



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## CMI Plumbing & Heating Ltd

**NUMBER OF FEEDBACK FORMS RECEIVED: 129 (showing most recent 30)**

**AVERAGE SATISFACTION SCORE (OUT OF 10): 9.9**

The following feedback forms have been completed by previous customers, rating their experience of dealing with CMI Plumbing & Heating Ltd.

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 10<sup>th</sup> June 2026</p> <p>Total cost of work: £15300</p> <p>Description of work: New mobility ensuite and new bathroom.</p> <p>Comments: We had a new mobility ensuite and new bathroom installed with CMI plumbing. The finishing in the bathrooms were quality. Colm listened to our requirements and he and his team delivered. The communication regarding quotes were excellent with Laurie giving us a full breakdown of all the work. From quotes to the finished product this company was a dream to work with. I would absolutely use them in the future and would highly recommend them. Thanks for everything.</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>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 3<sup>rd</sup> June 2026</p> <p>Total cost of work: £7821</p> <p>Description of work: Total bathroom reno.</p> <p>Comments: From getting the work quoted through to finishing touches the work has been outstanding. Communication has been really quick and clear throughout and Laurie was so patient and helpful with answering many questions I had during the whole process. The week of the reno was seamless and the house was left really tidy at the end of each day which was massively appreciated. We could not be happier with the new bathroom and can't recommend CMI highly enough - thank you!</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>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 19<sup>th</sup> May 2026</p> <p>Total cost of work: £1410.00</p> <p>Description of work: Remove old hot water cylinder, strip out water damaged shelf, build new shelf support for cylinder, replace faulty stop cock, install new cylinder and immersion heater. Additional pipe was needed and installed.</p> <p>Comments: Colm called to investigate the work required. Quote issued and when agreed an installation date was confirmed. Worked quickly and answered all my daft laddie questions as he went along. Great communication throughout the job. Tidy worker with all rubbish removed. Minor issue over weekend but had no hesitation dropping in on Monday - issue resolved within a couple of minutes. Would certainly use again and more than happy to refer to friends and neighbours.</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>

ONLINE FEEDBACK PROVIDED	Date received: 7 <sup>th</sup> May 2026 Total cost of work: £4689 Description of work: Installation of 4 radiators, new combi boiler and Hive controls Comments: We recently used CMI plumbing for the installation of new radiators, a new boiler and a Hive heating control. The work completed was excellent. Although issues were found during the installations, they were fully explained to me and rectified accordingly. I was given clear quotes beforehand and found them very reasonable. I will be using them in the future for bathroom installations. I would highly recommend this company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> April 2026 Total cost of work: £5000 Description of work: Conversion of large cupboard to wc with w/h basin. Comments: Excellent job. All tradesmen involved were professional, courteous and worked to time scale. Very tidy. Very pleased with the work undertaken. Would highly recommend CMI.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 <sup>th</sup> April 2026 Total cost of work: £240 Description of work: Re-fitted shower door, re-siliconed and fitted replacement shower rail. Comments: Excellent job. A very reliable company. Great communication throughout.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> March 2026			
	Total cost of work: £84			
Customer Ratings (Out of 10)	Description of work: Service boiler.			
	Comments: Colm always does a good job & arrives on time.			
	Value for money	Quality of work	Service	Tidiness
	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 <sup>th</sup> January 2026			
	Total cost of work: £1200			
Customer Ratings (Out of 10)	Description of work: Supply and install bathroom vanity basin unit and toilet.			
	Comments: Delighted with product, workmanship and overall service provided by Colm and Laurie of CMI Plumbing and Heating. Highly recommend this company.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19 <sup>th</sup> January 2026			
	Total cost of work: £3200			
Customer Ratings (Out of 10)	Description of work: Replace boiler			
	Comments: From start to finish CMI were brilliant. Out boiler broke down over Christmas and Colm came out immediately after we contacted the company. He provided an easy to understand quote in writing the same day. When the work was done it was on time, no added extras and Colm is the cleanest trades person I have ever met. The house was immaculate when he left. If all trades people were as professional the world would be a better place.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 10 <sup>th</sup> November 2025			
	Total cost of work: £14500			
	Description of work: Full bathroom rip out and refit			
	Comments: Fantastic turnkey project management to deliver a complete large bathroom makeover. Excellent communication from quote to finish. Valuable advice, with help to source best value quality products, come when they say they will, and quality workmanship from all relevant trades (plumber, joiner, electrician, plasterer, tiler). Would 100% use again and recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3 <sup>rd</sup> November 2025			
	Total cost of work: £1250			
	Description of work: power flush of 16 radiators, changing valves in radiators, fixing water tanks, and installing metallic filter on the gas boiler			
	Comments: excellent service from Colm, he is so knowledgeable about the systems and worked all day to finish the job - he is also very personable and kept his promises. I have no negative comments whatsoever.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 <sup>th</sup> September 2025			
	Total cost of work: £890			
	Description of work: New shower pump and upgraded plumbing			
	Comments: Very efficient and professional service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 15<sup>th</sup> September 2025</p> <p>Total cost of work: £4000</p> <p>Description of work: Fixed leak, replaced bath panel and fitted new vertical radiator. Fitted new valves several times as had issues with new radiator. Fitted new kitchen tap. Then got Colm back for new boiler installation and job was done perfectly. I thought a power flush was needed but Colm didn't think it was needed so saved me the money. There is no job too big or small, he turns up when he says he will, gives you a quote and then gets the job done. Highly recommend this company.</p> <p>Comments: I cannot fault any of the work undertaken by Colm. From start to finish he did a great job. I've used him several times now and getting him back to fit another new vertical radiator next month. In the past people could get things done no problem nowadays some small companies just pick and choose what jobs they want to do so come out to quote on a job go away and you never hear from them again. Not Colm and his wife Laurie who runs the admin side of the business they are a great team.</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>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 13<sup>th</sup> June 2025</p> <p>Total cost of work: £1500</p> <p>Description of work: Replace kitchen sink. Replace the basin and new toilet, in the downstairs toilet.</p> <p>Comments: Estimate was accurate. The work was carried out in a morning. He tidied away the rubbish.</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>

