COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Waterways Plumbing Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 228 (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: 8th April 2026 Total cost of work: £45 Description of work: Install and plumb in new dishwasher. Comments: Brilliant service. Would recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8th April 2026 Total cost of work: £45 Description of work: Water slow to drain away from shower tray. Comments: James called and quickly sourced what was causing the problem, a build up of hair soap and dirt. James cleaned out the fitting and the water is now draining away freely.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2nd April 2026 Total cost of work: £75 Description of work: Fit a new power shower Comments: James is a great plumber who responded quickly to our request and provided a very professional service. We have used him in the past and will use him again in the future. Definitely recommend him to anyone looking for a quality plumber.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2nd April 2026 Total cost of work: £45 Description of work: Fixed leak underneath kitchen sink. Comments: James at Waterways Plumbing provided a quote for the work via WhatsApp and advised that he would attend the next day. James arrived on time and promptly completed the works and was extremely professional and friendly. I'd definitely recommend James to others, particularly given he was able to attend the next day to repair the leak.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25th March 2026 Total cost of work: £35 Description of work: James replaced the outside tap for me, great job, would recommend James for plumbing work you need done. Comments: Very prompt service indeed, was very impressed with James's expertise, I would recommend James, he is very professional, had repaired bathroom taps for me January 25. James answered all my questions proficiently, thank you so much for the work done today.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3rd February 2026 Total cost of work: £60 Description of work: Fitted new kitchen taps supplied by customer. Comments: Excellent service from James.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7th 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: 11th 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	Date received: 5th December 2025 Total cost of work: £250 Description of work: Fitting a new cloakroom sink and vanity unit. 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1st December 2025 Total cost of work: £80 Description of work: Removal and reinstatement of toilet for damp works to be undertaken. 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!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

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

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

ONLINE FEEDBACK PROVIDED	Date received: 26th November 2025 Total cost of work: £55 Description of work: Replaced mixer tap in the kitchen. 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25th November 2025 Total cost of work: £75 Description of work: New pipe fitted under kitchen sink 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

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

ONLINE FEEDBACK PROVIDED	Date received: 20th November 2025 Total cost of work: £65 Description of work: Pipe replaced for toilet. Comments: Excellent service. Responded quickly, came out first thing and sorted a leak that was coming through my ceiling. Would definitely recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19th November 2025 Total cost of work: £70 Description of work: Replacement of my shower that stopped working. 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

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

ONLINE FEEDBACK PROVIDED	Date received: 17th November 2025 Total cost of work: £55 Description of work: Replacement of kitchen sink tap. Comments: Very neat and tidy work with a friendly personality.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6th November 2025 Total cost of work: £75 Description of work: Replacements/ repairs to toilet cistern. Comments: Excellent service, friendly and professional.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

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

ONLINE FEEDBACK PROVIDED	Date received: 20th October 2025 Total cost of work: £140 Description of work: James replaced pop up plugs in bathroom & wee toilet and replaced drain and overflow in kitchen. He also did some adjustments to the kitchen pipes to ensure no future issues. 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19th September 2025 Total cost of work: £160 Description of work: Replacement of mixer taps in a utility room and bath waste/overflow. 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16th September 2025 Total cost of work: £92 Description of work: Fixed a leaking toilet 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10th September 2025 Total cost of work: £70 Description of work: Cistern was leaking from pipe. Replaced with a flexi pipe and new washer. 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9th September 2025 Total cost of work: £60 Description of work: Replace kitchen tap and add isolation valves 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14th August 2025 Total cost of work: £55 Description of work: Replace bathroom taps 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6th August 2025 Total cost of work: £82 Description of work: Fit new soil pipe connector to toilet and fix a leaking cistern. 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

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

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