COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Lothian Monoblocks & Landscapes Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 33 (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 Lothian Monoblocks & Landscapes Ltd.

<table>
<tr><td rowspan="2">ONLINE FEEDBACK PROVIDED</td><td colspan="4">Date received: 19 November 2026

Total cost of work: £5000

Description of work: Remove existing patio areas of varying materials and replace with new materials. All spoil and redundant material to be removed. Back door steps upgraded to match the new patio area.

Comments: The work started earlier than planned and finished in two and a half days. The team worked steadily, methodically and efficiently despite one very wet day. The team were punctual, courteous and worked as a team to great effect. The work was very well executed and the results are better than I anticipated. Altogether a very professional team and one I have asked to quote for some additional work. Our cat has now decided that the top step is his new lounging spot. There can be no higher praise.</td></tr>
<tr><td>Value for money</td><td>Quality of work</td><td>Service</td><td>Tidiness</td></tr>
<tr><td>Customer Ratings (Out of 10)</td><td>10</td><td>10</td><td>10</td><td>10</td></tr>
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Total cost of the work £ 7.000

Description of the work undertaken:
DRIVE MONOBLOCKED AND PATH UP TO GARDEN HUT

Your comments:
GREAT WORK NOTHING WAS A PROBLEM TO THE GUYS. VERY HELPFUL AND CONSIDERATE

Date received: 12 November 2026

Total cost of work: £7000

Description of work: Drive monoblocked and path up to garden hut

Comments: Great work nothing was a problem to the guys. Very helpful and considerate.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 19,000

Description of the work undertaken:
Uplifting of slabs a stones and replacing with monoblock or Indian sandstone. Uplifting of existing lawns and replacing by turf which is now completely established

Your comments:
The quality of the work was to a very high standard The levels being perfect to the extent that a previous step was eliminated - All 3 operatives, including the owner Darren, worked incredibly hard and turned the job ahead of schedule

Date received: 12th October 2026

Total cost of work: £19,000

Description of work: Uplifting of slabs and stones and replacing with monoblock or Indian sandstone. Uplifting of existing lawns and replacing by turf which is now completely established.

Comments: The quality of the work was to a very high standard. The levels being perfect to the extent that a previous step was eliminated. All 3 operatives, including the owner Darren, worked incredibly hard and turned the job ahead of schedule.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	7	9

Total cost of the work £ 10,000

Description of the work undertaken:
Strip out old backing and remove all waste,
Create falls for Drainage and lay Ako Drainage system
Supply and lay type 1 sub-base and compact, screed wet concrete mix,
lay Porcelain Paving - Clad existing steps with Porcelain - Geo-fix All Weather Paving Joint Grypound to finish

Your comments:
The job was carried out in 5 working days with areas in garden kept very clean & tidy as they worked, workmen very helpful with easy and friendly manner working very efficiently between themselves and explaining works and checking choices made - Very Happy with New Patios.

Date received: 04th September 2026

Total cost of work: £10,000

Description of work: Garden drainage.

Comments: New patio. Drainage. Very friendly.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	10	10

Total cost of the work £ 4,000

Description of the work undertaken:
GARDEN PAVED (rear garden)

Your comments:
The 2 men were polite and friendly, they have done an excellent job and I am very very pleased with the finished work, it looks Brilliant
They did my front driveway and paths a while ago also a great job

Date received: 21st July 2026

Total cost of work: £4,000

Description of work: Garden paved (rear garden).

Comments: The 2 men were polite and friendly, they have done an excellent job and I am very very pleased with the finished work, it looks brilliant. They did my front driveway and paths a while ago, also a great job.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ £800 incl VAT.

Description of the work undertaken:
REPLACE / REPAIR DAMAGED BRICKS & INSTAL COPING STONES ON TOP OF BRICK BUILT WHEELCHAIR RAMP.

Your comments:
GREAT COMPANY TO DEAL WITH. KEPT ME UPDATED ON LIKELY START DATE.
PUNCTUAL ARRIVAL, GOOD WORKERS, TIDY WORKERS.
FRIENDLY, DELIGHTED WITH THEIR WORK.
Thanks guys!.

