



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Clyde Windows & Construction Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 28

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8

The following feedback forms have been completed by previous customers, rating their experience of dealing with Clyde Windows & Construction Ltd.

ONLINE FEEDBACK PROVIDED	Date received: 23 rd July 2026			
	Total cost of work: £			
	Description of work: Installation of 8 double glazed windows.			
	Comments: We are very happy with our new windows. Shug and James did a wonderful job of installing them. They were both friendly and helpful and went the extra mile. A small snagging issue was dealt with promptly by Charlie a few days later, which was very reassuring. We would not hesitate to use Clyde Windows again in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 th April 2026 Total cost of work: £2500 Description of work: 2 new windows installed. Also in process of getting conservatory roof replacement but yet to get building warrant approval (cost not included above). Comments: Michael was fantastic, taking the time to make sure we understood all aspects of job and timelines etc. Fitters were polite, punctual and efficient, making sure work was completed to satisfactory level before leaving the job. We were advised that we'd be given a week's notice for when works would begin, however we were only given one day, which they were flexible about and able to rearrange to the next day - only a minor setback in the grand scheme of things.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	9	10

Total cost of the work £9150 Description of the work undertaken: External rear door Your comments:	Date received: 17 th June 2024 Total cost of work: £915 Description of work: External rear door 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 £2890 Description of the work undertaken: REMOVE AND REPLACE 3 WINDOWS, REPAIR TO MORTAR AROUND ONE WINDOW Your comments: THE WORK WAS CARRIED OUT QUICKLY AND PROFESSIONALLY, I AM VERY HAPPY WITH THE QUALITY OF THE WORK	Date received: 7 th December 2023 Total cost of work: £2890 Description of work: Remove and replace 3 windows, repair to mortar around one window. Comments: The work was carried out quickly and professionally. I am very happy with the quality of the work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 29 th June 2023 Total cost of work: £10,700 Description of work: Replace all double glazed windows, French doors. Comments: Excellent job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8 th December 2022 Total cost of work: £1750 Description of work: Replaced french doors with standard back door and side panel. Replaced faulty bedroom window. Comments: Arrived on time, meticulous work, left site very tidy. Will return for further works in future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 660 - 00 Description of the work undertaken: SUPPLY + INSTALLATION OF NEW BACK DOOR Your comments:	Date received: 23 rd August 2022 Total cost of work: £660 Description of work: Supply and installation of new back door. Comments: None provided.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 th August 2022 Total cost of work: £17,000 Description of work: Replacement glazing and new roof for existing conservatory. Comments: Very pleased with work. All employees were friendly and polite. Always showed up when they said they would and kept us well informed of progress.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th June 2022 Total cost of work: £23,000 Description of work: Constructing a conservatory in back garden, leading from dining room. Sliding doors into garden with steps, tinted glass roof, Edwardian style, replaced connecting doors. Outside brick matching existing house. Comments: Very happy with the work undertaken, we were given diagrams of the work to be done and Graham and Dale very helpful in going over the details at planning stage. The builders were professional and hard working and when there was just a small problem, it was sorted quickly. Finished on time as promised and we are very happy with the conservatory. Would recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	9	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th June 2022 Total cost of work: £6000 Description of work: Seven replacement double glazed windows measured, manufactured and installed. Comments: Windows supplied and installed much quicker than expected. Professionally installed. Good job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

