COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Taylor Roofs

NUMBER OF FEEDBACK FORMS RECEIVED: 497 (showing most recent 30)

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.7

The following feedback forms have been completed by previous customers, rating their experience of dealing with Taylor Roofs.

ONLINE FEEDBACK PROVIDED	Date received: 10 November 2026 Total cost of work: 20000 Description of work: Large roof repair Comments: We are delighted with the service Taylor Roofs provided when repairing our roof, the whole Team were great all the way through, polite, cheery, friendly & professional. The daily reports with photos were greatly appreciated and gave us peace of mind that works were progressing well. They worked really hard, bringing the job to completion right before the first big storm of the season. We would have no hesitation in using them again and would definitely recommend them for any roof repairs			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4th November 2026 Total cost of work: n/a Description of work: New roof. Upvc soffits and down pipes/guttering Comments: Excellent Taylor roof team Graham, Robbie and Craig. Very professional at all times. Workmanship 1st class. Site always cleaned and tidy ed up every day.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3rd November 2026 Total cost of work: £768 Description of work: New gutters and downpipe Comments: We have used Taylor roofs a few times and have always been happy with their work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	7	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 October 2026 Total cost of work: £6000 Description of work: Roofline and cladding Comments: Grant and Craig worked in a professional manner and were courteous, approachable and informative. Grant managed the various elements of the works around obstacles and weather, in a calm and assured manner.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	8	10	8

ONLINE FEEDBACK PROVIDED	Date received: 6th October 2026 Total cost of work: £644.02 Description of work: To replace damaged dry verge tiles on the roof. Comments: Having used the firm sometime ago, I contacted them for a quote. A survey team arrived within a couple of days and the resulting price was acceptable. The firm kept me informed throughout the process, and when the date for the job arrived, Jack and Andy were in good time. They cracked on with the job, explaining what they intended to do. There were no issues and I was pleased with the result. I have no problem recommending Taylor roofs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23rd September 2026 Total cost of work: £4700 Description of work: Slate removed around drama with dow and down side of roof. reflected and new slates / existing slates replaced. Cement skew replaced along roof edge. . Comments: Grant and Reece turned up prompt each day and explained what they would be udertaking. They were professional and courteous and worked a hard shift over 4 days to get the job completed leaving the roof and garden spotless. Their reliability, professionalism and workmanship were first class.I would not hestiate to recommend Gary, Reece and the full team at Taylor Roofs to anyone looking for a trustworthy professional roofing company that keeps customers updated from inquiry through to completion.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18th September 2026 Total cost of work: £13 Description of work: Roof inspection, clean and replace of broken roof tile Comments: Great job by Grant and Reece			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15th September 2026 Total cost of work: £ 11500 Description of work: Chimneys need attention including new rendering, new barge boards, zinc ridges for whole house, replacing slates at required, leadwork, quite a few things needed attention to address what was on our home report when we bought a few years ago but was not as much as we expected. Comments: Multiple teams working at different times, each team just got on with things and communicated with each other and us in a professional and timely fashion. As part of the process we received multiple updates with photographs of how the works were progressing. Being in Scotland we experienced delays due to weather but the off-site team kept us informed of upcoming weather and when work would likely restart. Was confident in their abilities and easy to recommend to others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15th September 2026 Total cost of work: £ 3909 Description of work: Installation of new guttering, downpipes and replace broken tiles. Comments: From the first contact with Taylor roofs to installation of the guttering and downpipes the communication was excellent. The staff who spoke to us on the phone were helpful and courteous and the chaps who did the installation (Shai and Adam) were excellent and kept us up to date with what work they had done and what they would do the following day (it took 2.5 day to do the work). All in all we were happy with a very professional job done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1st September 2026 Total cost of work: £3500.00 Description of work: Moss removal from entire roof, afterwards sprayed with a coating to restrict further moss growth. Comments: Very professional workers, kept me informed throughout the task and cleaned up afterwards. Hard working team, always friendly and polite. Prior to the actual work, the office had kept me updated as to when the work would be scheduled so I knew exactly when work would take place.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28th August 2026 Total cost of work: £500 Description of work: Repair to soffit and roof. Comments: Prompt, reliable, trustworthy, committed to quality and good value for money.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20th August 2026 Total cost of work: £2500 Description of work: Repair and replacement of roofing materials to the main house, a utility roof and an extension. Comments: A special thank you goes out to Adam and Graham. In particular it was their attention to detail and their clean tidy working that led to a quality job being completed professionally and on time. Hopefully they will be commended by the management team of Taylor Roofs. A thank you too to Allie in the office - keeping us up to date with work planning schedules. 5 stars 🌟			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6th August 2026 Total cost of work: £276 Description of work: Guttering cleaning and roof repair. Comments: Annual roof survey undertaken, identified one or two problems. Estimate received on same day and work booked in for 3 weeks. Two roofers came and did the work to my great satisfaction. Roofers very courteous and extremely polite. Have used Taylor Roofs in the past and their service and work have been first class.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work £ 13,559.83 Description of the work undertaken: ROOF REPLACEMENT Your comments: JOB VERY WELL DONE	Date received: 29th June 2026 Total cost of work: £13,559.83 Description of work: Roof replacement. Comments: Job very well done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29th June 2026 Total cost of work: £8518.87 Description of work: Work involved replacing all the soffits, fascias, gutters and downpipes on my detached property, including the garage roof too. Price also included scaffolding that had to be erected. Comments: Fantastic job by Taylor Roofs. The whole process was seamless and professional from start to finish. The roofers who done the job (Darryl, Robbie, Craig and Adam) all worked extremely hard and the quality of the work is fantastic. This is the second time that I have used Taylor Roofs, and I would have no hesitation in using them again. I would definitely recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED

