



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Cullen Plumbing & Heating Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 8

AVERAGE SATISFACTION SCORE (OUT OF 10): 10

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

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|--|---|-----------------|---------|----------|
| Total cost of the work £ £ 247.20 | Date received: 23 rd January 2026 Total cost of work: £247.20 Description of work: Replacing radiator with heated towel rail. Comments: Good value, arrived on time, no issues. | | | |
| Your comments: good value, arrived on time, no issues | Value for money | Quality of work | Service | Tidiness |
| Customer Ratings (Out of 10) | 10 | 10 | 10 | 10 |

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|------------------------------|---|-----------------|---------|----------|
| ONLINE FEEDBACK PROVIDED | Date received: 22 nd December 2025 Total cost of work: £135 Description of work: Replaced faulty actuator. Comments: I have used this company twice for heating/boiler issues. Very easy to book. The engineer turned up on time, explained what would need done and how he would do it. He was very friendly, professional and tidy. I would definitely use again and would recommend. | | | |
| Customer Ratings (Out of 10) | Value for money | Quality of work | Service | Tidiness |
| | 10 | 10 | 10 | 10 |

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|---|---|-----------------|-----------------|---------|----------|----|----|----|----|
| <p>Total cost of the work £ 102.00</p> <p>Description of the work undertaken: Recharged expansion vessel & topped up water pressure. Tested heating & hot water. Replaced out of date CO alarm.</p> <p>Your comments: Would not hesitate to use this company again. Very pleased.</p> | <p>Date received: 3rd November 2025</p> <p>Total cost of work: £102</p> <p>Description of work: Recharged expansion vessel and topped up water pressure. Tested heating and hot water. Replaced out of date CO alarm.</p> <p>Comments: Would not hesitate to use this company again. Very pleased.</p> | | | | | | | | |
| <p>Customer Ratings (Out of 10)</p> | <table border="1"> <tr> <td>Value for money</td><td>Quality of work</td><td>Service</td><td>Tidiness</td></tr> <tr> <td>10</td><td>10</td><td>10</td><td>10</td></tr> </table> | Value for money | Quality of work | Service | Tidiness | 10 | 10 | 10 | 10 |
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| 10 | 10 | 10 | 10 | | | | | | |

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|--|---|-----------------|-----------------|---------|----------|----|----|----|----|
| <p>Total cost of the work £ 72.00</p> <p>Description of the work undertaken: ANNUAL BOILER SERVICE</p> <p>Your comments: ALWAYS HELPFUL. WE USE CULLEN EVERY YEAR. THEY ADVISE ON ACTIONS TO TAKE TO EXTEND THE LIFE OF THE BOILER WHICH IS HELPFUL.</p> | <p>Date received: 7th October 2025</p> <p>Total cost of work: £72</p> <p>Description of work: Annual boiler service</p> <p>Comments: Always helpful, we use Cullen every year. They advise on actions to take to extend the life of the boiler which is helpful.</p> | | | | | | | | |
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| 10 | 10 | 10 | 10 | | | | | | |

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|--|--|-----------------|-----------------|---------|----------|----|----|----|----|
| <p>Total cost of the work £ 90</p> <p>Description of the work undertaken: FULL BOILER SERVICE</p> <p>Your comments: ARRIVED EXACTLY WHEN HE SAID HE WOULD. VERY APPROACHABLE WITH ANY QUESTIONS I HAD.</p> | <p>Date received: 6th October 2025</p> <p>Total cost of work: £90</p> <p>Description of work: Full boiler service</p> <p>Comments: Arrived exactly when he said he would. Very approachable with any questions I had.</p> | | | | | | | | |
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| 10 | 10 | 10 | 10 | | | | | | |

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|---|---|
| <p>Total cost of the work £120</p> <p>Description of the work undertaken: ANNUAL BOILER + HOT WATER CYLINDER SERVICE</p> <p>Your comments: • SENDS ANNUAL REMINDER OF SERVICE • ALWAYS ACCOMMODATING WITH TIMES + DATES • PROFESSIONAL, CLEAN + TIDY WORK • PROVIDES HONEST RECOMMENDATIONS OF WORK</p> | <p>Date received: 28th March 2025</p> <p>Total cost of work: £120</p> <p>Description of work: Annual boiler and hot water cylinder service</p> <p>Comments: Sends annual reminder of service. Always accommodating with times and dates. Professional, clean and tidy work. Provides honest recommendations of work.</p> |
| Customer Ratings (Out of 10) | 10 10 10 10 |

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|--|---|
| <p>Total cost of the work £ 660</p> <p>Description of the work undertaken: Finding leak, replacing shower tray, re-assembling + re-sealing shower unit.</p> <p>Your comments: Was professional throughout, work was carried to a high standard, kept us updated re what stages he was at and was punctual/time efficient - arrived at time he said he would. Grant also had us check his work once he was finished prior to leaving. Can't recommend enough!</p> <p>Signature: _____ Date: _____</p> | <p>Date received: 26th March 2025</p> <p>Total cost of work: £660</p> <p>Description of work: Finding leak, replacing shower tray, re-assembling and re-sealing shower unit.</p> <p>Comments: Was professional throughout, work was carried to a high standard, kept us updated re what stages he was at and was punctual/time efficient - arrived at time he said he would. Grant also had us check his work once he was finished prior to leaving. Can't recommend enough!</p> |
| Customer Ratings (Out of 10) | 10 10 10 10 |

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|--|--|
| <p>Total cost of the work £ 225</p> <p>Description of the work undertaken: Identification of what was causing shower to drip & replacing shower connections/hosing + head</p> <p>Your comments: Grant was extremely pleasant + kept me updated at all times of what was going on + tidied up before he left.</p> | <p>Date received: 26th March 2025</p> <p>Total cost of work: £225</p> <p>Description of work: Identification of what was causing shower to drip and replacing shower connections/hosing and head.</p> <p>Comments: Grant was extremely pleasant and kept me updated at all times of what was going on and tidied up before he left.</p> |
| Customer Ratings (Out of 10) | 10 10 10 10 |