



# COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

## Domestic Joinery & Maintenance Services

**NUMBER OF FEEDBACK FORMS RECEIVED: 95 (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 Domestic Joinery & Maintenance Services.

ONLINE FEEDBACK PROVIDED	Date received: 27 <sup>th</sup> April 2026			
	Total cost of work: £8500			
	Description of work: Bathroom remodel.			
	Comments: It's an old house which often makes work more difficult. Morgan gives great advice and Excellent quality work. We were kept informed on any issues all through the build and the house was tidy at the end of every shift. I wouldn't use anyone else!			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 13<sup>th</sup> April 2026</p> <p>Total cost of work: £560</p> <p>Description of work: Open up kitchen ceiling to establish reason for cracking/movement. Replace insulation and vapour barrier. Seal and plaster ready for paint.</p> <p>Comments: The builder, Derek, thoroughly professional in explaining why the ceiling was cracking what would be required to resolve the issue. In a builder it was a welcome change to have clarity. I have never had a builder who not only covered all affected surfaces but thoroughly cleaned up after he completed the works which required several visits. We were so pleased with his workmanship that we asked him to replace the bathroom lights whilst on site. Would I recommend him, in heartbeat.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 10<sup>th</sup> November 2025</p> <p>Total cost of work: £3355</p> <p>Description of work: Re-screw utility area ceiling, fill, tape, sand and repaint. Strip back staircase to re-fix treads/risers, remove section of ceiling in hall for access, replace ceiling section, fill, tape, sand and repaint. Pad wall to re-fix handrail. Re-hang door. Cut back roughcast at cracks, stitch tie block/brickwork, Re roughcast areas.</p> <p>Comments: Quality work and we would definitely use them again. This firm was recommended to us by our neighbours so we had seen their work beforehand. Morgan and Derek were very professional and took the time to explain what they were doing, particularly on the issue with the roughcast. Great attention to detail and they obviously take a pride in their work. Very hard working and efficient, thoroughly cleaned all areas on completion and took away rubbish. You wouldn't have known they were at the house.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 <sup>th</sup> May 2025			
	Total cost of work: £13,000			
Description of work: Interior doors, stairs and banister replacement.				
Comments: Exceptional quality of workmanship.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 <sup>th</sup> May 2025			
	Total cost of work: £3689			
Description of work: Installation of Smith and Frater kitchen for the utility as per drawings, supplied/removal and remodel of complete utility including painting/all plumbing/electrical lighting works/painting and decor.				
Comments: Utility room. Some very creative ideas for maximising space and a clever way of hiding the gas boiler. It was amazing that all trades were covered by one workforce and the quality and standard of the end product was fantastic. We were so happy with the result.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 <sup>th</sup> May 2025			
	Total cost of work: £5330			
Description of work: Small Bathroom. Strip out existing WC/Install new toilet/sink unit, wall cupboard/install. Mirrored cabinet/glass counter top and splash back/install new downlights/fill prep and paint walls/supply and fit new flooring.				
Comments: What an amazing transformation. We received excellent advice and the work was completed very quickly and to an extremely high standard. We were hugely impressed.				
