



# 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.

<p>Total cost of the work £ <u>£75</u></p> <p>Description of the work undertaken: <u>Treatment of Wasps Nest</u></p> <p>Your comments: <u>The Pest Control officer was on-time, helpful, knowledgeable, efficient and generous in giving some useful wider advice regarding this + other Pest issues.</u></p>	<p>Date received: 31<sup>st</sup> July 2025</p> <p>Total cost of work: £75</p> <p>Description of work: Treatment of wasps nest.</p> <p>Comments: The Pest Control officer was on time, helpful, knowledgeable, efficient and generous in giving some useful wider advice regarding this and other pest issues.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p> <p>10</p>	<p>Quality of work</p> <p>10</p>	<p>Service</p> <p>10</p>	<p>Tidiness</p> <p>10</p>

<p>Total cost of the work £ 180.31</p> <hr/> <p>Description of the work undertaken:</p> <p>I WAS AWARE OF A MOUSE IN THE HOUSE. ALEX CONFIRMED IT WAS MOUSE DROPPINGS. ALEX LEFT 5 BOXES IN VARIOUS ROOMS TO CHECK IF MOUSE WAS STILL IN HOUSE. ALEX RETURNED ON FOUR SEPARATE OCCASIONS TO CHECK ON BOXES. MOUSE WAS NO LONGER IN HOUSE.</p> <p>Your comments:</p> <p>ALEX WAS VERY PROFESSIONAL AND EXPLAINED WHAT STEPS WERE BEING TAKEN TO CONFIRM WHETHER OR NOT MOUSE WAS STILL IN THE HOUSE.</p> <p>ALEX WAS ALWAYS ON TIME AND VERY FRIENDLY.</p>	<p>Date received: 28<sup>th</sup> July 2025</p> <p>Total cost of work: £180.31</p> <p>Description of work: I was aware of a mouse in the house. Alex confirmed it was mouse droppings. Alex left 5 boxes in various rooms to check if mouse was still in house. Alex returned on four separate occasions to check on boxes. Mouse was no longer in house.</p> <p>Comments: Alex was very professional and explained what steps were being taken to confirm whether or not mouse was still in the house. Alex was always on time and very friendly.</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> <hr/> <p>Description of the work undertaken:</p> <p>Pest Control Services.</p> <hr/> <p>Your comments:</p> <p>very knowledgeable, approachable + friendly. Excellent service, kept informed throughout. Very pleasant gentleman.</p>	<p>Date received: 23<sup>rd</sup> July 2025</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Pest control services.</p> <p>Comments: Very knowledgeable, approachable and friendly. Excellent service, kept informed throughout. Very pleasant gentleman.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 180.00</p> <hr/> <p>Description of the work undertaken:</p> <p>Rodent under house, kitchen</p> <hr/> <p>Your comments:</p> <p>Absolute professional work in every aspect.</p>	<p>Date received: 23<sup>rd</sup> July 2025</p> <p>Total cost of work: £180</p> <p>Description of work: Rodent under house, kitchen.</p> <p>Comments: Absolute professional work in every aspect.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 181.00</p> <p>Description of the work undertaken:  <i>Pest control in relation to mice infestation. Detecting where they were finding their way into the house and taking steps to prevent this. This involved leaving poison in several places internally and externally blocking entrance.</i> </p> <p>Your comments:  <i>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 was at ease.</i> </p>	<p>Date received: 23<sup>rd</sup> June 2025</p> <p>Total cost of work: £181</p> <p>Description of work: Pest control in relation to mice infestation. Detecting where they were finding their way into the house and taking steps to prevent this. This involved leaving poison in several places internally and externally blocking entrance.</p> <p>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 was at ease.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	10	10	10

