



# COMMENTS AND RATINGS

## West Lothian Trusted Trader Scheme

### Lothian Monoblocks & Landscapes Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 11**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8**

The following feedback forms have been completed by previous customers, rating their experience of dealing with Lothian Monoblocks & Landscapes Ltd.

|   |   |                 |         |          |
|---|---|-----------------|---------|----------|
| <p>Total cost of the work £</p> <hr/> <p>Description of the work undertaken:</p> <p>CLEAR GARDEN THEN LAY ARTIFICIAL TURF SLABS AND SLATE CHIPS.</p> <hr/> <p>Your comments:</p> <p>COST OF WORK IS BETWEEN ME AND CONTRACTOR</p> <hr/> | <p>Date received: 29<sup>th</sup> May 2025</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Clear garden then lay artificial turf, slabs and slate chips.</p> <p>Comments: Cost of work is between me and contractor.</p> |                 |         |          |
| Customer Ratings (Out of 10)  | Value for money   | Quality of work | Service | Tidiness |
|   | 8   | 9               | 9       | 10       |

|  |  |                 |         |          |
|--|--|-----------------|---------|----------|
| <p>Total cost of the work £</p> <p>£12,000</p> <hr/> <p>Description of the work undertaken:</p> <p>RELAY NEW PATIO AND STEPS</p> <hr/> <p>Your comments:</p> <p>EXCELLENT JOB COMPLETED BY SKILLED AND VERY HARD WORKING COMPANY. UNDETERRED BY POOR WEATHER CONDITIONS.</p> <hr/> | <p>Date received: 29<sup>th</sup> May 2025</p> <p>Total cost of work: £12,000</p> <p>Description of work: Relay new patio and steps.</p> <p>Comments: Excellent job completed by skilled and very hard working company. Undeterred by poor weather conditions.</p> |                 |         |          |
| Customer Ratings (Out of 10)   | Value for money  | Quality of work | Service | Tidiness |
|  | 10   | 10              | 10      | 10       |

|   |  |                 |         |          |
|---|--|-----------------|---------|----------|
| <p>Total cost of the work £</p> <hr/> <p>Description of the work undertaken:</p> <p>To install a porcelain patio at the rear of the house</p> <hr/> <p>Your comments:</p> <p>The work carried out by Darren &amp; the team was carried out in a professional manner &amp; am pleased with the work done. I would definitely recommend Lothian Monoblocks &amp; Landscaping Ltd.</p> <hr/> | <p>Date received: 15<sup>th</sup> May 2025</p> <p>Total cost of work: Not provided.</p> <p>Description of work: To install a porcelain patio at the rear of the house</p> <p>Comments: The work carried out by Darren and the team was carried out in a professional manner and am pleased with the work done. I would definitely recommend Lothian Monoblocks &amp; Landscapes Ltd.</p> |                 |         |          |
|   | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)  | 10   | 10              | 10      | 10       |

|   |  |                 |         |          |
|---|--|-----------------|---------|----------|
| <p>Total cost of the work £6,000</p> <hr/> <p>Description of the work undertaken:</p> <p>Reshaping lawn of new build property. Creating borders and infilling with top soil. Creating new slabbed patio area and infilling with new garden chips.</p> <hr/> <p>Your comments:</p> <p>Great company to deal with. Nothing was too much trouble. Hard working guys. All friendly and helpful. Couldn't recommend them enough.</p> <hr/> | <p>Date received: 25<sup>th</sup> April 2025</p> <p>Total cost of work: £6000</p> <p>Description of work: Reshaping lawn of new build property. Creating borders and infilling with top soil. Creating new slabbed patio area and infilling with new garden chips.</p> <p>Comments: Great company to deal with. Nothing was too much trouble. Hard working guys. All friendly and helpful. Couldn't recommend them enough.</p> |                 |         |          |
|   | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)  | 10   | 10              | 10      | 10       |

