



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

# Waterways Plumbing Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 266 (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.

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| ONLINE FEEDBACK PROVIDED     | <p>Date received: 9<sup>th</sup> October 2026</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Leaking pipe in bathroom.</p> <p>Comments: Fixed a leaking pipe in bathroom When first contact with James he asked that I send pictures of problem he then got back to me with a quote and then if I was happy to send my address and booked me in for the next morning. Arrived on time told me what he would do and when he was finished he showed me what he done, tested it then I had the option of cash or card and he was a clean worker, no mess. Will use again, thanks James.</p> |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | <p>Date received: 1<sup>st</sup> October 2026</p> <p>Total cost of work: £65</p> <p>Description of work: Fix a leaking toilet.</p> <p>Comments: Excellent service from James. Very quick, easy and job well done.</p> |                 |         |          |
|                              | Value for money                                                                                                                                                                                                       | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                    | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 30 <sup>th</sup> September 2026<br><br>Total cost of work: £40<br><br>Description of work: Found the source of a leak under the kitchen sink, took everything apart, replaced parts as needed and resealed everything.<br><br>Comments: James has completed multiple jobs for me over the past few years. He's always friendly, professional and cleans up thoroughly after each job. The pricing is always very reasonable and he's always transparent around pricing. Would recommend James to anyone needing a small plumbing job done in West Lothian. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 30 <sup>th</sup> September 2026<br><br>Total cost of work: £40<br><br>Description of work: Leaking hose from dishwasher<br><br>Comments: Came on time and explained what needed done and cost..no mess as he cleaned everything when finished...definitely use again |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                     | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                  | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 30 <sup>th</sup> September 2026<br><br>Total cost of work: £40<br><br>Description of work: Leaking hose from dishwasher<br><br>Comments: Came on time and explained what needed done and cost..no mess as he cleaned everything when finished...definitely use again |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                     | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                  | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 26 <sup>th</sup> September 2026<br>Total cost of work: £115<br>Description of work: Toilet repairs<br>Comments: |                 |         |          |
|                              | Value for money                                                                                                                | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                             | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 21 <sup>st</sup> September 2026<br>Total cost of work: £70<br>Description of work: Supply and fit inlet valve in main bathroom<br>Comments: This is the 3rd time I have used James. On all 3 occasions James' communication and response times have been amazing. On one occasion I contacted him Friday evening and he came round Saturday morning even though he hadn't planned on working Saturday. On another occasion when I had a radiator leak I contacted him first thing in the morning and he came round and fixed it within a couple of hours. His prices are very reasonable and the quality of his work is high. He's also a great guy. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 20 <sup>th</sup> August 2026<br>Total cost of work: £60<br>Description of work: Remove old kitchen tap & replace with a tap I supplied.<br>Comments: Brilliant service. Excellent job undertaken & would highly recommend. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                           | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                        | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 17 <sup>th</sup> August 2026<br><br>Total cost of work: £75<br><br>Description of work: Supply and fit W.C. inlet valve.<br><br>Comments: James was working in the area when I put my call in and within 30 minutes he arrived. James checked out the problem, gave us a quote and had the new part fitted immediately. Brilliant, friendly, professional service and a very reasonable cost. I wouldn't hesitate to recommend James for any plumbing repair that is needed. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 9 <sup>th</sup> August 2026<br><br>Total cost of work: £120<br><br>Description of work: Tap replacements in kitchen and showerroom.<br><br>Comments: Initially contacted James through easily useable website. He got back to me within a day as stated. James was very accommodating to find the right time slot and very clear on what the job would involve, its pricing and duration. Friendly, courteous with no mess left behind. Have booked in already for radiator replacements. Thoroughly recommend. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | <p>Date received: 8<sup>th</sup> August 2026</p> <p>Total cost of work: £85</p> <p>Description of work: Repair of a leaking shower dual control and replacement of shower unit.</p> <p>Comments: I highly recommend James Anderson of Waterways Plumbing. This is because he responded to messages. Arrived when he said he would. Did an excellent Job. Left the area tidy and clean. Gave advice and recommendations on another job and ways to save money. He is obviously highly trained and charged me a fair price for the job. I was so taken by how good he was I have already recommended him to my family and friends. It is very refreshing to be treated fairly and receive this level of service.</p> |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | <p>Date received: 4<sup>th</sup> August 2026</p> <p>Total cost of work: £75</p> <p>Description of work: New shower unit fitted and old one removed.</p> <p>Comments: Extremely helpful when first contacted about problem. Very professional and offered advice. Arrived at time he said he would. Definitely a Local Hero in my opinion as showed empathy and put my worries into perspective.</p> |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                     | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                  | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 30 <sup>th</sup> July 2026<br><br>Total cost of work: £105<br><br>Description of work: Toilet was leaking as had the wrong part on it and it wasn't secure, James took it all off replaced the part and secured the cistern.<br><br>Comments: Called James with my problem, supplied him pictures, gave me a quote and came really quick to do the job, explained to me what has happened and completed the job, genuine guy and reasonably priced, would definitely recommend to friends and family. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 30 <sup>th</sup> July 2026<br><br>Total cost of work: £125<br><br>Description of work: Fix leaks in two toilets at Livingston Cricket Club and replace flush mechanism in a third one.<br><br>Comments: James Anderson (plumber) was onsite in advance of the agreed meet time. He assessed the work to be done and provided a quote. Quote accepted and the work was carried out then and there in a very professional manner. Very happy with the service given and happy to recommend him to others. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 29 <sup>th</sup> July 2026<br><br>Total cost of work: £55<br><br>Description of work: Changed leaking valve for washing machine hose.<br><br>Comments: Absolutely first class service from James. Arrived on time, did the job professionally and tidily and is a very courteous friendly guy to deal with. Totally recommend. