



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## Waterways Plumbing Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 235 (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: 26 <sup>th</sup> May 2026			
	Total cost of work: £70			
	Description of work: Fixed drip/leak under toilet cistern & replaced section of fixed pipe/joint under toilet cistern with flexible section & new washers.			
	Comments: Replied to urgent request quickly, arranged to fix leak same morning. After seeing photo of issue the set price given upfront. Arrived on time. Explained work done once job completed. Payment easy via portable card reader. In addition, I had questions re some future plumbing jobs & he explained about those jobs, what was required & likely prices. Very helpful, approachable & friendly. Would use again & 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: 26 <sup>th</sup> May 2026			
	Total cost of work: £80			
	Description of work: Replacement flush for leaking toilet cistern.			
	Comments: I've used waterways plumbing on 4 different occasions over last 4 or 5 years for different issues. Always quick response, tidy worker and reasonable prices. 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: 18 <sup>th</sup> May 2026			
	Total cost of work: £60			
	Description of work: Change kitchen sink tap.			
	Comments: James text and informed me at every opportunity, arrived on time was courteous and tidy. Explained as he went along and thanked me for my custom I would recommend Andrew again.			
	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> May 2026			
	Total cost of work: £48			
	Description of work: Repair a leak on a feed to an outside tap.			
	Comments: James arrived promptly within (the start actually of) the time frame suggested when the work was agreed. The fault was quickly identified and the repair done quickly and efficiently without fuss. Very pleased with the outcome: the outside tap now back in action and the new isolation valve is much better than the one replaced. James also provided information on how best to avoid a recurrence of the fault. Contactless payment was quick and easy. Receipt followed by email.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> April 2026			
	Total cost of work: £60			
	Description of work: Replaced an isolation leaver in the bathroom from where an outside pipe for an external tap runs and tidied up the previous messy pipe work.			
	Comments: Would highly recommend James he was polite & courteous. Came to my rescue and when I had water pouring out of faulty pipe work in the bathroom and I can now switch the water off from the outside tap as he fitted a proper isolator.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> April 2026			
	Total cost of work: £60			
	Description of work: Replace kitchen tap.			
	Comments: Absolutely first class service as always.			
	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> April 2026			
	Total cost of work: £38			
	Description of work: Supply and fit showerhead			
	Comments: James at Waterways Plumbing is the best plumber I've ever known. Friendly, always turns up on time, and never overcharges. All tradesmen should aspire to his standard.			
	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: 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: 8 <sup>th</sup> 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: 2 <sup>nd</sup> 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: 2 <sup>nd</sup> 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: 25 <sup>th</sup> 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: 3 <sup>rd</sup> 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: 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	Date received: 5 <sup>th</sup> 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: 1 <sup>st</sup> 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: 1 <sup>st</sup> 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: 1 <sup>st</sup> 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: 26 <sup>th</sup> 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: 25 <sup>th</sup> 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: 21 <sup>st</sup> 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: 20 <sup>th</sup> 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: 19 <sup>th</sup> 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: 17 <sup>th</sup> 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: 17 <sup>th</sup> November 2025			
	Total cost of work: £55			
Customer Ratings (Out of 10)	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
	10	10	10	10

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

ONLINE FEEDBACK PROVIDED	Date received: 20 <sup>th</sup> October 2025			
	Total cost of work: £70			
Customer Ratings (Out of 10)	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
	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<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>			
<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: 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>			
<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>