|  |   |                 |         |          |
|--|---|-----------------|---------|----------|
| <p>Total cost of the work £20,400</p> <hr/> <p>Description of the work undertaken:</p> <p>Remove old driveway paving &amp; Renew, Remove existing patio slabs, prepare formation &amp; lay new patio paving. Remove old timber raised planters &amp; renew with stone raised planters, uplift &amp; relay existing monoblock path.</p> <hr/> <p>Your comments:</p> <p>Very professional team, worked well and provided what I was looking for. Have used them previously to lift rear grass area &amp; lay new slabbed area.</p> <hr/> | <p>Date received: 26<sup>th</sup> November 2024</p> <p>Total cost of work: £20,400</p> <p>Description of work: Remove old driveway paving and renew, remove existing patio slabs, prepare formation and lay new patio paving. Remove old timber raised planters and renew with stone raised planters, uplift and relay existing monoblock path.</p> <p>Comments: Very professional team, worked well and provided what I was looking for. Have used them previously to lift rear grass area and lay new slabbed area.</p> |                 |         |          |
|  | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)   | 10  | 10              | 10      | 10       |

|  |   |                 |         |          |
|--|---|-----------------|---------|----------|
| <p>Total cost of the work £ 11,000</p> <hr/> <p>Description of the work undertaken:</p> <p>New driveway - monoblock</p> <p>Second job - Indian sandstone to back garden</p> <hr/> <p>Your comments:</p> <p>The driveway was finished beautifully. The garden was also however I wasn't happy with the doorstep. They made sure this was fixed and I was happy with it before asking for any payment. They would only complete a job if the customer is happy. I have recommended to many friends and will continue to do so.</p> | <p>Date received: 20<sup>th</sup> November 2024</p> <p>Total cost of work: £11,000</p> <p>Description of work: New driveway – monoblock. Second job – Indian sandstone to back garden.</p> <p>Comments: The driveway was finished beautifully. The garden was also however I wasn't happy with the doorstep. They made sure this was fixed and I was happy with it before asking for any payment. They would only complete a job if the customer is happy. I have recommended to many friends and will continue to do so.</p> |                 |         |          |
|  | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)   | 9   | 9               | 9       | 9        |

|   |  |                 |         |          |
|---|--|-----------------|---------|----------|
| <p>Total cost of the work £ 8,000</p> <hr/> <p>Description of the work undertaken:</p> <p>REMOVE EXISTING MONOBLOCK DRIVEWAY AND EXISTING LAWN. RENEW WITH SAME.</p> <p>REDUCE HEIGHT OF BOUNDARY WALL. ADD COPING STONES.</p> <p>REPOINT AND JETWASH PATIO TO REAR.</p> <hr/> <p>Your comments:</p> <p>A CHEERY HARDWORKING TEAM WHO GOT ON WITH THE JOB IN SPITE OF THE CHALLENGES. THE ORIGINAL PLAN WAS FOR THE EXISTING MONOBLOCKS TO BE RELAID AND WERE JET WASHED IN PREPARATION. UNFORTUNATELY, THE BRICKS HAD BEEN LAID 36 YEARS EARLIER USING CEMENT. NEW BRICKS HAD TO BE PURCHASED. THEY HAD QUITE A TASK REMOVING ROOTS OF A 50 YEAR OLD CHERRY TREE FROM THE EXISTING LAWN.</p> | <p>Date received: 14<sup>th</sup> November 2024</p> <p>Total cost of work: £8000</p> <p>Description of work: Remove existing monoblock driveway and existing lawn. Renew with same. Reduce height of boundary wall. Add coping stones. Repoint and jet wash patio to rear.</p> <p>Comments: A cheery hardworking team who got on with the job in spite of the challenges. The original plan was for the existing monoblocks to be re-laid and were jet washed in preparation. Unfortunately, the bricks had been laid 36 years earlier using cement. New bricks had to be purchased. They had quite a task removing roots of a 50 year old cherry tree from the existing lawn.</p> |                 |         |          |
|   | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)  | 10   | 10              | 10      | 10       |