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                               | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                            | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 29 <sup>th</sup> July 2026<br><br>Total cost of work: £145<br><br>Description of work: Replaced kitchen sink tap with a new one Replaced 2 toilet seats Replaced pop up waste in ensuite & supplied fitting<br><br>Comments: James is a highly trustworthy plumber. He communicates swiftly, is timely, he is honest and his prices are very reasonable. I was extremely happy with his work and would not hesitate to recommend him (I have recommended on a local Facebook group for the estate in the past and that lady was also very happy with his work). |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 24 <sup>th</sup> July 2026<br><br>Total cost of work: £80<br><br>Description of work: New valve for the toilet<br><br>Comments: Had Work done from James before always pleasant, let's you know when he is on his way, Does a very good job cleans up after himself and comes as quickly as he can. Would highly recommend him. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                             | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 13 <sup>th</sup> July 2026<br><br>Total cost of work: £60<br><br>Description of work: New mixer tap fitted in our kitchen.<br><br>Comments: Have used Waterways Plumbing on a few occasions now, the work is always done to a very high standard at a fair price. Would highly recommend. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                          | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                       | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 3 <sup>rd</sup> July 2026<br><br>Total cost of work: £78<br><br>Description of work: Replacement radiator thermostat valve thing.<br><br>Comments: James was as professional and reliable as always. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                     | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                  | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 2 <sup>nd</sup> July 2026<br><br>Total cost of work: £80<br><br>Description of work: Installing a bathroom sink tap<br><br>Comments: Very reliable service provided. |                 |         |          |
|                              | Value for money                                                                                                                                                                     | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                  | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 1 <sup>st</sup> July 2026<br><br>Total cost of work: £35<br><br>Description of work: Fix leaking pipe.<br><br>Comments: James was messaged in the morning and informed of problem. He immediately got in touch, quoted for the job and carried out the repair all within a few hours. He was courteous, efficient and a pleasure to deal with. I would not hesitate to recommend this company. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                               | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                            | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 1 <sup>st</sup> July 2026<br><br>Total cost of work: £90<br><br>Description of work: A garden tap was installed.<br><br>Comments: James was quick to respond, arrived when he said he would and did an excellent job. He was polite, professional and courteous and gave clear instructions regarding the maintenance of our garden taps. We highly recommend James and are so pleased with his work. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                      | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                                   | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 30 <sup>th</sup> June 2026<br><br>Total cost of work: £130<br><br>Description of work: Full replacement of toilet cistern inners, pipe and fixings to sort leaks in the cistern.<br><br>Comments: James was excellent. He responded very quickly to my message regarding a leak from the toilet cistern and arranged to fit the job in on the same morning. He explained fully what needed to be done, including costs, prior to starting work and again after this was completed. James was very reliable, friendly and professional and completed the job to a high standard. Would highly recommend. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 29 <sup>th</sup> June 2026<br><br>Total cost of work: £90<br><br>Description of work: Outdoor tap installation.<br><br>Comments: James is a lovely man. Highly recommend him. |                 |         |          |
|                              | Value for money                                                                                                                                                                              | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                           | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 29 <sup>th</sup> June 2026<br>Total cost of work: £137<br>Description of work: New syphon and valve to WC.<br>Comments: Excellent job. |                 |         |          |
|                              | Value for money                                                                                                                                       | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                    | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 29 <sup>th</sup> June 2026<br>Total cost of work: £85<br>Description of work: Two new taps fitted in a bathroom sink.<br>Comments: After my phone call describing the job he phoned me back with an estimate within 30 minutes. He picked up the parts and phoned on the day agreed to give me an ETA and arrived on time. James completed the job dealing with no problems. Would not hesitate to contact him again. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                                      | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                                                   | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 29 <sup>th</sup> June 2026<br>Total cost of work: £130<br>Description of work: Cistern in the toilet was leaking out the bottom screws folding the toilet, he informed how to isolate the cistern till he got out, replaced the full workings or the cistern.<br>Comments: First real time I've had to get a plumber in and was very pleased with his work and communications will use in the future and recommend. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                                    | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                                                                                                                                                                                 | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 29 <sup>th</sup> June 2026<br><br>Total cost of work: £90<br><br>Description of work: Installation of an outdoor hot tap.<br><br>Comments: Excellent communication, showed up the very next day and the work was completed quickly. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                    | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                 | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 15 <sup>th</sup> June 2026<br><br>Total cost of work: £98<br><br>Description of work: Repairs to the flush for our downstairs cloakroom.<br><br>Comments: James was exceptionally responsive and was able to come and assess our problem less than 24 hours from first contact. James was clear on what needed done and what it would take for the job to be completed successfully - we knew there was a potentially tricky obstacle in the way and James was clear what that might mean. James was able to source an appropriate spare part and come and fix the problem sooner than expected and the cost was as agreed. Would highly recommend. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 10              | 10      | 10       |

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| ONLINE FEEDBACK PROVIDED     | Date received: 27 <sup>th</sup> May 2026<br><br>Total cost of work: £60<br><br>Description of work: Fix outdoor tap - replace DIY kit and renew fixings to pipe.<br><br>Comments: James was very efficient and communicated the problem and fix to the issue effectively. |                 |         |          |
|                              | Value for money                                                                                                                                                                                                                                                           | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10                                                                                                                                                                                                                                                                        | 10              | 10      | 10       |