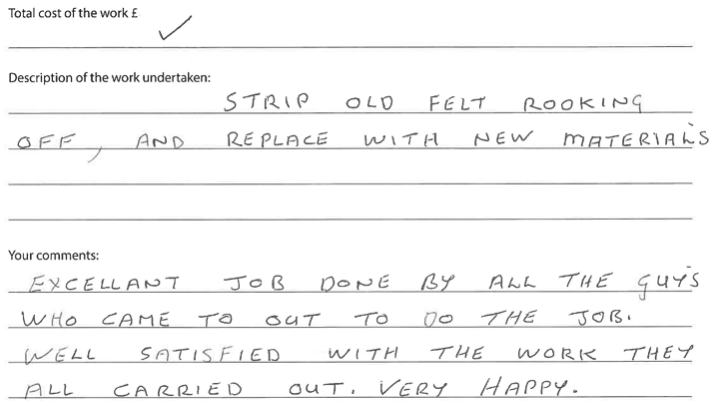
Date received: 20th June 2026

Total cost of work: £3096.86

Description of work: Rough casting our half of the chimney and new lead flashing, some minor tile repairs, cleaning the gutters. - They arrived and started working on the whole chimney not just our half and never asked the neighbour's for permission to use their garden for access. -Broke 6 ridge tiles which they then tried to repair with tiles that didn't fit and had no overlap between them. -They caused so much damage we asked them to stop before the tile repairs away from the chimney and ridge. -didn't tidy up

Comments: I was really disappointed with Taylor roofs. We selected them despite the higher prices due to the good reviews but I wouldn't use them again. - 2-3 day job took 1 month. - Had to complain to the CEO twice to get a reasonable standard of work done. - Roofers would turn up for an hour and leave, no updates from the office to explain the delays. - They were screaming at each other on the roof and arguing all the time. - Final roofer sent was good, but so much hassle and very over priced.

	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	1	4	1	1


Total cost of the work £ ✓

Description of the work undertaken:
STRIP OLD FELT ROOKING OFF, AND REPLACE WITH NEW MATERIALS

Your comments:
EXCELLANT JOB DONE BY ALL THE GUYS WHO CAME TO OUT TO DO THE JOB. WELL SATISFIED WITH THE WORK THEY ALL CARRIED OUT. VERY HAPPY.

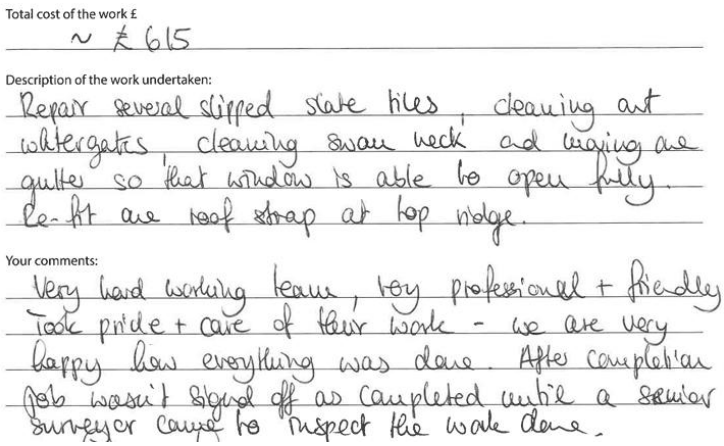
Date received: 16th June 2026

Total cost of work: Not provided.

Description of work: Strip old felt roofing off and replace with new material.

Comments: Excellent job done by all the guys who came out to do the job. Well satisfied with the work they all carried out. Very happy.

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



<table>
<tr><td rowspan="2">Total cost of the work £
~ £615
Description of the work undertaken:
Repair several slipped slate tiles, cleaning out watergates, cleaning swan neck and moving the gutter so that window is able to open fully. Re-fit the roof strap at top ridge.
Your comments:
Very hard working team, very professional + friendly Took pride + care of their work - we are very happy how everything was done. After completion job wasn't signed off as completed until a senior surveyor came to inspect the work done.</td><td colspan="4">Date received: 16th June 2026

Total cost of work: ~ £615

Description of work: Repair several slate tiles, cleaning out water gates, cleaning swan neck and moving the gutter so that window is able to open fully. Re-fit the roof strap at top ridge.