Total cost of the work £ 21,600 Description of the work undertaken: ULTRAFRAME 360 ROOF Your comments:	Date received: 16th December 2019 Total cost of work: £21,600 Description of work: Ultraframe 360 roof. 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 £ 15,500 Description of the work undertaken: TAKE EXISTING LEAN TO BACK TO DWARF WALL AND INSTALL NEW STRUCTURE - UPVC WINDOWS AND PATIO DOOR AND ULTRAFRAME SOLID ROOF. CUT OUT AND FORM 2 NEW WINDOWS IN THE LOUNGE. Your comments: FROM THE OUTSET MY DEALINGS WITH CLYDE IMPRESSED ME. THE WORKMANSHIP WAS SECOND TO NONE AND THE WHOLE TEAM WORKED HARD TO TURN MY VISION INTO REALITY AND CREATED A STUNNING SUNROOM. IF ANYONE IS LOOKING FOR A COMPANY WHO TAKES PRIDE IN THEIR WORK AND GO THE EXTRA MILE FOR THEIR CLIENTS LOOK NO FURTHER THAN CLYDE WINDOWS AND CONSTRUCTION	Date received: 24th April 2019 Total cost of work: £15,500 Description of work: Take existing lean too back to dwarf wall and install new structure – UPVC windows and patio door and ultraframe solid roof. Cut out and form 2 new windows in the lounge. Comments: From the outset my dealings with Clyde impressed me. The workmanship was second to none and the whole team worked hard to turn my vision into reality and created a stunning sunroom. If anyone is looking for a company who takes pride in their work and go the extra mile for their clients look no further than Clyde Windows and Construction.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 5085 Description of the work undertaken: 8 DOUBLE GLAZED WINDOWS, SUPPLIED AND FITTED Your comments: EXCELLENT QUALITY WINDOWS, FITTERS DID A GREAT JOB. WOULD DEFINITELY RECOMMEND	Date received: 23rd August 2018 Total cost of work: £5085 Description of work: 8 double glazed windows, supplied and fitted. Comments: Excellent quality windows, fitters did a great job. Would definitely recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>2700.00</u> Description of the work undertaken: <u>SUPPLY AND INSTALLATION OF: CHAIR LIFT</u> <u>1 DOOR & 4 WINDOWS</u> Your comments: <u>Very satisfied with the work done.</u> <u>The fitters were very pleasant & courteous.</u>	Date received: 20th July 2018 Total cost of work: £2700 Description of work: Supply and installation of: 1 door and 4 windows Comments: Very satisfied with the work done. The fitters were very pleasant and courteous.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>1300.00</u> Description of the work undertaken: <u>REPLACE FRONT DOOR</u> Your comments: <u>VERY PLEASED WITH</u> <u>JOB DONE</u>	Date received: 21st May 2018 Total cost of work: £1300 Description of work: Replace front door. Comments: Very pleased with job done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	9	9	9

Total cost of the work £ <u>595</u> Description of the work undertaken: <u>REMOVE BACK DOOR. AND SUPPLY & FIT NEW DOUBLE GLAZED DOOR.</u> Your comments: <u>ALL TIME SCALE AND WORK WERE DONE TO MY SATISFACTION</u> <u>FITTER WAS VERY PLEASANT, AND DID A GOOD JOB.</u>	Date received: 19th March 2018 Total cost of work: £595 Description of work: Remove back door and supply and fit new double glazed door. Comments: All time scale and work were done to my satisfaction. Fitter was very pleasant and did a good job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 2290 Description of the work undertaken: Remove & replace 2 x garage door + 1 window up and over door replaced with panel glass & door Your comments: very happy with process from start to finish and the cost and quality of the work.	Date received: 16th February 2018 Total cost of work: £2290 Description of work: Remove and replace 2 x garage doors and 1 window. Up and over door replaced with panel glass and door. Comments: Very happy with process from start to finish and the cost and quality of the work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

Total cost of the work £ 15000 Description of the work undertaken: SUPPLY AND INSTALL CONSERVATORY DISMANTLE EXISTING WOODEN CONSERVATORY Your comments: ALL WORK COMPLETED AND OF A HIGH STANDARD NO MESS LEFT, ALL OLD WOOD REMOVED	Date received: 1st November 2017 Total cost of work: £15,000 Description of work: Supply and install conservatory. Dismantle existing wooden conservatory. Comments: All work completed and of a high standard. No mess left, all old wood removed.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	9

Total cost of the work £ Description of the work undertaken: Supply & installation of 5 UPVC double glazed windows Your comments: A great job.	Date received: 30th October 2017 Total cost of work: Not provided. Description of work: Supply and installation of 5 UPVC double glazed windows. Comments: A great job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	10	8

Total cost of the work £ 217 Description of the work undertaken: Replacement of double glazing unit of window that had moisture inbetween the glass panes. Your comments: Had used this company many years ago. Very professional and friendly helpful service again. Have recommended to friends and family already.	Date received: 20th September 2017 Total cost of work: £217 Description of work: Replacement of double glazing unit of window that had moisture inbetween the glass panes. Comments: Had used this company many years ago. Very professional and friendly helpful service again. Have recommended to friends and family already.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	9