<p>Total cost of the work £ N/A</p> <p>Description of the work undertaken:  <i>Initially visits every second Friday to spread insecticide to rid my house of bed bugs - they were present in Bedroom 1, Bedroom 3 the toilet and living room. This was extended to 3 weeks until a powder was applied and killed the remainder at the bugs.</i> </p> <p>Your comments:  <i>The three workers who visited - Iain, Alex and Archie were always prompt, well-kempt and personable. I got to build a great rapport with all three. They were also keen to explain all of the processes and expected results.</i> </p>	<p>Date received: 12<sup>th</sup> September 2024</p> <p>Total cost of work: N/A</p> <p>Description of work: Initially visits every second Friday to spread insecticide to rid my house of bed bugs – they were present in bedroom 1, bedroom 3, the toilet and livingroom. This was extended to 3 weeks until a powder was applied and killed the remainder of the bugs.</p> <p>Comments: The three workers who visited – Iain, Alex and Archie were always prompt, well-kempt and personable. I got to build a great rapport with all three. They were also keen to explain all of the processes and expected results.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	10	10	10

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

<p>Total cost of the work £ <u>160</u></p> <hr/> <p>Description of the work undertaken:</p> <p><u>MICE IN LOFT</u></p> <hr/> <hr/> <hr/> <p>Your comments:</p> <p><u>GREAT SERVICE</u></p> <hr/>	<p>Date received: 26<sup>th</sup> January 2024</p> <p>Total cost of work: £60</p> <p>Description of work: Mice in loft.</p> <p>Comments: Great service.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

<p>Total cost of the work £ <u>162.00</u></p> <hr/> <p>Description of the work undertaken:</p> <p><u>RAT CONTROL - POISON PUT DOWN INSIDE THE HOUSE AND OUTSIDE THE HOUSE</u></p> <hr/> <hr/> <hr/> <p>Your comments:</p> <p><u>ARCHIE WAS VERY PROFESSIONAL AND EXPLAINED EVERYTHING TO US. HE WAS VERY KNOWLEDGEABLE AND PLEASANT.</u></p> <hr/> <hr/>	<p>Date received: 3<sup>rd</sup> January 2024</p> <p>Total cost of work: £162</p> <p>Description of work: Rat control – poison put down inside the house and outside the house.</p> <p>Comments: Archie was very professional and explained everything to us. He was very knowledgeable and pleasant.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

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

<p>Total cost of the work £90ish</p> <p>Description of the work undertaken: check for rat infestation as noises heard, but nothing was found.</p> <p>Your comments: Ian and Alex were both very courteous and helpful, explaining everything they were doing &amp; why.</p>	<p>Date received: 22<sup>nd</sup> May 2023</p> <p>Total cost of work: £90ish</p> <p>Description of work: Check for rat infestation as noises heard, but nothing was found.</p> <p>Comments: Ian and Alex were both very courteous and helpful, explaining everything they were doing and why.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	9	10	10

<p>Total cost of the work £</p> <p>COUNCIL Paid</p> <p>Description of the work undertaken: ALEX IS a pest controller Rats for Mice was very pleased with his work ethic, as I was very nervous, about Mice in my house as I live alone, he kept reassure me, put a lot of black boxes down.</p> <p>Your comments: Alex done a great job, explained very clearly, what he was doing, &amp; checked the whole house, even up my loft, the mice were getting in under sink, &amp; my kick boards under my units.</p>	<p>Date received: 12<sup>th</sup> May 2023</p> <p>Total cost of work: Council paid</p> <p>Description of work: Alex is a pest controller rats for mice was very pleased with his work ethic, as I was very nervous about mice in my house as I live alone, he kept reassure me, put a lot of black boxes down.</p> <p>Comments: Alex done a great job, explained very clearly what he was doing and checked the whole house, even up my loft, the mice were getting in under sink and my kick boards under my units.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	N/A	10	10	10

<p>Total cost of the work £95.00</p> <p>Description of the work undertaken: To get rid of rats in garden</p> <p>Your comments:</p>	<p>Date received: 29<sup>th</sup> March 2023</p> <p>Total cost of work: £95.00</p> <p>Description of work: To get rid of rats in garden.</p> <p>Comments: None provided.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	4	10	10	10