	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: 12<sup>th</sup> May 2025</p> <p>Total cost of work: £10000</p> <p>Description of work: Living Room New Sockets, new ceiling lighting, make safe some electrical issues, painting and large bespoke Media Wall with lighting and all electrical work. Fitting outside socket and outside light on the balcony. Bathrooms/Dressing Room New extractor fans, Painting and repairs. A number is small jobs and repairs.</p> <p>Comments: The living room in our new flat was completely transformed. All the work was carried out to an extremely high standard. The new Media wall is magnificent. We are more than delighted with the results. Morgan and Derek were always on time (despite significant car congestion issues). They worked extremely hard. We were well informed on progress, difficulties and issues and we received excellent advice which was much needed. They were helpful and very easy to work with.</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: 12<sup>th</sup> May 2025</p> <p>Total cost of work: £57000</p> <p>Description of work: Remove old kitchen. Supply and fit new kitchen including all appliances, lighting and electrics. Fit new ceiling lights and sockets in Dining room area and painting. Fit two pendant lights. New flooring in kitchen area. Painting kitchen.</p> <p>Comments: We asked Morgan to make this our last home our dream home and that is exactly what he and Derek have done. Their help in designing the kitchen, the advice on what would work and their insistence on perfection and their ability to provide solutions has been amazing. They were on time, on schedule and on budget and it was a big job. We cannot recommend this team highly enough.</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: 28<sup>th</sup> April 2025</p> <p>Total cost of work: £2852</p> <p>Description of work: The price includes securing a building warrant, completing the work and getting it certified through an electrician. The work included removal existing cupboard wall and door / prop existing garage wall and cut out opening for new door and lintel / install fire door frame and fd 30 door / fire seal strips / self closer /form plat in garage to avoid trip hazard /fill and tape walls and paint required area /replace floor covering/remove waste from site</p> <p>Comments: Morgan was fantastic throughout the entire process. He was always quick to respond, he was transparent about the process and the cost of the work and he was accommodating in terms of scheduling the work between other various jobs that were happening at the property at the same time. Morgan and Derek were lovely guys and completed the work cleanly and according to our wishes. We are satisfied with the outcome. Highly recommending using Domestic Joinery for your property repairs / enhancements.</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: 25<sup>th</sup> October 2024</p> <p>Total cost of work: £29,400</p> <p>Description of work: Garage conversion into an additional reception room. This included the removal of downstairs cloakroom from hallway, replaced with wet room in converted garage space as well as living space. Installing new radiators and window. Also, the moving of electrical meter and fuse box.</p> <p>Comments: Great communication throughout, particularly prior to job starting. Talked us through our options regarding fittings and flooring for wet room, giving general advice and listening to our concerns/ideas. Were on time and worked all day, often staying later to complete tasks. Lovely guys who made minimal mess and cleaned up after themselves every evening. Very pleased with results - all work completed to a high standard. Would definitely recommend to anyone looking to have building work done.</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: 24<sup>th</sup> September 2024</p> <p>Total cost of work: £11,400</p> <p>Description of work: Lift flooring in four rooms; lay new floor in one room, fix issue with floor on landing &amp; bedroom; replace 6 radiators, remove &amp; reposition another. Replace extractor fan &amp; block external hole; change internal lights &amp; install external lights; fit LVT &amp; shower &amp; change taps &amp; drain in bathroom; fit LVT in toilet; fit LVT &amp; shower in en-suite; repair long term issue with en-suite shower unit; fixing worse than expected water damage found when removing shower tray &amp; unit walls.</p> <p>Comments: Morgan &amp; Derek were excellent, very professional &amp; polite, arrive on time for both spec visits &amp; each work day. Kept me up to date at each stage. Nothing phased them; when the unexpected arose, they explained the problem &amp; solutions before doing any extra work (particularly the issues with water damaged woodwork in en-suite). All work completed to a very high standard &amp; to schedule. House was left clean &amp; tidy each day. Would definitely use again &amp; would recommend to others.</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: 27<sup>th</sup> August 2024</p> <p>Total cost of work: £3900</p> <p>Description of work: Repositioned wall between kitchen and living room. Repositioned doors and lighting and removed flooring. Re-plastered ceiling and finished new wall. Redid electrics in kitchen and repaired faulty electrics. Removed built in wardrobe and plastered walls in bedroom, sanded ceiling and re-plastered.</p> <p>Comments: Morgan and Derrick did an excellent job and were exceptionally skilled and professional. I was kept informed at all stages of the job. They completed the job to a high standard and tidied up after themselves. I will definitely use the services of Domestic Joinery and Maintenance Services again.</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: 2 <sup>nd</sup> April 2024			
	Total cost of work: £1015			
	Description of work: Construction of partition walls to form walk in wardrobe and electrical work/lighting .			
