



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Domestic Joinery & Maintenance Services

NUMBER OF FEEDBACK FORMS RECEIVED: 99 (showing most recent 30)

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8

The following feedback forms have been completed by previous customers, rating their experience of dealing with Domestic Joinery & Maintenance Services.

ONLINE FEEDBACK PROVIDED	Date received: 12 th October 2026			
	Total cost of work: £5000			
	Description of work: Replacement/refurbishment of stair bannisters including changing hand and base rails and spindles and casing existing newel posts.			
	Comments: As our home is townhouse in style, it has a lot of stairs. It's about 20 years old and the bannisters were not aging well. We wanted a more modern look involving natural oak for the rails and newel posts and metal spindles. DJMS did a brilliant job and we're extremely happy with the result. Many thanks to Morgan and Derek.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 31 st August 2026			
	Total cost of work: £11000			
	Description of work: Living room divided into two sections with following changes: Partition wall with pocket door and electrical socket Main door and surround replaced by sliding door Ceilings plastered New wooden flooring and skirting Two radiators replaced Three oak bookshelves (floor to ceiling) with hidden electrical points Rolling oak library ladder Additional smoke alarm Comments: This company was recommended by a friend and I am delighted with the work carried out. Morgan and Derek were punctual each morning and tidied up at the end of each day. Morgan kept in contact prior to the work beginning and accommodated last minute requests days before the renovation began. Domestic Joinery and Maintenance provided a very professional service, with quality work at a reasonable price i will happily use them for future projects. Thanks again Boys!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 th August 2026			
	Total cost of work: £3000			
	Description of work: Repair & paint outside wooden cladding, repaint railings, repair lead flashing & renew pointing. Comments: Very pleased with quality of work & professionalism of Trader. Provided excellent advice on other potential issues. Would absolutely use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 th July 2026			
	Total cost of work: £5500			
	Description of work: Remove artexing and coving in 2 rooms ,plaster and install downlights, electrical work. Remove gas fire and surround. Plaster cement and rough cast all done. Fixed an old door opening found in other room and plastered it now making for a smooth wall. Side garage door replaced with new door and surround and rough cast sorted. Comments: Both Morgan and Derek are very hardworking, professional and reliable. Everything is always finished to a high standard and also make sure things are tidied back up again. We have used them for a number of years now and wouldn't hesitate to recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 th April 2026			
	Total cost of work: £8500			
	Description of work: Bathroom remodel. Comments: It's an old house which often makes work more difficult. Morgan gives great advice and Excellent quality work. We were kept informed on any issues all through the build and the house was tidy at the end of every shift. I wouldn't use anyone else!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13th April 2026 Total cost of work: £560 Description of work: Open up kitchen ceiling to establish reason for cracking/movement. Replace insulation and vapour barrier. Seal and plaster ready for paint. Comments: The builder, Derek, thoroughly professional in explaining why the ceiling was cracking what would be required to resolve the issue. In a builder it was a welcome change to have clarity. I have never had a builder who not only covered all affected surfaces but thoroughly cleaned up after he completed the works which required several visits. We were so pleased with his workmanship that we asked him to replace the bathroom lights whilst on site. Would I recommend him, in heartbeat.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10th November 2025 Total cost of work: £3355 Description of work: Re-screw utility area ceiling, fill, tape, sand and repaint. Strip back staircase to re-fix treads/risers, remove section of ceiling in hall for access, replace ceiling section, fill, tape, sand and repaint. Pad wall to re-fix handrail. Re-hang door. Cut back roughcast at cracks, stitch tie block/brickwork, Re roughcast areas. Comments: Quality work and we would definitely use them again. This firm was recommended to us by our neighbours so we had seen their work beforehand. Morgan and Derek were very professional and took the time to explain what they were doing, particularly on the issue with the roughcast. Great attention to detail and they obviously take a pride in their work. Very hard working and efficient, thoroughly cleaned all areas on completion and took away rubbish. You wouldn't have known they were at the house.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th May 2025 Total cost of work: £13,000 Description of work: Interior doors, stairs and banister replacement. Comments: Exceptional quality of workmanship.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th May 2025 Total cost of work: £3689 Description of work: Installation of Smith and Frater kitchen for the utility as per drawings, supplied/removal and remodel of complete utility including painting/all plumbing/electrical lighting works/painting and decor. Comments: Utility room. Some very creative ideas for maximising space and a clever way of hiding the gas boiler. It was amazing that all trades were covered by one workforce and the quality and standard of the end product was fantastic. We were so happy with the result.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th May 2025 Total cost of work: £5330 Description of work: Small Bathroom. Strip out existing WC/Install new toilet/sink unit, wall cupboard/install. Mirrored cabinet/glass counter top and splash back/install new downlights/fill prep and paint walls/supply and fit new flooring. Comments: What an amazing transformation. We received excellent advice and the work was completed very quickly and to an extremely high standard. We were hugely impressed.