



# 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.

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

ONLINE FEEDBACK PROVIDED	<p>Date received: 22<sup>nd</sup> December 2025</p> <p>Total cost of work: £135</p> <p>Description of work: Replaced faulty actuator.</p> <p>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.</p>			
Customer Ratings (Out of 10)	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

<p>Total cost of the work £ 102.00</p> <p>Description of the work undertaken:  Recharged expansion vessel &amp; topped up water pressure. Tested heating &amp; 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 Replaced out of date CO alarm.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: 3<sup>rd</sup> 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 Replaced out of date CO alarm.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>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<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: 7<sup>th</sup> 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>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<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: 6<sup>th</sup> 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>			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

<p>Total cost of the work £120</p> <hr/> <p>Description of the work undertaken:</p> <p>ANNUAL BOILER + HOT WATER CYLINDER SERVICE</p> <hr/> <p>Your comments:</p> <ul style="list-style-type: none"> <li>• SENDS ANNUAL REMINDER OF SERVICE</li> <li>• ALWAYS ACCOMMODATING WITH TIMES + DATES</li> <li>• PROFESSIONAL, CLEAN + TIDY WORK</li> <li>• PROVIDES HONEST RECOMMENDATIONS OF WORK</li> </ul>	<p>Date received: 28<sup>th</sup> 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>								
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10	10	10	10						
<p>Customer Ratings (Out of 10)</p>									

<p>Total cost of the work £660</p> <hr/> <p>Description of the work undertaken:</p> <p>Finding leak, replacing shower tray, re-assembling + re-sealing shower unit</p> <hr/> <p>Your comments:</p> <p>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>Date received: 26<sup>th</sup> 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>								
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<p>Total cost of the work £225</p> <hr/> <p>Description of the work undertaken:</p> <p>Identification of what was causing shower to drip &amp; replacing shower connections/hosing + head</p> <hr/> <p>Your comments:</p> <p>Grant was extremely pleasant + kept me updated at all times of what was going on &amp; tidied up before he left.</p>	<p>Date received: 26<sup>th</sup> 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>								
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