<p>Total cost of the work £ 94.10</p> <p>Description of the work undertaken: Infestation of mice in loft and under hall floor. Traps set etc. 6 visits in total</p> <p>Your comments: Alex was really polite and helpful on every visit. Checked external walls of house and gave advice to prevent further infestations. Much more helpful than private company used previously.</p>	<p>Date received: 22<sup>nd</sup> March 2023</p> <p>Total cost of work: £94.10</p> <p>Description of work: Infestation of mice in loft and under hall floor. Traps set etc. 6 visits in total.</p> <p>Comments: Alex was really polite and helpful on every visit. Checked external walls of house and gave advice to prevent further infestations. Much more helpful than private company used previously.</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>Description of the work undertaken: Vermin Control (Rats)</p> <p>Your comments: Professional service carried out by a very personable operative. A pleasure to deal with. Problem very effectively eradicated, quickly and efficiently. (5 stars).</p>	<p>Date received: 13<sup>th</sup> February 2023</p> <p>Total cost of work: Not provided.</p> <p>Description of work: Vermin control (rats).</p> <p>Comments: Professional service carried out by a very personable operative. A pleasure to deal with. Problem very effectively eradicated, quickly and efficiently. (5 stars)</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

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

Total cost of the work £ <u>£94.10</u> Description of the work undertaken: <u>RAT INFESTATION</u> Your comments: <u>FOUR VISITS - INFESTATION ERADICATED</u>	Date received: 5 <sup>th</sup> February 2023 Total cost of work: £94.10 Description of work: Rat infestation. Comments: 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 £ <u>94</u> Description of the work undertaken: <u>PEST CONTROL</u> Your comments: <u>Iain was fabulous. He returned twice after the initial visit and was polite and courteous and very helpful. He gave tips and hints for prevention. Very nice person.</u>	Date received: 18 <sup>th</sup> January 2023 Total cost of work: £94 Description of work: Pest control. Comments: Iain was fabulous. He returned twice after the initial visit and was polite and courteous 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

Total cost of the work £ <u>NONE</u> Description of the work undertaken: <u>GETTING RID OF RATS</u> Your comments: <u>YOUR EMPLOYEE DID A FANTASTIC JOB TOLD US EVERY STEP OF THE WAY CAN'T THANK HIM ENOUGH PLEASE PASS ON OUR THANKS TO YOUR EMPLOYEE</u>	Date received: 27 <sup>th</sup> May 2022 Total cost of work: None Description of work: Getting rid of rats. Comments: Your employee did a fantastic job. Told us every step of the way. Can't thank him enough. Please pass on our thanks to your employee.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 91-40 Description of the work undertaken: Setting bait, checking bait, putting steel wool where the mice were coming in Your comments: Alex was absolutely excellent! He explained everything, was, punctual, polite and professional. Highly recommended		Date received: 2 <sup>nd</sup> July 2021 Total cost of work: £91.40 Description of work: Setting bait, checking bait, putting steel wool where the mice were coming in. Comments: Alex was absolutely excellent! He 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: RAT ERADICATION Your comments: YOUR EMPLOYEE WAS EXCEPTIONALLY THOROUGH, AND VERY TIDY, AND CONSIDERATE TO MY DOGS WHEN PLACING TRAPS. HE EXPLAINED EVERYTHING AND GAVE HELPFUL ADVICE. I WOULD LIKE TO SAY A HUGE THANK YOU FOR HIS KINDNESS AND PROFESSIONALISM - YOU SHOULD BE VERY PROUD OF YOUR STAFF		Date received: 15 <sup>th</sup> June 2021 Total cost of work: £89 Description of work: Rat eradication. Comments: Your employee was exceptionally thorough, and very tidy, and considerate to my dogs when placing traps. He explained everything and gave helpful advice. I would like to say a huge thank you for his kindness and professionalism – you should be very proud of your staff.			
		Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)		10	10	10	10