|   |  |                 |         |          |
|---|--|-----------------|---------|----------|
| <p>Total cost of the work £ 6,500</p> <hr/> <p>Description of the work undertaken:</p> <p>Laying patio</p> <hr/> <p>Your comments:</p> <p>excellent job, very friendly, polite and reasonable price. Would recommend to friends and family.</p> | <p>Date received: 31<sup>st</sup> October 2024</p> <p>Total cost of work: £6500</p> <p>Description of work: Laying patio.</p> <p>Comments: Excellent job, very friendly, polite and reasonable price. Would recommend to friends and family.</p> |                 |         |          |
|   | Value for money  | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)  | 10   | 10              | 10      | 10       |

|   |   |                 |         |          |
|---|---|-----------------|---------|----------|
| <p>Total cost of the work £ 11,700 for back garden tiling, complete new fence and gate (double fence at rear)</p> <p>Description of the work undertaken:<br/>£11,700, as above.<br/>£5000. new monoblock driveway and path<br/>new wall on one side of driveway<br/>a path</p> <p>Your comments:<br/>We had a great experience &amp; relationship with Darren &amp; his team from getting a quote, to completion of the works. Couldn't recommend them highly enough. Great team.</p> | <p>Date received: 31<sup>st</sup> October 2024</p> <p>Total cost of work: £11,700 for back garden tiling, complete new fence and gate (double fence at rear).</p> <p>Description of work: £11,700 as above. £5000 new monoblock driveway and path. New wall on one side of driveway and path.</p> <p>Comments: We had a great experience and relationship with Darren and his team from getting a quote, to completion of the works. Couldn't recommend them highly enough. Great team.</p> |                 |         |          |
|   | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)  | 10  | 10              | 10      | 10       |

|  |   |                 |         |          |
|--|---|-----------------|---------|----------|
| <p>Total cost of the work £</p> <p><u>£1,100</u></p> <p>Description of the work undertaken:</p> <p><u>REMOVE SOIL AND SLEEPERS AND SULKY AND</u><br/><u>LAY CONCRETE AND LAY SANDSTONE TO</u><br/><u>THE AREAS WHERE THE PLANTERS WERE.</u></p> <p>Your comments:</p> <p><u>WE HAVE USED LOTHIAN MONOBLOCKS LANDSCAPE AT FOUR</u><br/><u>DIFFERENT ADDRESSES OVER THE PAST 15 YEARS AND ON</u><br/><u>EVERY OCCASION WE HAVE RECEIVED OUTSTANDING</u><br/><u>SERVICE IN RESPECT OF QUALITY, VALUE AND RELIABILITY.</u></p> | <p>Date received: 24<sup>th</sup> October 2024</p> <p>Total cost of work: £1100</p> <p>Description of work: Remove soil and sleepers and supply and lay concrete and lay sandstone to the areas where the planters were.</p> <p>Comments: We have used Lothian Monoblocks and Landscapes at four different addresses over the past 15 years and on every occasion we have received outstanding service in respect of quality and value and reliability.</p> |                 |         |          |
|  | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)   | 10  | 10              | 10      | 10       |

|  |   |                 |         |          |
|--|---|-----------------|---------|----------|
| <p>Total cost of the work £ 5,000.00</p> <p>Description of the work undertaken:<br/>Removal of old driveway and installation of new block driveway.</p> <p>Your comments:<br/>The guys showed up early on the agreed dates, completed the work to a high standard and charged what was agreed.</p> | <p>Date received: 23<sup>rd</sup> October 2024</p> <p>Total cost of work: £5000</p> <p>Description of work: Removal of old driveway and installation of new block driveway.</p> <p>Comments: The guys showed up early on the agreed dates, completed the work to a high standard and charged what was agreed.</p> |                 |         |          |
|  | Value for money   | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10)   | 10  | 10              | 10      | 10       |