

## **COMMENTS AND RATINGS**

West Lothian Trusted Trader Scheme

## West Lothian Council Pest Control

NUMBER OF FEEDBACK FORMS RECEIVED: 95 (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 West Lothian Council Pest Control.

Total cost of the work £ \$75  Description of the work undertaken:  The Author Officer was an-time, helpful Mandala & efficient and	Total cost of work Description of Comments: The helpful, knowle	of work: Treatment of wasps nest.  The Pest Control officer was on time, vledgeable, efficient and generous in useful wider advice regarding this and			
advice regarding this tother Pest issues.	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work £   80 = 31	Date received: 28 <sup>th</sup> July 2025  Total cost of work: £180.31			
Description of the work undertaken:  I WAS AWALK OF A MOUSE IN THE HOUSE, ALEX CONFIRMED IT WAS MOUSE  JADDANICS, ALEX LEFT 5 BOXES IN VARIOUS ROOMS TO CHECK IF MOUSE WAS  STILL IN HOUSE, ALEX ARTURNED ON FOUR SEPARATE OCCUSIONS TO CHECK ON  BOXES, MOUSE WAS NO LONGER IN HOUSE.  YOUR COMMENTS:  HERY WAS YERY PROFESSIONAL AND EXPLANAED WHAT STEPS WERE BEING  MAKEN TO CONFIRM WHENER OR NOT MOUSE WAS STILL IN THE HOUSE.	Description of house. Alex c left 5 boxes in still in house. occasions to in house.  Comments: A explained what whether or no	work: £180.31  f work: I was an confirmed it was a various rooms Alex returned check on boxes  lex was very pat steps were but mouse was son time and very	s mouse drops to check if ron four separs. Mouse was rofessional a being taken to till in the hou	opings. Alex mouse was rate s no longer and o confirm
ALEX WAS ALWAYS ON TIME AND YEAR FRIENDLY.	Value for Quality of Service Tidine work			
Customer Ratings (Out of 10)	10	10	10	10
	<u> </u>	1		-

Total cost of the work £	Date received: 23 <sup>rd</sup> July 2025			
Description of the work undertaken: PEST Control Services -	Total cost of w	ork: Not provic	led.	
	Description of	work: Pest cor	ntrol services.	
Your comments: Very knowledgable, approachable & friendly. Excellent service, hept informed throughout. Very pleasant gentleman.	Comments: Very knowledgeable, approachable and friendly. Excellent service, kept informed throughout. Very pleasant gentleman.			
very pleasant gentleman.	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £	Date received: 23 <sup>rd</sup> July 2025			
Description of the work undertaken:	Total cost of	work: £180		
lodent unde Howe, Kitchen	Description of work: Rodent under house, kitchen.			
Your comments:  Absolute Avolessioned work in	Comments: Absolute professional work in every aspect.			every
ever Asked	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Date received: 23rd June 2025 Total cost of the work £ 181.00 Total cost of work: £181 Description of the work undertaken: Rest control in relation to mee importation. Netecting Description of work: Pest control in relation to mice infestation. Detecting where they were finding their where they were finding their way into the house way into the house and taking steps to prevent this. and taking steps to prevent this. This involved This involved leaving poison in several places internally and externally blocking entrance. Comments: I was always kept aware of why, where and when steps were taken. Iain was totally professional and friendly and I felt confidence in his abilities. My stress levels were soon dropping and I friendly and I felt confidence in his shiften was at ease. My stress levels were soon dropping and I was at ease Value for Quality of Service **Tidiness** work money Customer Ratings (Out of 10) N/A 10 10 10 Date received: 12th September 2024

Total cost of the work £ N/14 Total cost of work: N/A Initially visits way second Fiday to sproud insecticide to Description of work: Initially visits every second Friday to spread insecticide to rid my house of bed rid my house of bool buys - they were persul in bugs – they were present in bedroom 1, bedroom 3, Bedroom 1, Bedroom 3 the toiled and Tring room. This was the toilet and livingroom. This was extended to 3 weeks until a powder was applied and killed the extended to 3 weeks with a powder war applied and killed the romainder remainder of the bugs. Comments: The three workers who visited - lain, The thee worker who visited - lain, Alexand they Alex and Archie were always prompt, well-kempt and personable. I got to build a great rapport with all dways ground, well-keught and personable. I got to three. They were also keen to explain all of the haild a great support with all three. They were also processes and expected results. been to explain all of the processes and expected results. Value for Quality of Service **Tidiness** money work 10 10 10 Customer Ratings (Out of 10) N/A

