COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Waterways Plumbing Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 280 (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: 21st November 2026 Total cost of work: £50 Description of work: Fixed leaks on washing machine and diishwasher. Replaced one of the hoses. Comments: Very quick and professional service. James did a great job. I'd recommend him to anyone looking for a good plumber.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 November 2026 Total cost of work: £70 Description of work: Fitted a new kitchen tap. Comments: James from Waterways Plumbing Ltd provided an excellent service from start to finish. The tap was fitted perfectly, everything was left neat and tidy, and the price was very reasonable. He had great communication throughout, keeping me informed of his arrival time. I would definitely use him again and highly recommend him to friends and family! Very professional service. Thank you!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9th November 2026 Total cost of work: £115 Description of work: Replacement of internal cistern work in the toilet and new washing machine isolation tap put in Comments: Delighted with all aspects of work. Phoned one day and exchanged information and photos of the problem areas. Quote given and accepted and agreed a time for the following day for the work to be carried out. Plumber came bang on time and after a brief exchange got on with the work. He was there about an hour. Very friendly and explained everything. I've recommended him to all the family.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7th November Total cost of work: £150 Description of work: Fixed a leaky toilet and installed a new shower Comments: Great communication. Fair prices, honest with works needing done & efficient			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6th November 2026 Total cost of work: £60 Description of work: Replacement kitchen tap Comments: Highly recommend James from waterways plumbing Ltd excellent service as always excellent quality of work will definitely recommend to all my family and friends			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6th November 2026 Total cost of work: £55 Description of work: Supplied and fitted radiator inset Comments: Highly recommend James from waterways plumbing Ltd excellent service excellent quality of work			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4th November 2026 Total cost of work: £220 Description of work: Both toilets were repaired - two different systems and older models - both are working brilliantly now. Bathroom radiator was removed and new radiator was installed Comments: I cannot recommend this company highly enough! The courteous, tidy, prompt and clear service with photos and explanations and estimates in advance were all very much appreciated. I could not have had a better service from anyone else. Shoes were taken off at the front door, parts were carried for easy and quick repairs. My floors were protected and wiped clean. Most of all - the extra touches of matching replacement valve caps and covers for bottom of pipes were provided free to improve the job			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 31st October 2026 Total cost of work: £60 Description of work: Change and fit new kitchen tap. Comments: We contacted James at Waterways Plumbing for a quote to replace our kitchen tap. His price was very reasonable, and having used him before, we knew he could be trusted. James arrived on time and completed the job with minimal fuss. Despite some unexpected difficulties due to the pipework location, he handled everything professionally and finished to a very high standard. Excellent service, very tidy and highly recommended. Despite the job proving more challenging than expected due to the location of the pipework, he tackled it without hesitation and completed everything to an excellent standard. His professionalism, workmanship and attention to detail were outstanding, and he left everything spotlessly tidy. A fantastic service from start to finish. We would definitely use James again and recommend him without hesitation! We cannot recommend James at Waterways Plumbing highly enough! His quote to replace our kitchen tap was very reasonable, and having used him before, we knew we were in safe hands. James arrived on time and was a pleasure to deal with. Despite unexpected difficulties with the pipework, he tackled the job without fuss and completed it to an excellent standard. His professionalism, workmanship and attention to detail were outstanding. Fantastic service from start to finish. Highly recommended			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 22nd October 2026 Total cost of work: £92 Description of work: Replaced waste pipe for a sink. Comments: James is a great plumber. He is really good at keeping you informed on when he will arrive, and explained clearly what he was going to do and why. He also went the extra mile and worked out why my washing machine wasn't working, offered to leave his extension cable so I could use the washing machine, and gave me a recommendation for an electrician to fix it. The sink looks so much better with properly done plumbing. I would definitely ask him to do any future jobs. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21st October 2026 Total cost of work: £75 Description of work: Replacement electric shower Comments: Thanks a lot for being flexible and helpful			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 21st October 2026 Total cost of work: £160 Description of work: Removal and replacement of bath taps. Removal and replacement of basin taps and waste. Comments: James advised us of the correct taps to purchase that would suit the water pressure in our bathroom. He also supported us by getting us to send photos of taps to ensure suitability prior to purchase. We would not hesitate to use him again and definitely recommend him to anyone requiring a plumber.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21st October 2026 Total cost of work: £60 Description of work: kitchen work Comments: This is the second time I've used Waterways Plumbing. James did a great job, very courteous, prompt, and kept me up to date on his arrival time and completed the job quickly and efficiently. I will use Waterways Plumbing again and would have no hesitation in recommending using them to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19th October 2026 Total cost of work: £130 Description of work: Full re-plumb of pipes under kitchen sink Comments: Waterways Plumbing is an excellent company. James is an expert in his field his work very high standard, leaves the job very tidy, he is the ultimate professional. His prices are excellent, no call out charge for the work. Prices the job so you know in advance and a genuinely nice and trust worthy guy. Wouldn't use anyone else. Credit to the professional.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9th October 2026 Total cost of work: £60 Description of work: Change a bathroom tap. Comments: I am a returning customer and have always been very happy with his services. He is responsive, courteous, and communicates clearly, taking time to explain the job before he starts and when he finishes. He takes pride in his work. I appreciate his honesty, if a job is outside his expertise, or if it's not practical, he'll tell you upfront. He is very professional and treats you with respect (and doesn't call you "mate"). I wish all tradespeople were like him.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9th October 2026 Total cost of work: Not provided. Description of work: Leaking pipe in bathroom. 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1st October 2026 Total cost of work: £65 Description of work: Fix a leaking toilet. Comments: Excellent service from James. Very quick, easy and 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: 30th September 2026 Total cost of work: £40 Description of work: Found the source of a leak under the kitchen sink, took everything apart, replaced parts as needed and resealed everything. Comments: James has completed multiple jobs for me over the past few years. He's always friendly, professional and cleans up throughly 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