Date received: 17th July 2026

Total cost of work: £800

Description of work: Replace/repair damaged bricks and install coping stones on top of brick built wheelchair ramp.

Comments: Great company to deal with. Kept me updated on likely start date. Punctual arrival, good workers, tidy workers. Friendly, delighted with their work. Thanks guys!

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED

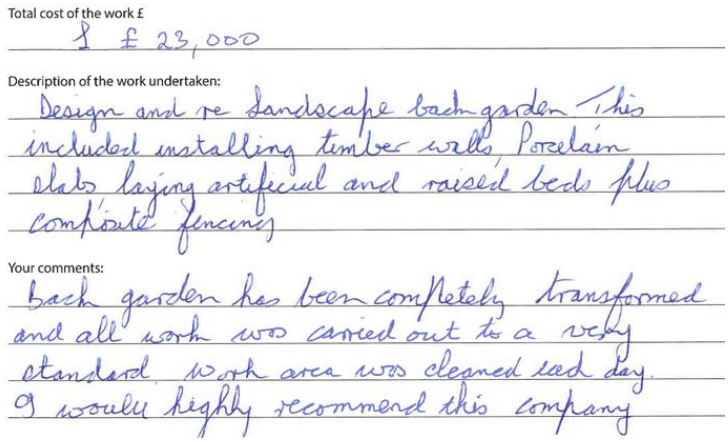
Date received: 8th July 2026

Total cost of work: £7000

Description of work: Full rip out of existing driveway and front path, removal of existing fencing and hedges, clear up of site, including 20t of mud. Correct depth and slope of drive and lay Monoblock and associated surrounds. Build retaining sleeper wall and construct new fence.

Comments: Fantastic customer service. I was kept in the loop at every turn. Darren and his team were brilliant and I highly recommend them.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10


Total cost of the work £
£ 23,000
Description of the work undertaken:
Design and re landscape back garden. This included installing timber walls, Porcelain slabs laying artificial and raised beds plus composite fencing
Your comments:
back garden has been completely transformed and all work was carried out to a very standard. Work area was cleaned each day. I would highly recommend this company

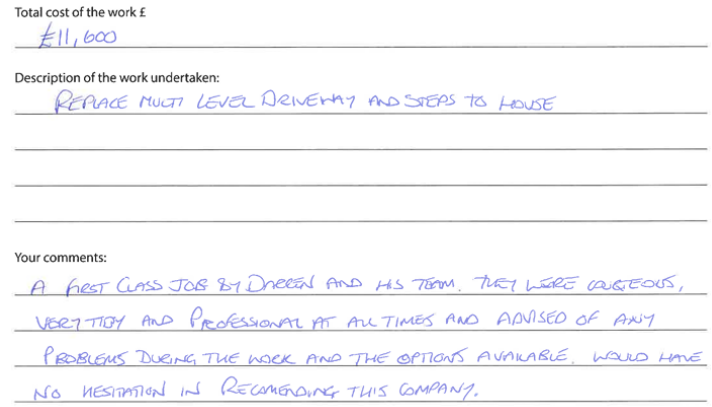
Date received: 24th June 2026

Total cost of work: £23,000

Description of work: Design and re landscape back garden. This included installing timber walls, porcelain slabs, laying artificial and raised beds plus composite fencing.

Comments: Back garden has been completely transformed and all work was carried out to a very high standard. Work area was cleaned each day. I would highly recommend this company.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10


Total cost of the work £
£11,600
Description of the work undertaken:
REPLACE MULTI LEVEL DRIVEWAY AND STEPS TO HOUSE
Your comments:
A FIRST CLASS JOB BY DARREN AND HIS TEAM. THEY WERE COURTEOUS, VERY TIDY AND PROFESSIONAL AT ALL TIMES AND ADVISED OF ANY PROBLEMS DURING THE WORK AND THE OPTIONS AVAILABLE. WOULD HAVE NO HESITATION IN RECOMMENDING THIS COMPANY.