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12th May 2025 Total cost of work: £10000 Description of work: Living Room New Sockets, new ceiling lighting, make safe some electrical issues, painting and large bespoke Media Wall with lighting and all electrical work. Fitting outside socket and outside light on the balcony. Bathrooms/Dressing Room New extractor fans, Painting and repairs. A number is small jobs and repairs. Comments: The living room in our new flat was completely transformed. All the work was carried out to an extremely high standard. The new Media wall is magnificent. We are more than delighted with the results. Morgan and Derek were always on time (despite significant car congestion issues). They worked extremely hard. We were well informed on progress, difficulties and issues and we received excellent advice which was much needed. They were helpful and very easy to work with.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12th May 2025 Total cost of work: £57000 Description of work: Remove old kitchen. Supply and fit new kitchen including all appliances, lighting and electrics. Fit new ceiling lights and sockets in Dining room area and painting. Fit two pendant lights. New flooring in kitchen area. Painting kitchen. Comments: We asked Morgan to make this our last home our dream home and that is exactly what he and Derek have done. Their help in designing the kitchen, the advice on what would work and their insistence on perfection and their ability to provide solutions has been amazing. They were on time, on schedule and on budget and it was a big job. We cannot recommend this team highly enough.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28th April 2025 Total cost of work: £2852 Description of work: The price includes securing a building warrant, completing the work and getting it certified through an electrician. The work included removal existing cupboard wall and door / prop existing garage wall and cut out opening for new door and lintel / install fire door frame and fd 30 door / fire seal strips / self closer /form plat in garage to avoid trip hazard /fill and tape walls and paint required area /replace floor covering/remove waste from site Comments: Morgan was fantastic throughout the entire process. He was always quick to respond, he was transparent about the process and the cost of the work and he was accommodating in terms of scheduling the work between other various jobs that were happening at the property at the same time. Morgan and Derek were lovely guys and completed the work cleanly and according to our wishes. We are satisfied with the outcome. Highly recommending using Domestic Joinery for your property repairs / enhancements.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25th October 2024 Total cost of work: £29,400 Description of work: Garage conversion into an additional reception room. This included the removal of downstairs cloakroom from hallway, replaced with wet room in converted garage space as well as living space. Installing new radiators and window. Also, the moving of electrical meter and fuse box. Comments: Great communication throughout, particularly prior to job starting. Talked us through our options regarding fittings and flooring for wet room, giving general advice and listening to our concerns/ideas. Were on time and worked all day, often staying later to complete tasks. Lovely guys who made minimal mess and cleaned up after themselves every evening. Very pleased with results - all work completed to a high standard. Would definitely recommend to anyone looking to have building work done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24th September 2024 Total cost of work: £11,400 Description of work: Lift flooring in four rooms; lay new floor in one room, fix issue with floor on landing & bedroom; replace 6 radiators, remove & reposition another. Replace extractor fan & block external hole; change internal lights & install external lights; fit LVT & shower & change taps & drain in bathroom; fit LVT in toilet; fit LVT & shower in en-suite; repair long term issue with en-suite shower unit; fixing worse than expected water damage found when removing shower tray & unit walls. Comments: Morgan & Derek were excellent, very professional & polite, arrive on time for both spec visits & each work day. Kept me up to date at each stage. Nothing phased them; when the unexpected arose, they explained the problem & solutions before doing any extra work (particularly the issues with water damaged woodwork in en-suite). All work completed to a very high standard & to schedule. House was left clean & tidy each day. Would definitely use again & would 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: 27th August 2024 Total cost of work: £3900 Description of work: Repositioned wall between kitchen and living room. Repositioned doors and lighting and removed flooring. Re-plastered ceiling and finished new wall. Redid electrics in kitchen and repaired faulty electrics. Removed built in wardrobe and plastered walls in bedroom, sanded ceiling and re-plastered. Comments: Morgan and Derrick did an excellent job and were exceptionally skilled and professional. I was kept informed at all stages of the job. They completed the job to a high standard and tidied up after themselves. I will definitely use the services of Domestic Joinery and Maintenance Services again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2 nd April 2024 Total cost of work: £1015 Description of work: Construction of partition walls to form walk in wardrobe and electrical work/lighting. Comments: This is the 2nd time we have used this company. Morgan and Derek are first class. Their work is perfect. They do what you ask, their work is exceptional and we couldn't ask for more. Can't recommend them highly enough and will use them in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5 th February 2024 Total cost of work: £1000 Description of work: Cracked shower tray. Morgan had to remove existing enclosure, old shower tray and bottom row of tiles to investigate the problem. Then replace everything like for like . Comments: When our shower tray cracked we had no idea where to start. A neighbour recommended Morgan and he was brilliant. Having worked with a lot of tradespeople over the years Morgan was a cut above the rest. Responsive and clear throughout, leaving everything clean and tidy and with great attention to detail. Would highly recommend him and his team.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2 nd February 2024 Total cost of work: £8034 Description of work: Supply and fitted a new bathroom after stripping out old one and rectifying mistakes previous installers made. They also sorted out upstairs bathroom which sprung a leak due to bad workmanship by previous installers Comments: They were here very sharp and very courteous when talking with us. They said to us about things before they did them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	10