Comments: Ver hard working team, very professional & friendly. Took pride & care of their work – we are very happy how everything was doe. After completion job wasn't signed off as completed until a senior surveyor came to inspect the work done.</td></tr>
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<tr><td rowspan="2">ONLINE FEEDBACK PROVIDED</td><td colspan="4">Date received: 22nd May 2026

Total cost of work: £10508.60

Description of work: Full roof replacement with new gutters.

Comments: All staff I have interacted with from booking the survey through to the work being completed have been incredible. The work was completed very quickly and done to a high standard. I would not hesitate to recommend Taylor roofs or have them back again if other work was required.</td></tr>
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<tr><td rowspan="2">ONLINE FEEDBACK PROVIDED</td><td colspan="4">Date received: 22nd May 2026

Total cost of work: £650

Description of work: This work was for my flat roof, a leak was sealed and roof was painted.

Comments: The job was to paint my flat roof but a potential leak was identified so they came back a couple of days later to seal the felt and then the entire roof was to be painted. Sean has been here this morning and I'm more than happy the work has been completed satisfactorily.</td></tr>
<tr><td>Value for money</td><td>Quality of work</td><td>Service</td><td>Tidiness</td></tr>
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ONLINE FEEDBACK PROVIDED	Date received: 7th May 2026 Total cost of work: £8000 Description of work: Complete re-roof of rear extension Comments: On the whole a very clean and professional job. The roofing team were always polite and helpful and obviously good at their job. When asked to remove scaffolding and skip promptly at the end of the work they obliged. Would I recommend them - Yes.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18th March 2026 Total cost of work: £138 Description of work: Securing of loose verge tiles on roof. Comments: Second time using Taylor Roofs and service was again good.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10th March 2026 Total cost of work: £300 Description of work: Survey roof and replace broken roof tiles. Comments: Very professional. Told me what they were going to do then done it. No fuss, no mess and very courteous.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	9

ONLINE FEEDBACK PROVIDED	Date received: 10th March 2026 Total cost of work: £440 Description of work: Replacing missing ridge tile and replacing tiles broken by tile coming off. Comments: Professional and polite. Work was completed quickly and area left very tidy. Would definitely use them again to help with issues.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4th March 2026 Total cost of work: £12,434 Description of work: 1. Erect ladders for safe access. 2. Remove silicone at edges of window above bay window at front. 3. Install new silicone. 4. Remove cement joints on concrete sills at bay window. 5. Replace with new cement. 6. Tidy site. 7. Remove ladders from site. Comments: Easy enough to set up a roofing inspection - surveyor arrived at arranged time and phoned to give me about 30 minutes notice that he was on his way. Inspected roof area and discussed his findings with me - showing pictures. Estimate was provided in a couple of days, and although a little pricy, was happy to go ahead with it. Work was carried out as discussed and there was little or no trace of the visit, in terms of mess. No complaints at all.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3rd March 2026 Total cost of work: £650 Description of work: Retro fitting wire netting to solar panels. Comments: Taylor Roofing are competitively priced, friendly, professional and keep you updated of work progress. Payment is also made easy.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 23rd February 2026 Total cost of work: £545.70 Description of work: Repair to leaking roof. Comments: Superb company to work with on all levels, highly recommend them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20th February 2026 Total cost of work: £2051.36 Description of work: Replaced 26 year old gutters and downpipes back and front of property, including all fittings to masonry and flashings. Comments: All works carried out to a high standard and within a few days of accepting quotation. Extremely happy with the company's high standard of care throughout the whole process as we have come to expect over many years. Guys are very experienced helpful and friendly. We will continue our relationship as we welcome their experience in all roofing matters. Highly recommended if you are looking for a professional high standard job at your home.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4th February 2026 Total cost of work: £1538 Description of work: Replace timber tile battens Install new felt Install new tile batten Reinstall tiles and repair flashing Smallish area above garage conversion. Comments: Quoted time for work was one day. They had finished within 2 hours. I complained: 1. Placement of ridge tile was incorrect 2. Time that I was quoted to the time it actually took Company came back 1. Improved the ridge tile (still sits proud compared to the others) 2. Repaired flashing 3. Cannot vouch for work under tiles They admitted the first job had been rushed. Zero confidence that the problem is fixed. They have repeatedly refused to give me a breakdown of costs.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	1	2	7	7

ONLINE FEEDBACK PROVIDED	Date received: 21st January 2026 Total cost of work: £750 Description of work: Fix leaking roof caused by tiles shifting after recent bad weather. Comments: The process from my initial call, through survey and quote, to fixing our roof leak was smooth and as fast as they could fit the work in. The Taylor Roofs team gave open communication and kept me well informed.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21st January 2026 Total cost of work: £4500 Description of work: Strip and re felt garage flat roof. Comments: Trader kept me up to date until work started and although the weather was not very helpful all work was completed to my satisfaction and the site all cleared and left clean and tidy.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10