



## COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

# Waterways Plumbing Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 222 (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: 7 <sup>th</sup> January 2026  Total cost of work: £60  Description of work: Leaking outside tap replaced.  Comments: James was absolutely brilliant. He came round at short notice and fixed our issue very quickly. Would recommend to anyone!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 <sup>th</sup> December 2025  Total cost of work: £82  Description of work: Replace inlet valve in toilet and clear blockage  Comments: Excellent and very prompt service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 5<sup>th</sup> December 2025</p> <p>Total cost of work: £250</p> <p>Description of work: Fitting a new cloakroom sink and vanity unit.</p> <p>Comments: James was repairing a leak and fit taps to my cloakroom sink, due to a mishap on the sink being 46 years old, it cracked, James soon had it all sorted new sink and vanity unit fitted. Price reflects his generosity due to the breakage of the sink. He has made a lovely job and I would certainly use him again for any plumbing work. Highly recommend him.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 1<sup>st</sup> December 2025</p> <p>Total cost of work: £80</p> <p>Description of work: Removal and reinstatement of toilet for damp works to be undertaken.</p> <p>Comments: I would highly recommend James! Communication was excellent before and during the job, he was very accommodating from a timing perspective with the other workmen undertaking damp work, completed the job far faster than expected and the price was very good value for money. James also left a clean space after the job was done - I will definitely be using Waterways again!</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 1<sup>st</sup> December 2025</p> <p>Total cost of work: £60</p> <p>Description of work: New mixer tap and replacing washers on toilet taps.</p> <p>Comments: Couldn't fault him. The response to my enquiry was rapid and the work was carried out well. Great service.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 1<sup>st</sup> December 2025</p> <p>Total cost of work: £85</p> <p>Description of work: Leak in the bathroom. Located the leak and fixed it.</p> <p>Comments: Was very professional and quick in response and in work being undertaken.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 26<sup>th</sup> November 2025</p> <p>Total cost of work: £55</p> <p>Description of work: Replaced mixer tap in the kitchen.</p> <p>Comments: This is now the third time we have used this trader and we have always been completely satisfied. Prompt and professional service to a high standard. Highly recommended.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 25<sup>th</sup> November 2025</p> <p>Total cost of work: £75</p> <p>Description of work: New pipe fitted under kitchen sink</p> <p>Comments: James was prompt, efficient, and friendly. He kept us informed of things like his whereabouts and estimated arrival time which was helpful. I'd recommend James to any friends or colleagues.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 21<sup>st</sup> November 2025</p> <p>Total cost of work: £55</p> <p>Description of work: Replace kitchen tap.</p> <p>Comments: Brilliant workmanship, genuinely nice guy too. Would recommend to everyone. Parents have also already used James after my recommendation.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 20<sup>th</sup> November 2025</p> <p>Total cost of work: £65</p> <p>Description of work: Pipe replaced for toilet.</p> <p>Comments: Excellent service. Responded quickly, came out first thing and sorted a leak that was coming through my ceiling. 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: 19<sup>th</sup> November 2025</p> <p>Total cost of work: £70</p> <p>Description of work: Replacement of my shower that stopped working.</p> <p>Comments: James help me with working out what replacement unit would work and what spec would be needed prior to my purchase. James is a trades man that you would happily recommend and we have already done on more than one occasion.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 17<sup>th</sup> November 2025</p> <p>Total cost of work: £70</p> <p>Description of work: Supply and fit inlet valve and flexi for leaking toilet.</p> <p>Comments: The best plumber bar none! Friendly, helpful, courteous and always professional.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 17<sup>th</sup> November 2025</p> <p>Total cost of work: £55</p> <p>Description of work: Replacement of kitchen sink tap.</p> <p>Comments: Very neat and tidy work with a friendly personality.</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> November 2025</p> <p>Total cost of work: £75</p> <p>Description of work: Replacements/ repairs to toilet cistern.</p> <p>Comments: Excellent service, friendly and professional.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 20<sup>th</sup> October 2025</p> <p>Total cost of work: £70</p> <p>Description of work: Replacement of inlet valve in toilet.</p> <p>Comments: Trader/plumber was friendly and completed the work efficiently.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 20<sup>th</sup> October 2025</p> <p>Total cost of work: £140</p> <p>Description of work: James replaced pop up plugs in bathroom &amp; wee toilet and replaced drain and overflow in kitchen. He also did some adjustments to the kitchen pipes to ensure no future issues.</p> <p>Comments: He was prompt at responding to messages. Flexible with his availability. He arrived when he said he would and was professional and friendly throughout. Was so tidy that there was no trace he'd even been! I am recommending James to anyone needing a plumber.