	Comments: This is the 2nd time we have used this company. Morgan and Derek are first class. Their work is perfect. They do what you ask, their work is exceptional and we couldn't ask for more. Can't recommend them highly enough and will use them in the future.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5 <sup>th</sup> February 2024			
	Total cost of work: £1000			
	Description of work: Cracked shower tray. Morgan had to remove existing enclosure, old shower tray and bottom row of tiles to investigate the problem. Then replace everything like for like .			
	Comments: When our shower tray cracked we had no idea where to start. A neighbour recommended Morgan and he was brilliant. Having worked with a lot of tradespeople over the years Morgan was a cut above the rest. Responsive and clear throughout, leaving everything clean and tidy and with great attention to detail. Would highly recommend him and his team.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 2 <sup>nd</sup> February 2024			
	Total cost of work: £8034			
	Description of work: Supply and fitted a new bathroom after stripping out old one and rectifying mistakes previous installers made. They also sorted out upstairs bathroom which sprung a leak due to bad workmanship by previous installers			
	Comments: They were here very sharp and very courteous when talking with us. They said to us about things before they did them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	9	9	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 1<sup>st</sup> February 2024</p> <p>Total cost of work: £1178</p> <p>Description of work: Had a new insulated partition to external bedroom wall installed with the window sizes reduced to existing window width, new mdf cill installed and resealed the window wall panels externally.</p> <p>Comments: Morgan and Derek provided an excellent service and high standard of work. The work was completed fully to our specification. Work completed to schedule and we were kept fully informed along the way. The room was cleaned before they left. Would highly recommend this company.</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: 8<sup>th</sup> November 2023</p> <p>Total cost of work: £11839</p> <p>Description of work: Replacement of all internal doors and fitting of new bannisters and stair handrail.</p> <p>Comments: We were impressed by Morgan and Derek from the start. The job was completed to our satisfaction. It was a pleasure to have such skilled, helpful and courteous craftsmen carry out the work for us. We would have no hesitation in recommending this company to others.</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	<p>Date received: 19<sup>th</sup> September 2023</p> <p>Total cost of work: £7527</p> <p>Description of work: DJMS renovated the bathroom in my house. They took out and disposed of the old hardware, tiling, flooring etc. They sanded the ceiling and walls, filling in where appropriate. They installed new flooring, waterproof panels and bathroom suite. They removed and disposed of the radiator, replacing it with a heated towel rail. At the end of the work they also put up my new bathroom cabinet, mirror, blinds and accessories.</p> <p>Comments: DJMS responded promptly to any queries I had throughout the process. They did a good job for a fair price. They were really helpful with the planning stage - I gave them a broad outline of what I wanted and they did the rest, including providing different options for me to pick from. They handled all the acquisition of parts and supplies, including storing them ahead of installation.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	9	9	8

ONLINE FEEDBACK PROVIDED	<p>Date received: 5<sup>th</sup> September 2023</p> <p>Total cost of work: £2480</p> <p>Description of work: Supply, fit and finish new internal doors x 7. Size openings to fit. Paint/oil and fit hardware.</p> <p>Comments: High-quality workmanship and great communication from start to finish. Morgan and Derek clearly take pride in their work and we were delighted with the end results. Our new internal doors have transformed our home, and glad we agreed for them to be professionally finished as part of the job. Trustworthy and highly recommended.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 4<sup>th</sup> September 2023</p> <p>Total cost of work: £1200</p> <p>Description of work: Removal of old wooden porch balustrade and installation of bespoke replacement.</p> <p>Comments: Darren and his colleague arrived at the specified time. Work was carried out efficiently and to a very high standard. They were both friendly and courteous. Darren explained what they were doing and showed us the materials they were using. All waste materials were tidied and taken away. Very professional service. Very pleased with the end result and would not hesitate to recommend them.</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> July 2023</p> <p>Total cost of work: £29,288</p> <p>Description of work: Conversion of cloakroom and garage into an en-suite bedroom. A list of miscellaneous jobs including a new window sill to lounge window.</p> <p>Comments: Recently my cloakroom and garage were converted into an en-suite bedroom. On completion the decorating had all been done and the place was left spotless and ready to move into. I am delighted with the end result. Morgan and Derek are hardworking, pay attention to detail and deliver a first class job. I have no hesitation in recommending them. You will not be disappointed.</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> June 2023			
	Total cost of work: £675			
	Description of work: Gable end wall in a bedroom framed, insulated, plaster boarded and taped.			