ONLINE FEEDBACK PROVIDED	Date received: 1st February 2024 Total cost of work: £1178 Description of work: Had a new insulated partition to external bedroom wall installed with the window sizes reduced to existing window width, new mdf cill installed and resealed the window wall panels externally. Comments: Morgan and Derek provided an excellent service and high standard of work. The work was completed fully to our specification. Work completed to schedule and we were kept fully informed along the way. The room was cleaned before they left. Would highly recommend this company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8th November 2023 Total cost of work: £11839 Description of work: Replacement of all internal doors and fitting of new bannisters and stair handrail. Comments: We were impressed by Morgan and Derek from the start. The job was completed to our satisfaction. It was a pleasure to have such skilled, helpful and courteous craftsmen carry out the work for us. We would have no hesitation in recommending this company to others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19th September 2023 Total cost of work: £7527 Description of work: DJMS renovated the bathroom in my house. They took out and disposed of the old hardware, tiling, flooring etc. They sanded the ceiling and walls, filling in where appropriate. They installed new flooring, waterproof panels and bathroom suite. They removed and disposed of the radiator, replacing it with a heated towel rail. At the end of the work they also put up my new bathroom cabinet, mirror, blinds and accessories. Comments: DJMS responded promptly to any queries I had throughout the process. They did a good job for a fair price. They were really helpful with the planning stage - I gave them a broad outline of what I wanted and they did the rest, including providing different options for me to pick from. They handled all the acquisition of parts and supplies, including storing them ahead of installation.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	9	8

ONLINE FEEDBACK PROVIDED	Date received: 5th September 2023 Total cost of work: £2480 Description of work: Supply, fit and finish new internal doors x 7. Size openings to fit. Paint/oil and fit hardware. Comments: High-quality workmanship and great communication from start to finish. Morgan and Derek clearly take pride in their work and we were delighted with the end results. Our new internal doors have transformed our home, and glad we agreed for them to be professionally finished as part of the job. Trustworthy and highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4th September 2023 Total cost of work: £1200 Description of work: Removal of old wooden porch balustrade and installation of bespoke replacement. Comments: Darren and his colleague arrived at the specified time. Work was carried out efficiently and to a very high standard. They were both friendly and courteous. Darren explained what they were doing and showed us the materials they were using. All waste materials were tidied and taken away. Very professional service. Very pleased with the end result and would not hesitate to recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3rd July 2023 Total cost of work: £29,288 Description of work: Conversion of cloakroom and garage into an en-suite bedroom. A list of miscellaneous jobs including a new window sill to lounge window. Comments: Recently my cloakroom and garage were converted into an en-suite bedroom. On completion the decorating had all been done and the place was left spotless and ready to move into. I am delighted with the end result. Morgan and Derek are hardworking, pay attention to detail and deliver a first class job. I have no hesitation in recommending them. You will not be disappointed.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th June 2023 Total cost of work: £675 Description of work: Gable end wall in a bedroom framed, insulated, plaster boarded and taped. Comments: The team were great. Morgan explained what they were doing and showed me the insulation and explained everything. They were friendly and cleaned everything up at the end. Will definitely look at using them again and 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: 19 th April 2023 Total cost of work: £19,000 Description of work: Creation of en-suite bathroom and walk in wardrobe. Comments: High quality workmanship, work undertaken on time , good value for money.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 31 st January 2023 Total cost of work: £2010 Description of work: Removal and installation of a new composite front door. Also kindly put a mirror up for me without any hassle which was very much appreciated. Comments: Morgan and Derek were great from the get go. Very friendly, helpful professional men who have done a fantastic job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 th September 2022 Total cost of work: £1200 Description of work: Replaced 8 doors. Removed the old brown ones. New 4 panel wood and glazed doors. One newly created opening with surround. Comments: A relatively small job but has made such a difference. The new doors and ceramic handles bring more character, plus more light from the glazed doors. A great job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 th September 2022 Total cost of work: £25000 Description of work: New kitchen, new utility, new doorway with lintel, relaying wood flooring. Opening for a new window with lintel, replacing old window. Upgraded electric. Comments: A beautiful new kitchen and utility room. Great finish. Attention to detail. Challenging tiles look stunning. Thank you.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10