Date received: 19th February 2024 Total cost of the work £ Total cost of work: N/A Description of work: Checked loft and other areas for squirrels. Had to take extracters casing off to remove debris in extracter fan and put chicken wire in to stop squirrels getting in. Comments: Both men were polite and informed me what they were doing. Value for Quality of Service **Tidiness** work money 10 Customer Ratings (Out of 10) N/A 10 10

Total cost of the work £ 😥	Date received: 26th January 2024			
Description of the work undertaken:	Total cost of	work: £60		
MICE IN LOFT	Description of work: Mice in loft.			
	Comments: 0	Great service.		
Your comments:	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work £ 1 62 · 00	Date received: 3 <sup>rd</sup> January 2024			
Description of the work undertaken:	Total cost of work: £162			
PAT CONTROL - POISON PUT DOWN MISIDE THE HOUSE AND OUTSIDE THE HOUSE	Description of work: Rat control – poison put down inside the house and outside the house.			
Your comments:  ARCHIE WAS VERY PROFESSIONAL AND EXPLAINED  EVERYTHING TO US. HE WAS NERY KNOWLEDGEABLE AND	Comments: Archie was very professional and explained everything to us. He was very knowledgeable and pleasant.			
PLEASANT	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work £	Date received: 15 <sup>th</sup> November 2023				
Description of the work undertaken: getting rud of rats in garden	Total cost of work: £162				
	Description of work: Getting rid of rats in garden.				
Your comments:	Comments: None provided.				
	Value for money	Quality of work	Service	Tidiness	
Customer Ratings (Out of 10)	10	10	10	10	

Total cost of the work £90; } L	Date received: 22 <sup>nd</sup> May 2023			
Description of the work undertaken: check for rat in festation as moises heard, but no Hung was found	Total cost of work: £90ish  Description of work: Check for rat infestation as noises heard, but nothing was found.			
Your comments:  I'm and Alex were both very  courfeous and helpful, explaining everything they were doing e why	Comments: Ian and Alex were both very courteous and helpful, explaining everything they were doing and why.			
everything they were doing a why	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	9	10	10
Total cost of the work £  CONNEL Payed	Date received	: 12 <sup>th</sup> May 202		

Total cost of work: Council paid Description of the work undertaken: ALEX IS a post controler Rats Description of work: Alex is a pest controller rats for mice was very pleased with his work ethic, as I was for Mice was your pleased with his work ethic very nervous about mice in my house as I live alone, as I was very Meruous, about MICE IN My house as I he kept reassure me, put a lot of black boxes down. LIVE ALONG, he Kept Reasure me, Put glot of Black Boxos Comments: Alex done a great job, explained very clearly what he was doing and checked the whole ALEX done a great Tob explained very house, even up my loft, the mice were getting in clearly, what he was doing & checked the whole under sink and my kick boards under my units. house ever up my Lost, the mice were getting in Under Sink, & my Kick boards under my units Value for Quality of Service **Tidiness** money work N/A 10 10 10 Customer Ratings (Out of 10)

Total cost of the work £95.00  Description of the work undertaken:  70 Get No GL rats in garden	Date received: 29 <sup>th</sup> March 2023  Total cost of work: £95.00  Description of work: To get rid of rats in garden.  Comments: None provided.			arden.
Your comments:	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	4	10	10	10

