



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Taylor Roofs

NUMBER OF FEEDBACK FORMS RECEIVED: 439 (showing most recent 30)

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8

The following feedback forms have been completed by previous customers, rating their experience of dealing with Taylor Roofs.

ONLINE FEEDBACK PROVIDED	Date received: 26 th June 2025			
	Total cost of work: Not provided			
	Description of work: We got are gutters replaced and downpipes replaced front and back			
	Comments: Mark and Darryl where very nice and pilot got the job done kept the place nice and tidy and where done in two days can not fault them would highly recommend Taylor roofs if we need to get our roof replaced			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 25 th June 2025			
	Total cost of work: £1712.86			
	Description of work: Put fascia all round garage and top edge			
	Comments: Very pleased with the standards of work done. Workmen were very good and answering any questions I had and left property very tidy. Office staff were also very helpful and kept me up to date with time frame for job etc			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 20th June 2025</p> <p>Total cost of work: £415</p> <p>Description of work: Replaced 14 tiles with broken water gates.</p> <p>Comments: Excellent. They fixed my leaking roof (something two other companies had come round and failed to do). Everything felt very professional with them - an actual booking system helped (again, other roofers would say they would come round but never did), plus the surveyor took photos of the problem, explained it to me and sent through a detailed quote. Would definitely recommend.</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: 13th June 2025</p> <p>Total cost of work: £2800</p> <p>Description of work: Roof repairs - dry ridge installation, valley replacement to both valleys at the front of my property, installation of new bird combs, replaced all broken and missing tiles, tidied up site.</p> <p>Comments: Very pleased with the job done. Job took 2 days to complete. Everything was tidied before they left.</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: 6th June 2025</p> <p>Total cost of work: £350</p> <p>Description of work: They removed a disused flu from an old boiler and repaired the hole it left with new felt and tiles. They also replaced chipped or broken tiles while up there. A clip holding a flu in place which was also broken was also replaced, this wasn't part of the job but was done anyway and I was very grateful. All work was photographed and shown to me on completion. Good honest reliable workmen</p> <p>Comments: Excellent customer service, quick, efficient and reliable roofers. We will be using them again and would highly recommend them to anyone looking for good workmanship. We had Dean & Shai very professional friendly pair.</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>Total cost of the work £ <u>362.66</u></p> <p>Description of the work undertaken:</p> <p><u>EDGE OF RIDGE TILES PUT TIGHTER TO HOUSE AS BIRDS WERE ENTERING. DOWNPIPE SECURED TO PROPERTY.</u></p> <p>Your comments:</p> <p><u>ALL WORK SATISFACTORY TO WHAT I CAN SEE. 2 WORKMEN WERE VERY PROFESSIONAL & POLITE.</u></p>	<p>Date received: 30th April 2025</p> <p>Total cost of work: £362.66</p> <p>Description of work: Edge of ridge tiles put tighter to house as birds were entering. Downpipe secured to property.</p> <p>Comments: All work satisfactory to what I can see. 2 workmen were very professional and polite.</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>8</p>	<p>9</p>	<p>10</p>

<p>ONLINE FEEDBACK PROVIDED</p>	<p>Date received: 22nd April 2025</p> <p>Total cost of work: £675</p> <p>Description of work: Roof tile storm damage</p> <p>Comments: This is the second time I have used Taylor Roofs for roof repair work. I have experienced a friendly, efficient and trustworthy service in all aspects of their work.</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>9</p>	<p>10</p>	<p>10</p>