	Comments: The team were great. Morgan explained what they were doing and showed me the insulation and explained everything. They were friendly and cleaned everything up at the end. Will definitely look at using them again and 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: 19 <sup>th</sup> April 2023			
	Total cost of work: £19,000			
	Description of work: Creation of en-suite bathroom and walk in wardrobe.			
	Comments: High quality workmanship, work undertaken on time , 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: 31 <sup>st</sup> January 2023			
	Total cost of work: £2010			
	Description of work: Removal and installation of a new composite front door. Also kindly put a mirror up for me without any hassle which was very much appreciated.			
	Comments: Morgan and Derek were great from the get go. Very friendly, helpful professional men who have done a fantastic job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> September 2022			
	Total cost of work: £1200			
	Description of work: Replaced 8 doors. Removed the old brown ones. New 4 panel wood and glazed doors. One newly created opening with surround.			
	Comments: A relatively small job but has made such a difference. The new doors and ceramic handles bring more character, plus more light from the glazed doors. A great job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> September 2022			
	Total cost of work: £25000			
	Description of work: New kitchen, new utility, new doorway with lintel, relaying wood flooring. Opening for a new window with lintel, replacing old window. Upgraded electric.			
	Comments: A beautiful new kitchen and utility room. Great finish. Attention to detail. Challenging tiles look stunning. Thank you.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 <sup>th</sup> September 2022			
	Total cost of work: £6600			
	Description of work: Removal of old floor to ceiling window. Building a new window, properly built up underneath, new radiator, new sill, new door frame and door. All finished beautifully.			
	Comments: Completely changed the entrance to our home. Beautiful new door and window Much more privacy, better security and more energy efficient. A great job.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 14<sup>th</sup> April 2022</p> <p>Total cost of work: £34,989</p> <p>Description of work: Kitchen renovation. New doors. Hallway re-skimmed and decorated. Moving of existing gas and plumbing pipes. Electrical work. Knock through to garage. Walls moved back. Combi boiler installed and removal of old Flooring. New fuse board and fire alarms upgraded. This price includes second phase work for utility replacement we have since added on.</p> <p>Comments: We recently had the kitchen &amp; dining area of our property reworked. The attention to detail was sublime. DJMS handled every aspect of the renovation in terms of any arrangements required keeping stress to a minimum. The quality of finish with this job is second to none! For this reason I would not look elsewhere for your kitchen renovation needs. This company are committed to doing the job right. Top notch work. Professional. Highly recommended.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	<p>Date received: 28<sup>th</sup> March 2022</p> <p>Total cost of work: £9000</p> <p>Description of work: Remove old bathroom and fit new bath, sink, shower, and toilet. New wall and floor tiles.</p> <p>Comments: DJMS did an excellent job replacing our old bathroom. Morgan and Derek are professional, friendly, and kept us informed of what they were doing, and discussed any issues that came up. The finish is excellent and we would recommend them to anyone planning any building work.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	9	10	10	9

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 3<sup>rd</sup> March 2022</p> <p>Total cost of work: £9500</p> <p>Description of work: Bathroom refurbishment.</p> <p>Comments: None provided.</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>8</p>	<p>10</p>	<p>10</p>	<p>10</p>