COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Waterways Plumbing Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 272 (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 Waterways Plumbing Ltd.

ONLINE FEEDBACK PROVIDED	Date received: 22nd October 2026 Total cost of work: £92 Description of work: Replaced waste pipe for a sink. Comments: James is a great plumber. He is really good at keeping you informed on when he will arrive, and explained clearly what he was going to do and why. He also went the extra mile and worked out why my washing machine wasn't working, offered to leave his extension cable so I could use the washing machine, and gave me a recommendation for an electrician to fix it. The sink looks so much better with properly done plumbing. I would definitely ask him to do any future jobs. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21st October 2026 Total cost of work: £75 Description of work: Replacement electric shower Comments: Thanks a lot for being flexible and helpful			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 21st October 2026 Total cost of work: £160 Description of work: Removal and replacement of bath taps. Removal and replacement of basin taps and waste. Comments: James advised us of the correct taps to purchase that would suit the water pressure in our bathroom. He also supported us by getting us to send photos of taps to ensure suitability prior to purchase. We would not hesitate to use him again and definitely recommend him to anyone requiring a plumber.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21st October 2026 Total cost of work: £60 Description of work: kitchen work Comments: This is the second time I've used Waterways Plumbing. James did a great job, very courteous, prompt, and kept me up to date on his arrival time and completed the job quickly and efficiently. I will use Waterways Plumbing again and would have no hesitation in recommending using them to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 19th October 2026 Total cost of work: £130 Description of work: Full re-plumb of pipes under kitchen sink Comments: Waterways Plumbing is an excellent company. James is an expert in his field his work very high standard, leaves the job very tidy, he is the ultimate professional. His prices are excellent, no call out charge for the work. Prices the job so you know in advance and a genuinely nice and trust worthy guy. Wouldn't use anyone else. Credit to the professional.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9th October 2026 Total cost of work: £60 Description of work: Change a bathroom tap. Comments: I am a returning customer and have always been very happy with his services. He is responsive, courteous, and communicates clearly, taking time to explain the job before he starts and when he finishes. He takes pride in his work. I appreciate his honesty, if a job is outside his expertise, or if it's not practical, he'll tell you upfront. He is very professional and treats you with respect (and doesn't call you "mate"). I wish all tradespeople were like him.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9th October 2026 Total cost of work: Not provided. Description of work: Leaking pipe in bathroom. Comments: Fixed a leaking pipe in bathroom When first contact with James he asked that I send pictures of problem he then got back to me with a quote and then if I was happy to send my address and booked me in for the next morning. Arrived on time told me what he would do and when he was finished he showed me what he done, tested it then I had the option of cash or card and he was a clean worker, no mess. Will use again, thanks James.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1st October 2026 Total cost of work: £65 Description of work: Fix a leaking toilet. Comments: Excellent service from James. Very quick, easy and job well done.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30th September 2026 Total cost of work: £40 Description of work: Found the source of a leak under the kitchen sink, took everything apart, replaced parts as needed and resealed everything. Comments: James has completed multiple jobs for me over the past few years. He's always friendly, professional and cleans up throughly after each job. The pricing is always very reasonable and he's always transparent around pricing. Would recommend James to anyone needing a small plumbing job done in West Lothian.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30th September 2026 Total cost of work: £40 Description of work: Leaking hose from dishwasher Comments: Came on time and explained what needed done and cost..no mess as he cleaned everything when finished...definitely use again			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30th September 2026 Total cost of work: £40 Description of work: Leaking hose from dishwasher Comments: Came on time and explained what needed done and cost..no mess as he cleaned everything when finished...definitely use again			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26th September 2026 Total cost of work: £115 Description of work: Toilet repairs Comments:			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 21st September 2026 Total cost of work: £70 Description of work: Supply and fit inlet valve in main bathroom Comments: This is the 3rd time I have used James. On all 3 occasions James' communication and response times have been amazing. On one occasion I contacted him Friday evening and he came round Saturday morning even though he hadn't planned on working Saturday. On another occasion when I had a radiator leak I contacted him first thing in the morning and he came round and fixed it within a couple of hours. His prices are very reasonable and the quality of his work is high. He's also a great guy.			
