COMMENTS AND RATINGS

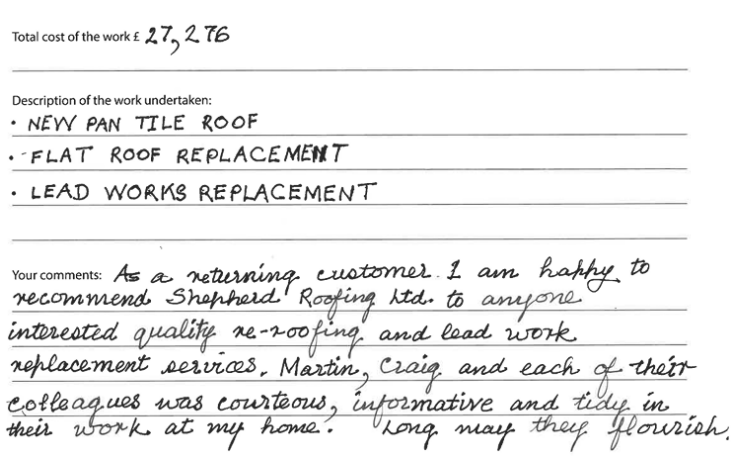
West Lothian Trusted Trader Scheme

Shepherd Roofing Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 8

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8

The following feedback forms have been completed by previous customers, rating their experience of dealing with Shepherd Roofing Ltd.



Total cost of the work £ 27,276

Description of the work undertaken:
- NEW PAN TILE ROOF
- FLAT ROOF REPLACEMENT
- LEAD WORKS REPLACEMENT

Your comments: As a returning customer I am happy to recommend Shepherd Roofing ltd. to anyone interested quality re-roofing and lead work replacement services. Martin, Craig and each of their colleagues was courteous, informative and tidy in their work at my home. Long may they flourish.

Date received: 12th October 2026

Total cost of work: £27,276

Description of work: New pan tile roof. Flat roof replacement. Lead works replacement.

Comments: As a returning customer, I am happy to recommend Shepherd Roofing Ltd to anyone interested in quality re-roofing and lead work replacement services. Martin, Craig and each of their colleagues were courteous, informative and tidy in their work at my home. Long may they flourish.

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

Total cost of the work £ 60,000

Description of the work undertaken:
Replacement of roofs, including some sarking, lead flashings, ridges, gutters and rhones. The main materials are tiles made from concrete. The job involved scaffolding and skips for disposals.

Your comments:
Good friendly team of workers, and impressive knowledge of the type of work. The job is neat and tidy with a guarantee, and several areas of improvement over original roofs. Took a bit too long to remove the scaffolding is the only minor complaint.

Date received: 8th October 2026

Total cost of work: £60,000

Description of work: Replacement of roofs, including some sarking, lead flashings, ridges, gutters and rhones. The main materials are tiles made from concrete. The job involved scaffolding and skips for disposal.

Comments: Good, friendly team of workers and impressive knowledge of the type of work. The job is neat and tidy with a guarantee and several areas of improvement over original roofs. Took a bit too long to remove the scaffolding is the only minor complaint.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	9	8	6

Total cost of the work £ 27400

Description of the work undertaken:
Erect Scaffolding
Strip different sections of roof and replace.
Replace guttering

Your comments:
Work was very professional and I have no problem in highly recommending this company
Work included a 25 year guarantee

Date received: 8th October 2026

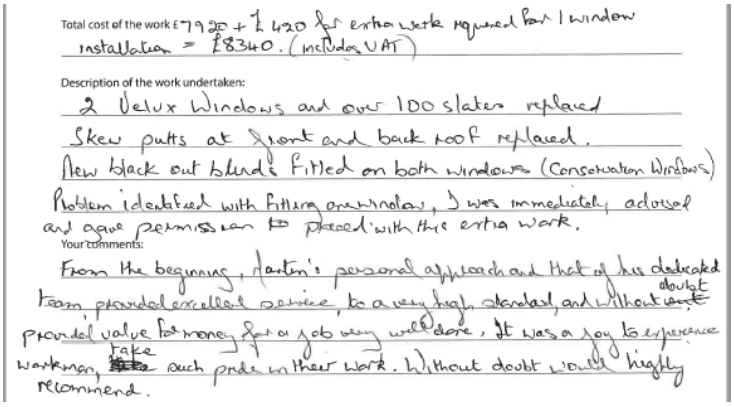
Total cost of work: £27,400

Description of work: Erect scaffolding. Strip different sections of roof and replace. Replace guttering.

Comments: Work was very professional and I have no problem in highly recommending this company. Work included a 25 year guarantee.