Total cost of the work £ 24-40	Date received: 22 <sup>nd</sup> March 2023			
Description of the work undertaken: Inflortation of mice in 10ft and under how froor. Traps set etc. Ce visits in 10fal	Description of	ription of work: £94.10  ription of work: Infestation of mice in loft and hall floor. Traps set etc. 6 visits in total.  ments: Alex was really polite and helpful on visit. Checked external walls of house and advice to prevent further infestations. Much helpful than private company used previously.		
Your comments:  The was really pointe and helpful on every visit. Checked external walls of house and	every visit. Ch gave advice to	ecked external prevent furthe	walls of houser infestations	se and s. Much
gave advice to prevent fruther infestations. Truch more helpful than private company used previously.	Value for money		Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £	Date received: 13th February 2023			
Description of the work undertaken:	Total cost of	work: Not provid	led.	
	Description of work: Vermin control (rats).			
Your comments: PROFFESIONAL SERVICE CARRED OUT BY A VERY PERSONABLE CREATIVE. A PLEASURE TO DEAL WITH PROBLEM VERY EFFECTIVELY TRADICATED, RUICKLY AND EFFICIENTLY. (5 STALS).	Comments: Professional service carried out by a very personable operative. A pleasure to deal with. Problem very effectively eradicated, quickly and efficiently. (5 stars)			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £9 p	Date received: 13th February 2023			
Description of the work undertaken:	Total cost of work: £90			
	Description of work: Infection of rats cleared.			
Your comments:	Comments: Very professional. Very successful.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £	Date received: 5 <sup>th</sup> February 2023			
Description of the work undertaken:  RAT INFESTATION	Total cost of work: £94.10			
	Description of work: Rat infestation.			
Your comments:	Comments: Four visits – infestation eradica			ated.
FOUR VISITS - INFESTATION ERADICATED	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 94	Date received: 18th January 2023			
Description of the work undertaken:	Total cost of work: £94			
PEST CONTROL	Description of work: Pest control.			
Your comments: lain was fabulous. He returned twice after the mitial visit and was polite and cortoous and very helpful.				
He gave tips and hints for prevention. Very nice person	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Date received: 27th May 2022 GETTING RID OF RAIS Total cost of work: None Description of work: Getting rid of rats. Comments: Your employee did a fantastic job. Told YOUR EMPLOYEE DID A FANTASTIC JOB
164D US EVERY STEP OF THE WAY
CANT THANK HIM ENOUGH PLEASE
PASS ON DURTHANKS TO YOUR ENOYEE us every step of the way. Can't thank him enough. Please pass on our thanks to your employee. Value for Quality of Service **Tidiness** work money Customer Ratings (Out of 10) 10 10 10

10

Total cost of the work £ 91-40	Date received: 2 <sup>nd</sup> July 2021			
Description of the work undertaken:  Setting bait, Checking bait, patting steal wood  where the wice where carringin	Total cost of work: £91.40  Description of work: Setting bait, checking bait, putting steel wool where the mice were coming in.			
Your comments: Alex was absolutly excellent,	Comments: Alex was absolutely excellent! He explained everything, was punctual, polite and professional. Highly recommended.			
Alex was absolutly excellent, the explained everything, was, punctual, polite and professional. Highly recommended	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 89 - 00  Description of the work undertaken:  PAT ERADICATION  Your comments:  YOUR EMPLOYEE WAS EXCEPTIONALLY THOROUGH,  AND VPRY TIDY, AND CONSIDERATE TO MY DOGS WHEN PLACING  TRAPS. HE EXPLAINED EXERTINING AND GAVE HELPFUL ADVICE, I  WOULD LIKE TO SAY A HUGE THANKYOU FOR HIS KINDNESS AND  PROPERSIONALISM - YOU SHOULD BE VERY PROUD OF YOUR STAFF	Date received: Total cost of w Description of Comments: Yo thorough, and when placing t gave helpful ac you for his kind should be very Value for money	ork: £89  work: Rat erad  our employee v  very tidy, and oraps. He expla  dvice. I would I  dness and prof	lication.  vas exceptior  considerate t  ined everythi  ike to say a h  essionalism -	o my dogs ng and nuge thank
Customer Ratings (Out of 10)	10	10	10	10

	of the work undertaken:
PEST C	ONTROL SERVICE: (MICE IN GARAGE)
Alex.	the Past Control Officer required to make several visits
	garage in order to ensure that the mice had been
clinens	
Salahar Merid	(ADD) 1. (
Your comm	
West 1	othern Council acted promptly when they were informed of more
in the	garage. Alex - the Office in attendance - was extremely
	it, helfful te-assuring and professional. He was a
	to W/C. His appearance was also clean and professione
He h	ovided a satisfactory update after best inspection of the
Signatures	garage. The Nost Catrol Daft provided advance infline
	Alex was unable to keep an appointment. Thank you its
	and employee, very, Alex.