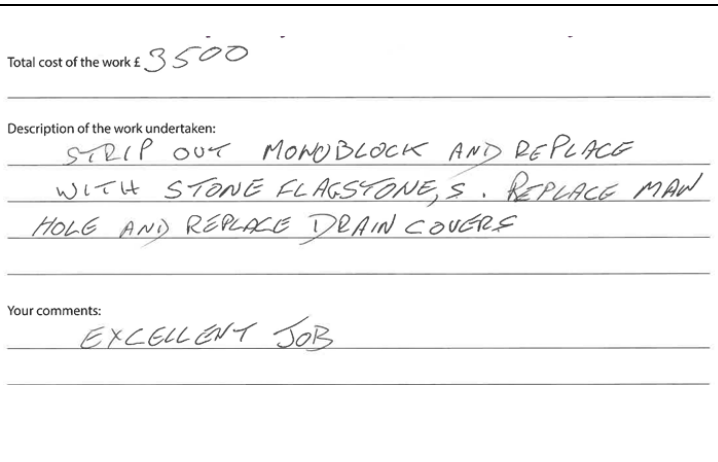
Date received: 5th June 2026

Total cost of work: £11,600

Description of work: Replace multi level driveway and steps to house.

Comments: A first class job by Darren and his team. They were courteous, very tidy and professional at all times and advised of any problems during the work and the options available. Would have no hesitation in recommending this company.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10


Total cost of the work £ 3500
Description of the work undertaken:
STRIP OUT MONOBLOCK AND REPLACE WITH STONE FLAGSTONES. REPLACE MAN HOLE AND REPLACE DRAIN COVERS
Your comments:
EXCELLENT JOB

Date received: 2nd April 2026

Total cost of work: £3500

Description of work: Strip out monoblock and replace with stone flagstones. Replace man hole and replace drain covers.

Comments: Excellent job.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £
11,100

Description of the work undertaken:
Fencing including 2 gates
Driveway + Footpath – monoblock drive.
Rear Patio – back + side of house.

Your comments:
Top class workmanship, great attention to detail. Kept us informed throughout work. Respectful, tidy, polite and engaging. Highly recommend.

Date received: 24th March 2026

Total cost of work: £11100

Description of work: Fencing including 2 gates. Driveway and footpath – monoblock drive. Rear patio – back and side of house.

Comments: Top class workmanship, great attention to detail. Kept us informed throughout work. Respectful, tidy, polite and engaging. Highly recommend.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £
£10,000 + £3500 = £13500

Description of the work undertaken:
Replacing driveway ~~it~~ with monoblock & additional garden area monoblocked and entrance from street had stone wall moved to give wider access

Your comments:
Amazed at the transformation & quality of workmanship.

Date received: 16th March 2026

Total cost of work: £13500

Description of work: Replacing driveway with monoblock and additional garden area monoblocked and entrance from street had stone wall moved to give wider access.

Comments: Amazed at the transformation and quality of workmanship.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 5,000

Description of the work undertaken:
NEW DRIVEWAY EXTENSION

Your comments:
THE TEAM DID AN OUTSTANDING JOB MONOBLOCKING OUR NEW DRIVE. THE WORK WAS CARRIED OUT PROFESSIONALLY AND EFFICIENTLY FROM START TO FINISH. WE'RE EXTREMELY PLEASED WITH THE END RESULT.

Date received: 23rd February 2026

Total cost of work: £5000

Description of work: New driveway extension.

Comments: The team did an outstanding job monoblocking our new drive. The work was carried out professionally and efficiently from start to finish. We're extremely pleased with the end result.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 6,500

Description of the work undertaken:
Remove Grass / Moss at Front of House to Create an Extended Driveway.

Your comments:
Excellent Work Done to Budget & to Time Programme Set Out Initially. The Team Worked Hard and Fast.

Date received: 4th November 2025

Total cost of work: £6500

Description of work: Remove grass/moss at front of house to create and extended driveway

Comments: Excellent work done to budget and to time programme set out initially. The team worked hard and fast.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £
£5,800

Description of the work undertaken:
Existing driveway removed. Monoblock driveway + path laid. Existing fence removed and new fence installed

Your comments:
Great communication before, during and after the work. The work was completed to a very high standard and we are very pleased.