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> May 2025			
	Total cost of work: £8000			
	Description of work: Refit en-suite bathroom.			
	Comments: Communication throughout the process was professional and clear. The team working in our house were respectful, professional and competent. All carpets were covered when they arrived and whole area was vacuumed at the end of the job. We are delighted with our new en-suite bathroom. We have no hesitation in recommending CMI PLUMBING AND HEATING and they will be our first port of call when we next need this type of work done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> April 2025			
	Total cost of work: £8200			
	Description of work: Changed bathroom into walk in shower room and replaced 2 radiators.			
	Comments: I have used CMI before and when looking to spend a large amount of money on a bathroom transformation felt completely reassured that the advice, service and standard of work would be reliable, honest and delivered to a high standard. Great team of people and respond to queries promptly. Would recommend them to anyone. Completely delighted with my new shower room and new radiators.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 31 <sup>st</sup> March 2025			
	Total cost of work: £3400			
	Description of work: Flushing of heating system. Installation of new boiler.			
	Comments: Excellent service. All aspects of work undertaken were carried out efficiently, cleanly and professionally. Very little disruption in the household. We'd have no hesitation in recommending CMI Plumbing and Heating. Will happily use them again.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 10<sup>th</sup> March 2025</p> <p>Total cost of work: £18,300</p> <p>Description of work: New boiler. Fitted bathroom and kitchen.</p> <p>Comments: Can't recommend them enough. Colm fitted a new boiler, bathroom and kitchen for us - all of which looks great. Flat was left very clean and tidy afterwards - they even swept the stairwell. Very quick to respond to any changes and to suggest any improvements/alterations. We're delighted with everything and so pleased with the results. Laurie was excellent to deal with, helpful and patient with our requests. Many thanks.</p>			
	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 3<sup>rd</sup> December 2024</p> <p>Total cost of work: £8555</p> <p>Description of work: Fitting of new bathroom which involved -: Removal of Bath (and replaced by walk in shower). Removal of wet wall and tiles underneath. New wet wall installed Toilet and sink removed and replaced Fan removed, replaced and repositioned. Flooring removed and replaced. Shower removed and replaced.</p> <p>Comments: Great company. Quote given but no pressure given to accept. Very professional from quote to completion of job. Great communication throughout. All work completed within time frame given and to a very high standard. We would highly recommend CMI Plumbing and Heating Ltd.</p>			
	<p>Value for money</p>	<p>Quality of work</p>	<p>Service</p>	<p>Tidiness</p>
<p>Customer Ratings (Out of 10)</p>	<p>10</p>	<p>10</p>	<p>10</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 29<sup>th</sup> November 2024</p> <p>Total cost of work: £2900</p> <p>Description of work: New boiler installation.</p> <p>Comments: Couldn't recommend CMI highly enough- from start to finish the service was 5*. Colin turned up exactly when advised he wouldn't carry out any works, worked efficiently and tidied up after work was carried out. He fully explained everything to myself, set expectations and kept me informed throughout the day on progress. Laurie was also extremely helpful and kept in communication throughout the full process of getting a new boiler installed. Fantastic prices and fantastic services!</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>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 4<sup>th</sup> November 2024</p> <p>Total cost of work: £6200</p> <p>Description of work: Bathroom refurb</p> <p>Comments: Colm's honesty and advice was brilliant and his organisation and execution of our bathroom refurbishment has been excellent. He is very approachable re any questions, and Laurie on the end of emails and the administrative side of things is really fantastic. Tiler did an incredible job, walls well prepped by the plasterer, his joiner very efficient, electrician was also extremely skilled and efficient. Whole operation ran like clockwork. Absolutely worth the money spent, all priced very reasonably.</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>