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 19<sup>th</sup> September 2025</p> <p>Total cost of work: £160</p> <p>Description of work: Replacement of mixer taps in a utility room and bath waste/overflow.</p> <p>Comments: James is by far the most professional, reliable, skilled tradesperson we have ever encountered. He has done a number of repairs for us now and his communication is timely and courteous, his service is hassle free and super helpful, he gets the job done in a very fair and professional way and he has such a lovely manner that you look forward to a visit, which is rare. I couldn't recommend James highly enough for plumbing repairs.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 16<sup>th</sup> September 2025</p> <p>Total cost of work: £92</p> <p>Description of work: Fixed a leaking toilet</p> <p>Comments: Highly recommend Waterways Plumbing. James was thorough in his investigation of the issue and was able to fix this. James was courteous and talked me through the fix and explained why we had the issue. The fix was done quickly. We'd had other plumbers out before looking at issues with this toilet (the flush) in particular and the issue was never resolved until Waterways Plumbing (James) got involved. Highly recommend his services.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 10<sup>th</sup> September 2025</p> <p>Total cost of work: £70</p> <p>Description of work: Cistern was leaking from pipe. Replaced with a flexi pipe and new washer.</p> <p>Comments: James responded promptly to my query. I sent a photo of the suspected problem and he gave me a price. He was in the area and arrived a short time later. Gave a good explanation of the job required and completed it in a timely manner. A professional and friendly gentleman. Wouldn't hesitate to use his company again. Highly 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: 9<sup>th</sup> September 2025</p> <p>Total cost of work: £60</p> <p>Description of work: Replace kitchen tap and add isolation valves</p> <p>Comments: James was responsive when I asked if he can come to replace a leaking tap and install isolation valves. He gave the approximate time and the cost. Next day he showed up per agreed timeframe - very punctual. He was quick to install the isolation valves and then replace the tap. Finally, he cleaned the area after work - very tidy and professional. He also provided very sound advice when I had questions. I highly recommend James for any plumbing work.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 14<sup>th</sup> August 2025</p> <p>Total cost of work: £55</p> <p>Description of work: Replace bathroom taps</p> <p>Comments: James was very quick to return my call and arranged to come and do the job within 2 days, that was so good. He did a great job and will certainly call on him again if needed and recommend to friends and family.</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> August 2025</p> <p>Total cost of work: £82</p> <p>Description of work: Fit new soil pipe connector to toilet and fix a leaking cistern.</p> <p>Comments: I will use James for any plumbing jobs. I have been let down by other plumbers in the past. James is courteous, explains what the task involves and is always on time.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 11<sup>th</sup> August 2025</p> <p>Total cost of work: £165</p> <p>Description of work: Changed basin mixer and running toilet.</p> <p>Comments: Very satisfied with Waterways. He was on time and very courteous.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 6<sup>th</sup> August 2025</p> <p>Total cost of work: £60</p> <p>Description of work: Replacement of toilet isolation valve.</p> <p>Comments: Excellent communication by text with prompt reply. Good time keeping, standard of work and cleanliness.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 6<sup>th</sup> August 2025</p> <p>Total cost of work: £55</p> <p>Description of work: Replacement of faulty kitchen tap.</p> <p>Comments: Fast, reliable and polite. Will keep in mind for any future needs.</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> August 2025</p> <p>Total cost of work: £85</p> <p>Description of work: Installation of a dishwasher.</p> <p>Comments: Great plumber, quick and tidy job and good communication.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 4<sup>th</sup> August 2025</p> <p>Total cost of work: £55</p> <p>Description of work: Fit new kitchen mixer tap.</p> <p>Comments: Very professional. Turned up on time. Great job. No issues. Will definitely use again and highly 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: 28<sup>th</sup> July 2025</p> <p>Total cost of work: £70</p> <p>Description of work: Replace electric shower.</p> <p>Comments: James was excellent. Very efficient and friendly too.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 28<sup>th</sup> July 2025</p> <p>Total cost of work: £70</p> <p>Description of work: Fix leaking/overflowing toilet cistern.</p> <p>Comments: Would definitely use this plumber again, and would recommend to friends and family. Very professional.</p>			
	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> July 2025</p> <p>Total cost of work: £80</p> <p>Description of work: Unblocking wash hand basis in en-suite and fitting a new plug.</p> <p>Comments: I rang Waterways Plumbing on Monday, 14th July and received a quick same day reply to my enquiry. Having accepted the quotation the job was completed on Thursday, 17th July. This firm specialises in doing small plumbing jobs probably considered not worth doing by larger plumbing companies and I would have no hesitation in recommending them for this kind of work.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10