Date received: 17th October 2025

Total cost of work: £5800

Description of work: Existing driveway removed. Monoblock driveway and path laid. Existing fence removed and new fence installed.

Comments: Great communication before, during and after the work. The work was completed to a very high standard and we are very pleased.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 7,400

Description of the work undertaken:
Patio slabs lifted, ground leveled and new slabs layed. New fencing erected. Path, steps and parking space re paved.

Your comments:
Great bunch of guys kept us informed through the work. Work was so well done and they tidied up as they worked.

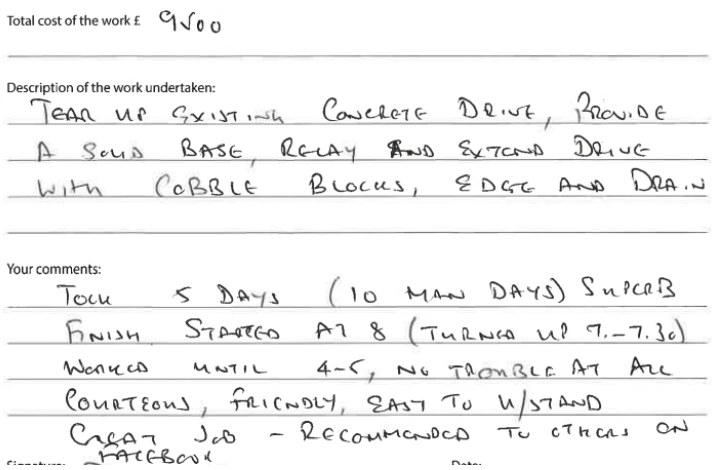
Date received: 13th October 2025

Total cost of work: £7400

Description of work: Patio slabs lifted, ground leveled ad new slabs laid. New fencing erected. Path, steps and parking space repaved.

Comments: Great bunch of guys kept us informed through the work. Work was so well done and they tidied up as they worked.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10


Total cost of the work £ 9500

Description of the work undertaken:
TEAR UP EXISTING CONCRETE DRIVE, PROVIDE A SOLID BASE, RELAY AND EXTEND DRIVE WITH COBBLE BLOCKS, EDGE AND DRAIN

Your comments:
TOOK 5 DAYS (10 MAN DAYS) SUPERB FINISH. STARTED AT 8 (TURNED UP 7.-7.30) WORKED UNTIL 4-5, NO TROUBLE AT ALL COURTEOUS, FRIENDLY, EASY TO U/STAND GREAT JOB - RECOMMENDED TO OTHERS ON FACEBOOK

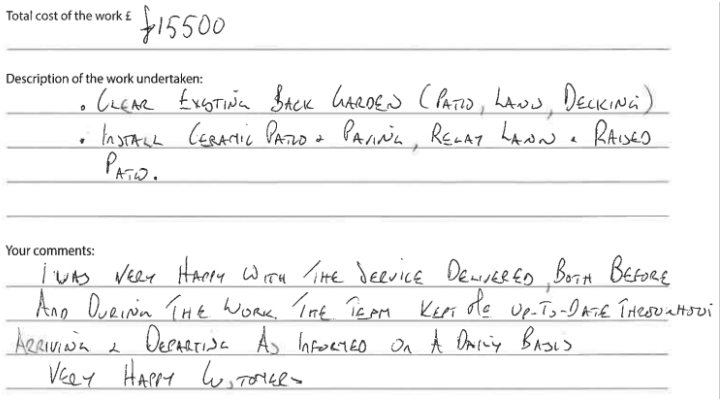
Date received: 26th September 2025

Total cost of work: £9500

Description of work: Tear up existing concrete drive, provide a solid base, relay and extend drive with cobble blocks, edge and drain.