	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: £60 Description of work: Remove old kitchen tap & replace with a tap I supplied. Comments: Brilliant service. Excellent job undertaken & would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17th August 2026 Total cost of work: £75 Description of work: Supply and fit W.C. inlet valve. Comments: James was working in the area when I put my call in and within 30 minutes he arrived. James checked out the problem, gave us a quote and had the new part fitted immediately. Brilliant, friendly, professional service and a very reasonable cost. I wouldn’t hesitate to recommend James for any plumbing repair that is needed.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9th August 2026 Total cost of work: £120 Description of work: Tap replacements in kitchen and showeroom. Comments: Initially contacted James through easily useable website. He got back to me within a day as stated. James was very accommodating to find the right time slot and very clear on what the job would involve, its pricing and duration. Friendly, courteous with no mess left behind. Have booked in already for radiator replacements. Thoroughly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 8th August 2026 Total cost of work: £85 Description of work: Repair of a leaking shower dual control and replacement of shower unit. Comments: I highly recommend James Anderson of Waterways Plumbing. This is because he responded to messages. Arrived when he said he would. Did an excellent Job. Left the area tidy and clean. Gave advice and recommendations on another job and ways to save money. He is obviously highly trained and charged me a fair price for the job. I was so taken by how good he was I have already recommended him to my family and friends. It is very refreshing to be treated fairly and receive this level of service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4th August 2026 Total cost of work: £75 Description of work: New shower unit fitted and old one removed. Comments: Extremely helpful when first contacted about problem. Very professional and offered advice. Arrived at time he said he would. Definitely a Local Hero in my opinion as showed empathy and put my worries into perspective.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30th July 2026 Total cost of work: £105 Description of work: Toilet was leaking as had the wrong part on it and it wasn't secure, James took it all off replaced the part and secured the cistern. Comments: Called James with my problem, supplied him pictures, gave me a quote and came really quick to do the job, explained to me what has happened and completed the job, genuine guy and reasonably priced, would definitely recommend to friends and family.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30th July 2026 Total cost of work: £125 Description of work: Fix leaks in two toilets at Livingston Cricket Club and replace flush mechanism in a third one. Comments: James Anderson (plumber) was onsite in advance of the agreed meet time. He assessed the work to be done and provided a quote. Quote accepted and the work was carried out then and there in a very professional manner. Very happy with the service given and happy to recommend him to others.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29th July 2026 Total cost of work: £55 Description of work: Changed leaking valve for washing machine hose. Comments: Absolutely first class service from James. Arrived on time, did the job professionally and tidily and is a very courteous friendly guy to deal with. Totally recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 29th July 2026 Total cost of work: £145 Description of work: Replaced kitchen sink tap with a new one Replaced 2 toilet seats Replaced pop up waste in ensuite & supplied fitting Comments: James is a highly trustworthy plumber. He communicates swiftly, is timely, he is honest and his prices are very reasonable. I was extremely happy with his work and would not hesitate to recommend him (I have recommended on a local Facebook group for the estate in the past and that lady was also very happy with his work).			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24th July 2026 Total cost of work: £80 Description of work: New valve for the toilet Comments: Had Work done from James before always pleasant, let’s you know when he is on his way, Does a very good job cleans up after himself and comes as quickly as he can. Would highly recommend him.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13th July 2026 Total cost of work: £60 Description of work: New mixer tap fitted in our kitchen. Comments: Have used Waterways Plumbing on a few occasions now, the work is always done to a very high standard at a fair price. Would highly recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 3rd July 2026 Total cost of work: £78 Description of work: Replacement radiator thermostat valve thing. Comments: James was as professional and reliable as always.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2nd July 2026 Total cost of work: £80 Description of work: Installing a bathroom sink tap Comments: Very reliable service provided.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 1st July 2026 Total cost of work: £35 Description of work: Fix leaking pipe. Comments: James was messaged in the morning and informed of problem. He immediately got in touch, quoted for the job and carried out the repair all within a few hours. He was courteous, efficient and a pleasure to deal with. I would not hesitate to 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: 1st July 2026 Total cost of work: £90 Description of work: A garden tap was installed. Comments: James was quick to respond, arrived when he said he would and did an excellent job. He was polite, professional and courteous and gave clear instructions regarding the maintenance of our garden taps. We highly recommend James and are so pleased with his work.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 30th June 2026 Total cost of work: £130 Description of work: Full replacement of toilet cistern inners, pipe and fixings to sort leaks in the cistern. Comments: James was excellent. He responded very quickly to my message regarding a leak from the toilet cistern and arranged to fit the job in on the same morning. He explained fully what needed to done, including costs, prior to starting work and again after this was completed. James was very reliable, friendly and professional and completed the job to a high standard. Would highly recommend.			
	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: £90 Description of work: Outdoor tap installation. Comments: James is a lovely man. Highly recommend him.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10