Customer Ratings (Out of 10)

Date received: 1st June 2021

Total cost of work: £100

Description of work: Pest control service: (mice in

garage).

Alex – the Pest Control Officer required to make several visits to the garage in order to ensure that the mice had been eliminated.

Comments: West Lothian Council acted promptly when they were informed of mice in the garage. Alex – the officer in attendance - was extremely pleasant, helpful, reassuring and professional. He was a credit to WLC. His appearance was also clean and professional. He provided a satisfactory update after each inspection of the garage. The Pest Control department provided advance notice when Alex was unable to keep an appointment. Thank you to WLC for such an excellent service and also for providing a very capable employee, Alex.

Value for money	Quality of work	Service	Tidiness
10	10	10	10

Total cost of the work £ 88 80.	Date received: 21st May 2021			
Description of the work undertaken:  2 BOXES POT IN 10 CATCH RATS  WHITCH CAUGHT THE RATS	Total cost of work: £88.80  Description of work: 2 boxes put in to catch rats			
Your comments:  AHE CHAP WHO DID NHE WORK  WAS VERY VERY GOOD CANT THANK HIM	which caught the rats.  Comments: The chap who did the work was very very good, can't thank him enough.			
ENOUSH	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £	Date received: 21st May 2021			
Description of the work undertaken:	Total cost of work: Not provided			
	Description of work: Not provided			
Your comments:  Song good job, may politic and philomenal	Comments: Very good job, very polite and professional.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ \$8.00	Date received: 13th May 2021			
Description of the work undertaken:	Total cost of work: £88			
mice in loft space.	Description of work: Mice in loft space.			
Your comments:	Comments: Excellent service. Friendly and well educated staff. Always punctual and tidy. Covid-19 rules well observed.			
Excellent Service Friendly + Well advicated stell. Always punctual and Tipy, covid 19 Rules well obsained	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £	Date received: 27 <sup>th</sup> April 2021			
Description of the work undertaken:  LAT MICE THAP PAND POISON GAVE HOUSE AND POINTED  ONT ALL GATRY FOR THE MICE	Total cost of work: £88.80  Description of work: Lay mice trap and poison, garadvice and pointed out all entry for the mice.			
Your comments: Voiry (rood Sitwie THOUGHOUT, WOULD (LERDMINGUR). FUL CRED 17 TO THAM THAT DID THE WORL	Comments: Very good service throughout, would recommend. Full credit to team that did the work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ Date received: 11th March 2021 Description of the work undertaken: Total cost of work: Not provided Description of work: Getting mice under control in house and outside. Coming in, no stone unturned. Comments: lain was great at his job, would recommend 100%, fantastic, no more mice. Looked inside and outside properly, very kind, all questions answered. Value for Quality of Service **Tidiness** money work Customer Ratings (Out of 10) 10 10 10 10

Date received: 9th March 2021 Total cost of the work £ Total cost of work: £80 of Mico. Intellor injestation Description of work: Interior infestation of mice. Job to find source of entry and eliminate. Comments: Fantastic work, very professional and reliable. Ensured all was rectified before finishing and would 100% recommend them if ever required. Value for Quality of Service **Tidiness** work money Customer Ratings (Out of 10) 10 10 10 10

Total cost of the work £ & & , 6 O	Date received: 14th January 2021			
Description of the work undertaken:  Remondered for the infertation	Total cost of work: £88  Description of work: Removal of rats infestation.  Comments: Excellent service clearing rats quickly and efficiently.			
Your comments: Excellent services being rating nickly and effectivity	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Description of the work undertaken:  Perk antal; bait lest behind Greplace  and left for apprex 3 males until  problem was resolved  Your comments:  Ian the representative who one was fartastic He put me at ease, dealt with	Date received: Total cost of w Description of fireplace and le was resolved. Comments: lar fantastic. He p was very profeenough.	ork: £80  work: Pest coneft for approx. 3  the represent ut me at ease,	trol, bait left of 3 months unt cative who ca dealt with the	il problem me was e situation,
couldn't recommend him erough	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10