Comments: Took 5 days (10-man days). Superb finish. Started at 8 (turned up 7-7.30), worked until 4-5, no trouble at all. Courteous, friendly, easy to understand. Great job – recommended to others on Facebook.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10


Total cost of the work £ £15500

Description of the work undertaken:
- CLEAR EXISTING BACK GARDEN (PATIO, LAWN, DECKING)
- INSTALL CERAMIC PATIO & PAVING, RELAY LAWN & RAISED PATIO.

Your comments:
I WAS VERY HAPPY WITH THE SERVICE DELIVERED, BOTH BEFORE AND DURING THE WORK. THE TEAM KEPT ME UP-TO-DATE THROUGHOUT ARRIVING & DEPARTING AS INFORMED ON A DAILY BASIS
VERY HAPPY CUSTOMER

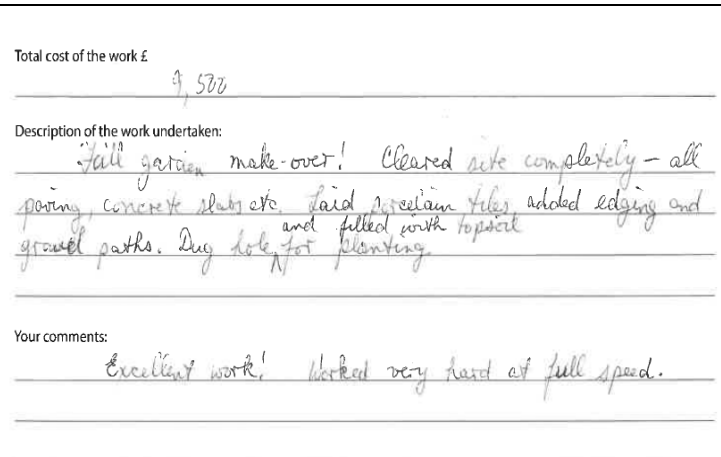
Date received: 26th September 2025

Total cost of work: £15500

Description of work: Clear existing back garden (patio, lawn, decking). Install ceramic patio and paving, relay lawn and raised patio.

Comments: I was very happy with the service delivered, both before and during the work. The team kept me up-to-date throughout, arriving and departing as informed on a daily basis. Very happy customer.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10


Total cost of the work £
9,500

Description of the work undertaken:
Full garden make-over! Cleared site completely – all paving, concrete slabs etc. Laid porcelain tiles, added edging and gravel paths. Dug hole and filled with topsoil for planting.

Your comments:
Excellent work! Worked very hard at full speed.

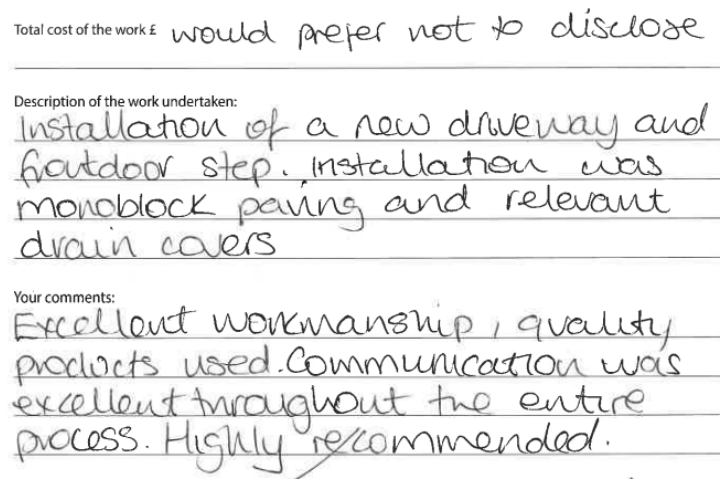
Date received: 8th September 2025

Total cost of work: £9500

Description of work: Full garden make-over! Cleared site completely – all paving, concrete slabs etc. Laid porcelain tiles, added edging and gravel paths. Dug hole and filled with topsoil for planting.

Comments: Excellent work! Worked very hard at full speed.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	10	10	10


Total cost of the work £ would prefer not to disclose

Description of the work undertaken:
Installation of a new driveway and footdoor step. Installation was monoblock paving and relevant drain covers

Your comments:
Excellent workmanship, quality products used. Communication was excellent throughout the entire process. Highly recommended.