Total cost of the work £ 2,800.00 Description of the work undertaken: INSULATION AND CLADDING INSIDE OF OUR CONSERVATORY Your comments: THE WORKMEN WERE EXTREMELY CONSCIENTIOUS AND POLITE. THEY ALSO TOTALLY CLEANED UP.	Date received: 10th April 2017 Total cost of work: £2800 Description of work: Insulation and cladding inside of our conservatory. Comments: The workmen were extremely conscientious and polite. They also totally cleaned up.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 44,660 - 00 Description of the work undertaken: TILED ROOF SUN LOUNGE (EXTENSION) + MINOR ALTERATIONS TO EXISTING KITCHEN Your comments: EXTREMELY SATISFIED. VERY PROFESSIONAL COMPANY. EFFICIENT, COMPETENT AND HELPFUL WORKFORCE. GOOD VALUE FOR MONEY	Date received: 6th March 2017 Total cost of work: £44,660 Description of work: Tiled roof sun lounge (extension) and minor alterations to existing kitchen. Comments: Extremely satisfied. Very professional company. Efficient, competent and helpful workforce. Good value for money.			
	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: DEMOLISH BACK PORCH AND ERECT NEW ONE Your comments: WE WERE VERY SATISFIED FROM START TO COMPLETION	Date received: 29th December 2016 Total cost of work: Not provided. Description of work: Demolish back porch and erect new one. Comments: We were very satisfied from start to completion.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ £1484-00 Description of the work undertaken: FITTING OF 1x French door + 1x ground floor window including removal of original door + window + disposal of these Your comments: There was no sales pressure, (no hard sell!) Clear, honest pricing - up front with everything Very friendly service from start to finish. + professional	Date received: 7th November 2016 Total cost of work: £1484 Description of work: Fitting of 1 x French door and 1 x ground floor window including removal of original door and window and disposal of these. Comments: There was no sales pressure (no hard sell!). Clear, honest pricing – up front with everything. Very friendly and professional service from start to finish.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £4000 APPROXIMATE FIGURE AS I REMEMBER DON'T HAVE RECEIPT TO HAND Description of the work undertaken: FITTED FRENCH DOORS Your comments: VERY HAPPY WITH WORK CARRIED OUT WOULD USE AGAIN	Date received: 17th October 2016 Total cost of work: £4000 approximate figure as I remember. Don't have receipt to hand. Description of work: Fitted French doors. Comments: Very happy with work carried out. Would use again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ <u>7585</u> Description of the work undertaken: <u>Remove existing polycarbonate conservatory roof, gutters and ring beam & replace with new glass roof, including new external and box guttering & new ring beam.</u> Your comments: <u>Pre work the cost and payment terms were clearly explained including cancellation rights. Full quotation paperwork provided. Contractor kept me advised of work progress and fitting dates. Work was carried out entirely to our satisfaction including a minor remedial item, which was quickly and effectively dealt with.</u>	Date received: 17th October 2016 Total cost of work: £7585 Description of work: Remove existing polycarbonate conservatory roof, gutters and ring beam and replace with new glass roof, including new external and box guttering and new ring beam. Comments: Pre work the cost and payment terms were clearly explained including cancellation rights. Full quotation paperwork provided. Contractor kept me advised of work progress and fitting dates. Work was carried out entirely to our satisfaction including a minor remedial item, which was quickly and effectively dealt with.								
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9	10	9	10						
Customer Ratings (Out of 10)									

Total cost of the work £ <u>9340</u> Description of the work undertaken: <u>NEW CONSERVATORY GLASS ROOF, NEW WINDOWS, NEW DOOR, NEW WINDOW SILLS AND SKIRTINGS</u> Your comments: <u>QUALITY AND WORKMANSHIP WERE OF A HIGH STANDARD. REPRESENTED EXCELLENT VALUE FOR MONEY. BEGAN AND FINISHED THE JOB ON STATED TIMEFRAME. SALESMAN EXPLAINED AND DEMONSTRATED VARIOUS OPTIONS AND MATERIALS VERY CLEARLY</u>	Date received: 19th October 2016 Total cost of work: £9340 Description of work: New conservatory glass roof, new windows, new door, new window sills and skirtings. Comments: Quality and workmanship were of a high standard. Represented excellent value for money. Began and finished the job on stated timeframe. Salesman explained and demonstrated various options and materials very clearly.								
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Customer Ratings (Out of 10)									

Total cost of the work £ <u>N/A</u> Description of the work undertaken: <u>REPLACEMENT OF WINDOW PANEL & LETTER BOX ON DOOR</u> Your comments: <u>I AM HAPPY CLYDE WINDOWS RESPONDED TO THE CALL PROFESSIONALLY</u>	Date received: 7th October 2016 Total cost of work: N/A (Paid by landlord) Description of work: Replacement of window panel and letterbox on door. Comments: I am happy Clyde Windows responded to the call professionally.								
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