Total cost of the work £ 2100 Description of the work undertaken: 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. Your comments: West Lothian Council acted promptly when they were informed of mice in the garage. Alex - the Officer in attendance - was extremely pleasant, helpful, re-assuring and professional. He was a credit to WLC. His appearance was also clean and professional. He provided a satisfactory update after inspection of the garage. The Pest Control Dept. 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, very, Alex.		Date received: 1 <sup>st</sup> 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
Customer Ratings (Out of 10)		10	10	10	10



<p>Total cost of the work £ 88 80.</p> <p>Description of the work undertaken: 2 BOXES PUT IN TO CATCH RATS WHICH CAUGHT THE RATS.</p> <p>Your comments: THE CHAP WHO DID THE WORK WAS VERY VERY GOOD CAN'T THANK HIM ENOUGH</p>	<p>Date received: 21<sup>st</sup> May 2021</p> <p>Total cost of work: £88.80</p> <p>Description of work: 2 boxes put in to catch rats which caught the rats.</p> <p>Comments: The chap who did the work was very very good, can't thank him 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 £</p> <p>Description of the work undertaken:</p> <p>Your comments:</p>	<p>Date received: 21<sup>st</sup> May 2021</p> <p>Total cost of work: Not provided</p> <p>Description of work: Not provided</p> <p>Comments: Very good job, very polite and professional.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ 88.00</p> <p>Description of the work undertaken: mice in loft space.</p> <p>Your comments: Excellent Service. Friendly + Well educated staff. Always punctual and tidy, covid19 rules well observed</p>	<p>Date received: 13<sup>th</sup> May 2021</p> <p>Total cost of work: £88</p> <p>Description of work: Mice in loft space.</p> <p>Comments: Excellent service. Friendly and well educated staff. Always punctual and tidy. Covid-19 rules well observed.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £ <u>88.80</u></p> <p>Description of the work undertaken: <u>LAY MICE TRAP AND POISON GAVE ADVICE AND POINTED OUT ALL ENTRY FOR THE MICE</u></p> <p>Your comments: <u>VERY GOOD SERVICE THROUGHOUT, WOULD RECOMMEND FULL CREDIT TO TEAM THAT DID THE WORK</u></p>	<p>Date received: 27<sup>th</sup> April 2021</p> <p>Total cost of work: £88.80</p> <p>Description of work: Lay mice trap and poison, gave advice and pointed out all entry for the mice.</p> <p>Comments: Very good service throughout, would recommend. Full credit to team that did the work.</p>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

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

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

<p>Total cost of the work £88.60</p> <hr/> <p>Description of the work undertaken:</p> <p>Removal of rats infestation</p> <hr/> <hr/> <p>Your comments:</p> <p>Excellent service clearing rats quickly and efficiently</p> <hr/>	<p>Date received: 14<sup>th</sup> January 2021</p> <p>Total cost of work: £88</p> <p>Description of work: Removal of rats infestation.</p> <p>Comments: Excellent service clearing rats quickly and efficiently.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>Total cost of the work £80</p> <hr/> <p>Description of the work undertaken:</p> <p>Pest control, bait left behind fireplace and left for approx 3 months until problem was resolved</p> <hr/> <p>Your comments:</p> <p>Ian the representative who came was fantastic. He put me at ease, dealt with the situation, was very professional and I couldn't recommend him enough</p> <hr/>	<p>Date received: 5<sup>th</sup> January 2021</p> <p>Total cost of work: £80</p> <p>Description of work: Pest control, bait left behind fireplace and left for approx. 3 months until problem was resolved.</p> <p>Comments: Ian the representative who came was fantastic. He put me at ease, dealt with the situation, was very professional and I couldn't recommend him enough.</p>			
<p>Customer Ratings (Out of 10)</p>	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>