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

ONLINE FEEDBACK PROVIDED	Date received: 4th October 2026 Total cost of work: £7200.00 Description of work: Removed cement and broken slates from skew area, and re-bedded the two rear property skews on the main roof. Full flat roof replacement. Including stripping out old slates, removing old roof, torching on new roof, and ensuring it flows into the gutter properly, and re-slating. Full tidy up as well. Comments: Excellent company which I'll happily contact again for future works on my roof. I got my porch roof replaced and some repairs done on my main roof. After accepting the detailed quote, the entire process was stress-free, and they did well to keep in touch and give proper updates on the progress. High standard of work, very tidy, and it is clear that they take a lot of pride in their work. Would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

 Total cost of the work £7920 + £420 for extra work required for 1 window installation = £8340. (inclusive VAT) Description of the work undertaken: 2 Velux Windows and over 100 slates replaced Skew putts at front and back roof replaced. New black out blinds fitted on both windows (Conservation Windows) Problem identified with fitting one window, I was immediately advised and gave permission to proceed with this extra work. Your comments: From the beginning, Martin's personal approach and that of his dedicated team, provided excellent service, to a very high standard, and without doubt provided value for money for a job very well done. It was a joy to experience workmen take such pride in their work. Without doubt would highly recommend.	Date received: 21st September 2026 Total cost of work: £8340 Description of work: 2 velux windows and over 100 slates replaced. Skew pults at front and back roof replaced. New black out blinds fitted on both windows (conservation windows). Problem identified with fitting one window, I was immediately advised and gave permission to proceed with this extra work. Comments: From the beginning, Martin's personal approach and that of his dedicated team, provided excellent service, to a very high standards, and without doubt provided value for money for a job very well done. It was a joy to experience workmen take such pride in their work. Without a doubt would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £
£10,000 TO £35,000

Description of the work undertaken:
OVER THE COURSE OF 18 (APPROX) YEARS THE TEAM AT SHEPHERD ROOFING HAVE REPLACE 5 ROOF'S FOR ME (I LIVE IN A LARGE'ISH PROPERTY WITH MULTIPLE BUILDINGS) THE COST OF EACH PROJECT HAS VARIED PER THE ABOVE. EACH PROJECT WAS A FULL REMOVAL + REPLACE EXERCISE

Your comments:
THESE FOLK ARE SUPERB PROFESSIONAL'S. ALL OF MY PROJECTS HAVE BEEN COMPLETED WITHIN THE TIMESCALE + BUDGET QUOTED (PER THE SCALE OF WORKS). THE BEST THING I CAN SAY IS THAT THEY SET THEMSELVES VERY HIGH STANDARD'S AND THEY REALLY CARE ABOUT THEIR WORK. I WOULD WHOLEHEARTEDLY RECOMMEND THEM.

Date received: 14th September 2026

Total cost of work: £ 10,000 - £35,000

Description of work: Roof replacement

Description of work: Over the course of 18 (approx)years the team at Shepherd Roofing have replaced 5 roof's for me (I live in a largeish property with multiple buildings) the cost of each project has varied per the above. Each project was a full removal and replace exercise.

Comments: These folk are superb professional's. All of my projects have been completed within the timescale and budget quoted (per the scale of works). The best thing I can say is that they set themselves very high standard's and they really care about their work. I would wholeheartedly recommend them.

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

Total cost of the work £
£52,000

Description of the work undertaken:
Complete re-roofing of a 2,733sq foot pitched roof on a bungalow. Also a sizeable flat roof was stripped and replayed, this also required a redesign of the timbers. The pitched roof required the replacement of the sarking boards, roofing felt and all new Marley tiles.

Your comments:
The pitched roof was completed to a very high quality in our opinion. Shepard's recommended a change in tiles which have improved the overall look of the house. The staff who were on site were always very polite and always kept us informed on the work. The pitched roof has a 25yr warranty and the flat roof 20yrs.

Date received: 26th August 2026

Total cost of work: £52,000

Description of work: Complete re-roofing of a 2,733sq foot pitched roof on a bungalow. Also a sizeable flat roof was stripped and replayed this also required a redesign of the timbers. The pitched roof required the replacement of the sarking bords, roofing felt and all new Marley tiles.

Comments: The pitched roof was completed to a very high quality in our opinion. Shepard's recommended a change in tiles which have improved the overall look of the house. The staff who were on site were always very polite and always kept us informed on the work. The pitched roof has a 25yr warranty and the flat roof 20yrs.

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

Total cost of the work £ 14,000

Description of the work undertaken:
ROOF AT FRONT TILES - FLAT ROOF TO REAR OF HOUSE

Your comments:
THIS WAS COMPLETED A NUMBER OF YEARS AGO BUT HAS REALLY STOOD THE TEST OF TIME. VERY HAPPY WITH WORK NO ISSUES.

Date received: 19th August 2026

Total cost of work: £14,000

Description of work: Roof at front tiles – flat roof to rear of house.

Comments: This was completed a number of years ago but has really stood the test of time. Very happy with work. No issues,

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