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> September 2024			
	Total cost of work: £7131.14			
	Description of work: Complete refurbishment of en-suite bathroom.			
	Comments: Delighted with my en-suite bathroom refurbishment. From the beginning Laurie was so helpful and we discussed at length about exactly what items I was looking for. The communication was amazing throughout, even with a little blip with the delivery times for some of the items (not CMI's fault), we were kept up to date fully. Colm arrived on time each day and we are delighted with the quality of work from himself along with the tilers and joiner. Highly recommend this company.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> August 2024			
	Total cost of work: £9700			
	Description of work: Strip out shower room, line and skim walls. Install wall panels, extra long shower tray, shower, x3 cabinets, basin, worktop, toilet, false ceiling, with spot lights, click laminate floor and reinstall LCD mirror and heated towel rail.			
	Comments: We are delighted with the work and the finished shower room. We highly definitely recommend CMI for bathrooms.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 <sup>th</sup> July 2024			
	Total cost of work: £80			
	Description of work: Water leaking through floor and hall ceiling from upstairs shower. Problem found and resolved very quickly.			
	Comments: Colin was professional, friendly and charged fair price for work done Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 28 <sup>th</sup> June 2024			
	Total cost of work: £3388.36			
	Description of work: Upgrade of boiler to combi boiler, removed old boiler and water tank along with completing a power flush of the system. Additionally installation of one new radiator in my hall.			
	Comments: This is now my third job from CMI plumbing and heating. Laurie and Colm are such a great team, nothing is too much trouble. They source all the products, bring to site and remove all the rubbish. Very professional and turn up when they say they will. Highly recommend and will be using them for all my plumbing work going forward, glad I found them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> June 2024			
	Total cost of work: £1963			
	Description of work: Removal and replacement of all radiators in our house, with a flush to our system, a new HIVE system fitted.			
	Comments: Colm explained what was required when he visited for quote, Laurie provide an invoice the same day and helped me plan this work around other work ongoing in the house as well as answer ongoing questions. Colm is an experienced plumber and his standard of work is excellent and it is great value for money. We will use CMI again and will highly recommend to family and friends.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 <sup>th</sup> June 2024			
	Total cost of work: £5720			
	Description of work: Complete strip out of bathroom, install bathroom furniture, shower, tile all walls fully, tile floor			
	Comments: Excellent communication and workmanship.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> June 2024			
	Total cost of work: £2473.20			
	Description of work: Revamp of toilet room. New toilet, radiator, sink and unit. Install outside tap. Install down lights Floor tiled			
	Comments: Very professional, turn up when they say they will. Arrange the other trades, electric and tiler also turned up when they said. No mess left. Top quality work, I Colm booked in for later in the month to install a boiler. Great business.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 <sup>th</sup> June 2024			
	Total cost of work: £144			
	Description of work: Repair to two toilet waste pipes at premises. Materials and labour.			
	Comments: Very satisfied with the work carried out and the manner in which it was used.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29 <sup>th</sup> April 2024			
	Total cost of work: £141.60			
	Description of work: Supplied and fitted bowl & half kit and basket strainer under the kitchen sink. Plus did some investigation work to check for leaks in the bathroom.			
	Comments: For months I had tried to get a plumber to do a job and do some checks for me. Let down numerous times. I found CMI on trusted traders, from my first contact with Laurie this felt like a very professional company. Colm who did the actual work was amazing, turned up on time and did a great job. I would highly recommend CMI, in fact I have already booked them in to revamp my downstairs loo in May.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10