new mixer taps in kitchen</i> <hr/> <hr/> Your comments: <i>job well done</i> <hr/>	Date received: 16 <sup>th</sup> April 2025 Total cost of work: £55 (labour) Description of work: New mixer taps in kitchen. Comments: Job well done.			
	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> April 2025 Total cost of work: £75 Description of work: Old plug removed from bathroom sink and new plug installed. Comments: Very professional job completed by James, friendly & reliable. Also managed to get to us promptly to sort the plumbing issue. Highly recommend!			
	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> April 2025 Total cost of work: £55 Description of work: Replacement kitchen mixer tap. Comments: Excellent service and speedy response.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 <sup>th</sup> April 2025 Total cost of work: £40 Description of work: Leak on feed pipe below cistern. Comments: Can't speak highly enough of this company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> April 2025			
	Total cost of work: £55			
	Description of work: Replaced kitchen tap and fixed a fault on the stop cock.			
	Comments: Amazing work, arrived on time, cleared up no mess and charged the quoted price. Amazing stuff 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: 7 <sup>th</sup> April 2025			
	Total cost of work: £75			
	Description of work: Installation of electric shower.			
	Comments: Fantastic service. Have used this company before and each time they are quick, reliable and well priced.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £55 <hr/> Description of the work undertaken: SINK WASTE REPLACED & TAP TIGHTENED UP AS HAD BECOME LOOSE <hr/> <hr/> Your comments: Very Professional, Arranged Appointment Quickly Turned up on time, Quote given before & job was actually cheaper as managed to get part cheaper so he was very honest about that. WE WOULD DEFINITELY USE AGAIN.	Date received: 4 <sup>th</sup> April 2025			
	Total cost of work: £55			
	Description of work: Sink waste replaced and tap tightened up as had become loose.			
	Comments: Very professional, arranged appointment quickly, turned up on time, quote given before and job was actually cheaper as managed to get part cheaper so he was very honest about that. We would definitely use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>75-00</u></p> <hr/> <p>Description of the work undertaken: <u>REPLACEMENT SHOWER</u></p> <hr/> <hr/> <p>Your comments: <u>Good Problem Solver</u></p> <hr/>	<p>Date received: 4<sup>th</sup> April 2025</p> <p>Total cost of work: £75</p> <p>Description of work: Replacement shower.</p> <p>Comments: Good problem solver.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 4<sup>th</sup> April 2025</p> <p>Total cost of work: £45</p> <p>Description of work: Clearing an air lock in cold water tank.</p> <p>Comments: James is a plumbing angel! Had used him once a few years back so was happy to call him again. Made first call around 11.20 and left a voicemail. By 11.30 he sent a text message with some questions and soon confirmed he was in the area so would pop round to take a look. By 11.50 he was here and by 12.15 he was paid for a job well done. Less than an hour from original enquiry to job done. That doesn't happen very often!</p>			
	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: 3<sup>rd</sup> April 2025</p> <p>Total cost of work: £115</p> <p>Description of work: Drainage and leakage repairs to kitchen sink.</p> <p>Comments: Exceptional service and quality work. I contacted Waterways Plumbing Ltd to fix a leaking kitchen sink at my elderly father's home. James responded quickly, making it easy to organise the repairs remotely. He kept me updated and ensured I could meet him when needed. He also cleared a blocked drain at no extra charge. His professionalism, attention to detail, and commitment to customer satisfaction were outstanding. I highly recommend Waterways Plumbing Ltd for their reliable and quality service.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>£85</u> Description of the work undertaken: <u>Outside tap installed</u> Your comments: <u>very friendly and helpful</u>	Date received: 31 <sup>st</sup> March 2025 Total cost of work: £85 Description of work: Outside tap installed. Comments: Very friendly and helpful.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £ <u>£55.00</u> Description of the work undertaken: <u>To replace kitchen tap</u> Your comments: <u>Very helpful and would use again</u>	Date received: 31 <sup>st</sup> March 2025 Total cost of work: £55 Description of work: To replace kitchen tap. Comments: Very helpful and would use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> March 2025 Total cost of work: £55 Description of work: Change of kitchen tap. Comments: None provided.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10