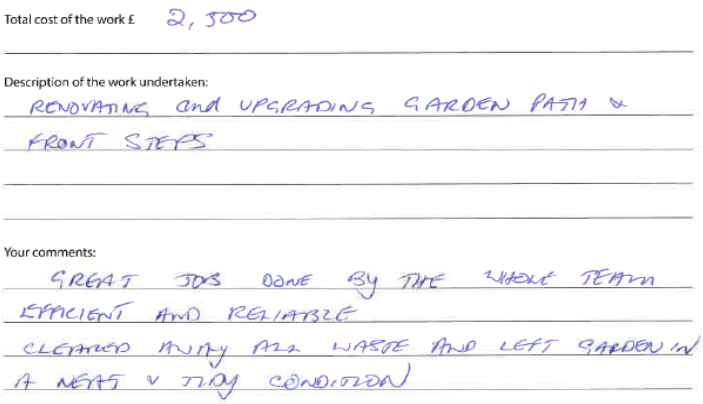
Date received: 14th August 2025

Total cost of work: Not provided

Description of work: Installation of a new driveway and front door step. Installation was monoblock pairing and relevant drain covers.

Comments: Excellent workmanship, quality products used. Communication was excellent throughout the entire process. Highly recommended.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	10	9


Total cost of the work £ 2,500

Description of the work undertaken:
RENOVATING AND UPGRADING GARDEN PATH & FRONT STEPS

Your comments:
GREAT JOB DONE BY THE WHOLE TEAM EFFICIENT AND RELIABLE CLEANED AWAY ALL WASTE AND LEFT GARDEN IN A NEAT & TIDY CONDITION

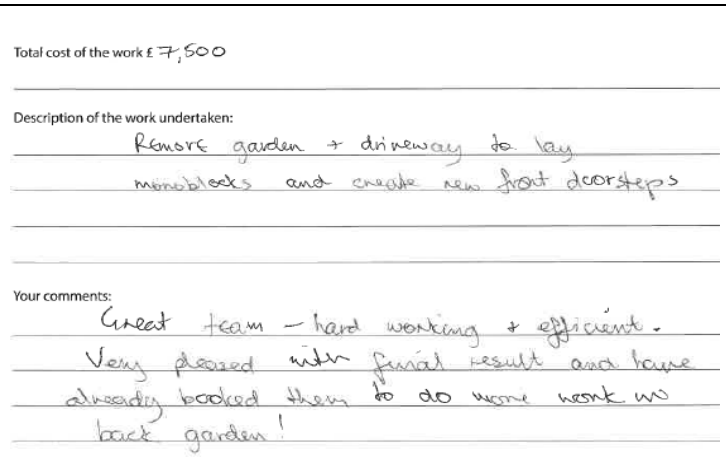
Date received: 23rd June 2025

Total cost of work: £2500

Description of work: Renovating and upgrading garden path and front steps.

Comments: Great job done by the whole team, efficient and reliable. Cleaned away all waste and left garden in a neat and tidy condition.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10


Total cost of the work £ 7,500

Description of the work undertaken:
Remove garden + driveway to lay monoblocks and create new front doorsteps

Your comments:
Great team – hard working + efficient. Very pleased with final result and have already booked them to do more work in back garden!

Date received: 23rd June 2025

Total cost of work: £7500

Description of work: Remove garden and driveway to lay monoblocks and create new front doorsteps.

Comments: Great team – hard working and efficient. Very pleased with final result and have already booked them to do more work in back garden!

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £

Description of the work undertaken:
CLEAR GARDEN THEN LAY ARTIFICIAL TURF, SLABS AND SLATE CHIPS.

Your comments:
COST OF WORK IS BETWEEN ME AND CONTRACTOR

Date received: 29th May 2025

Total cost of work: Not provided.

Description of work: Clear garden then lay artificial turf, slabs and slate chips.