ONLINE FEEDBACK PROVIDED	Date received: 30th September 2026 Total cost of work: £40 Description of work: Leaking hose from dishwasher 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

ONLINE FEEDBACK PROVIDED	Date received: 30th September 2026 Total cost of work: £40 Description of work: Leaking hose from dishwasher 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

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

ONLINE FEEDBACK PROVIDED	Date received: 21st September 2026 Total cost of work: £70 Description of work: Supply and fit inlet valve in main bathroom 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

ONLINE FEEDBACK PROVIDED	Date received: 20th August 2026 Total cost of work: £60 Description of work: Remove old kitchen tap & replace with a tap I supplied. 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

ONLINE FEEDBACK PROVIDED	Date received: 17th August 2026 Total cost of work: £75 Description of work: Supply and fit W.C. inlet valve. 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

ONLINE FEEDBACK PROVIDED	Date received: 9th August 2026 Total cost of work: £120 Description of work: Tap replacements in kitchen and showeroom. 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

ONLINE FEEDBACK PROVIDED	Date received: 8th August 2026 Total cost of work: £85 Description of work: Repair of a leaking shower dual control and replacement of shower unit. 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4th August 2026 Total cost of work: £75 Description of work: New shower unit fitted and old one removed. 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.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30th July 2026 Total cost of work: £105 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. 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

ONLINE FEEDBACK PROVIDED	Date received: 30th July 2026 Total cost of work: £125 Description of work: Fix leaks in two toilets at Livingston Cricket Club and replace flush mechanism in a third one. 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

ONLINE FEEDBACK PROVIDED	Date received: 29th July 2026 Total cost of work: £55 Description of work: Changed leaking valve for washing machine hose. 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

ONLINE FEEDBACK PROVIDED	Date received: 29th July 2026 Total cost of work: £145 Description of work: Replaced kitchen sink tap with a new one Replaced 2 toilet seats Replaced pop up waste in ensuite & supplied fitting 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

ONLINE FEEDBACK PROVIDED	Date received: 24th July 2026 Total cost of work: £80 Description of work: New valve for the toilet 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