Comments: Cost of work is between me and contractor.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	9	10

Total cost of the work £ £12,000

Description of the work undertaken:
RELAY NEW PATIO AND STEPS

Your comments:
EXCELLENT JOB COMPLETED BY SKILLED AND VERY HARD WORKING COMPANY. UNDETERRED BY POOR WEATHER CONDITIONS

Date received: 29th May 2025

Total cost of work: £12,000

Description of work: Relay new patio and steps.

Comments: Excellent job completed by skilled and very hard working company. Undeterred by poor weather conditions.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £

Description of the work undertaken:
TO INSTALL A PORCELAIN PATIO AT THE REAR OF THE HOUSE

Your comments:
THE WORK CARRIED OUT BY DARREN & THE TEAM WAS CARRIED OUT IN A PROFESSIONAL MANNER & AM PLEASED WITH THE WORK DONE. I WOULD DEFINITELY RECOMMEND LOTHIAN MONOBLOCKS & LANDSCAPING LTD.

Date received: 15th May 2025

Total cost of work: Not provided.

Description of work: To install a porcelain patio at the rear of the house

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 & Landscapes Ltd.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 6,000

Description of the work undertaken:
Reshaping lawn of new build property. Creating borders and infilling with top soil. Creating new slabbed patio area and infilling with new garden chips.

Your comments:
Great company to deal with. Nothing was too much trouble. Hard working guys. All friendly and helpful. Couldn't recommend them enough.

Date received: 25th April 2025

Total cost of work: £6000

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.

Comments: Great company to deal with. Nothing was too much trouble. Hard working guys. All friendly and helpful. Couldn't recommend them enough.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 20,400

Description of the work undertaken:
Remove old driveway paving + Renew, Remove existing patio slabs, prepare formation + lay new patio paving. Remove old timber raised planters + renew with stone raised planters, uplift + relay existing monoblock path.

Your comments:
Very professional team, worked well and provided what I was looking for. Have used them previously to lift rear grass area + lay new slabbed area.

Date received: 26th November 2024

Total cost of work: £20,400

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.

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.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 11,000

Description of the work undertaken:
New driveway - monoblock
Second job - Indian sandstone to back garden

Your 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.

Date received: 20th November 2024

Total cost of work: £11,000

Description of work: New driveway – monoblock. Second job – Indian sandstone to back garden.

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.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	9

Total cost of the work £ 8,000

Description of the work undertaken:

REMOVE EXISTING MONOBLOCK DRIVEWAY AND EXISTING LAWN. RENEW WITH SAME.
REDUCE HEIGHT OF BOUNDARY WALL. ADD COPING STONES.
REPOINT AND JETWASH PATIO TO REAR.

Your 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 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.

Date received: 14th November 2024

Total cost of work: £8000

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.

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.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ £6,500

Description of the work undertaken:

laying Patio

Your comments:

excellent job, very friendly, polite and reasonable price. Would recommend to friends and family.

Date received: 31st October 2024

Total cost of work: £6500

Description of work: Laying patio.

Comments: Excellent job, very friendly, polite and reasonable price. Would recommend to friends and family.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ £11,700 for backgarden tiling, complete new ~~£5000~~ fence and ~~gate~~ (double fence at rear)

Description of the work undertaken:

£11,700 as above.
£5000. new monoblock driveway and path. New wall on one side of driveway & path

Your comments:

We had a great experience & relationship with Darren & his team from getting a quote, to completion of the works. Couldn't recommend them highly enough. Great team.

Date received: 31st October 2024

Total cost of work: £11,700 for back garden tiling, complete new fence and gate (double fence at rear).

Description of work: £11,700 as above. £5000 new monoblock driveway and path. New wall on one side of driveway and path.

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.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £

£1,100

Description of the work undertaken:

Remove soil and sleepers and supply and lay concrete and lay sandstone to the areas where the planters were.

Your comments:

We have used Lothian Monoblocks/Landscape 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.

Date received: 24th October 2024

Total cost of work: £1100

Description of work: Remove soil and sleepers and supply and lay concrete and lay sandstone to the areas where the planters were.

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.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10