ONLINE FEEDBACK PROVIDED	Date received: 25 th March 2025			
	Total cost of work: £7600			
	Description of work: Replacement of lead valleys, slate tile repairs.			
	Comments: Excellent, all work carried out on time and to an excellent standard. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 24 th March 2025			
	Total cost of work: £140			
	Description of work: Gutters and valleys cleaned and cleared of moss build up.			
	Comments: Always my go-to roofers. Reasonable prices, professional job every time, invoice and paying process is super easy direct from link in emails.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 th March 2025			
	Total cost of work: £3100			
	Description of work: Replacement of flashing, and roof tiles blown off due to the high winds in January.			
	Comments: I had used this company before and could not fault them, we were kept well informed as and when the work would be carried out.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 th March 2025			
	Total cost of work: £595.58			
	Description of work: Repair damaged to roof caused by Storm Eowyn and clean guttering.			
	Comments: I would thoroughly recommend Taylor Roofs. Everyone you speak to is kind, efficient, caring and knowledgeable. The work is carried out efficiently, speedily and any old slates/rubbish etc are removed.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 th March 2025			
	Total cost of work: £120			
	Description of work: Replace slipped roof tile			
	Comments: A pleasure to deal with this company from start to finish. Professional, efficient, friendly and helpful.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 11 th March 2025			
	Total cost of work: £192			
	Description of work: Repair storm damage to chimney stack			
	Comments: Very pleased with work. This is 2nd job Taylor Roofs has done for me. Other job was a roof repair which I was very pleased with.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 5 th March 2025			
	Total cost of work: £218			
	Description of work: The job was to find and fix a leak in my garage roof.			
	Comments: I was very happy all round with the work and would recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 4 th March 2025			
	Total cost of work: £3800			
	Description of work: To replacing ridge tiles and checking rest of roof for any damage.			
	Comments: Job done and the boys were very tidy and cleaned up each night when finished. This is the 4th time that I have used Taylor Roofs as I get the roof surveyed every so often and they are always very helpful and only say if anything needs replacing, they are an excellent company to deal with and would recommend to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th February 2025			
	Total cost of work: £582.82			
	Description of work: Replace ridge tiles.			
	Comments: During the work, roofer noticed some broken tiles so replaced them.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 26 th February 2025			
	Total cost of work: £520			
Customer Ratings (Out of 10)	Description of work: Repairs to roof after recent storm.			
	Comments: Friendly, professional customer service and excellent workmanship.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 26 th February 2025			
	Total cost of work: £1235.44			
Customer Ratings (Out of 10)	Description of work: Remove gable end tiles on extension & lay to the side for later use. Remove all existing dry verge units & dispose Install new 25mmx50mm treated timber to barge board Re-secure tiles Install dry verge units Replace missing end cap on new dry verge system on main roof with a UPVC end cap to cover end ridge tile Fit new lead flashing at top of verge on extension using code 4 390mm lead Repair broken tiles Re fix tiles at verge on main roof that have come loose			
	Comments: The staff were very friendly and efficient from initial quote stage to completing the work. The work was carried out quickly and they were especially helpful when we need a quicker works start date to help with elderly fathers home safety needs. I have used Taylor Roofs twice, each time I have been very happy with the standard of work and care shown at the property.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 th February 2025			
	Total cost of work: £932.77			
	Description of work: Storm Damage Repair - install new dry verge system Removal & disposal of existing verge units Install new treated timber to barge board Re-secure tiles clipping / nailing every tile Install dry verge units interlocking them into each other & fixing at the head Complete dry verge system with UPVC end cap to cover end ridge tile Tidy site			
	Comments: Previously used Taylor Roofs for a different repair job so returning customer. Taylor Roofs are always professional and courteous, provide quotes and explanations of work required, and arrive / respond when expected. They completed the job to a highly professional standard and I would recommend them for any roofing work. They are my go to for roof jobs and I wouldn't consider approaching anyone else.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 th February 2025			
	Total cost of work: £156			
	Description of work: Inspect roof for storm damage, refix single roof tile and clean gutters.			
	Comments: The team were very professional and the work was completed at a reasonable cost. It took a bit longer than I would have liked but that may have been due to the demand for roofing work following the major storm.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 20 th February 2025			
	Total cost of work: £135			
	Description of work: Sealed down building lead work that had come up with the recent high winds.			
	Comments: Completely professional and friendly from the initial enquiry through to survey, work being carried out and final payment.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 20 th February 2025			
	Total cost of work: £196.40			
Customer Ratings (Out of 10)	Description of work: Replace 2x Broken ridge tiles after storm blew them off and replaced broken tiles damaged by ridge tiles.			
	Comments: Great Communication from trader and all done within a very busy period after the storm. Great service from a trusted trader.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 18 th February 2025			
	Total cost of work: £11427			
Customer Ratings (Out of 10)	Description of work: Stripping, reboarding and retiling of a sloped roof.			
	Comments: A very professional business, shown through their slick website, prompt e-mail replies and the roofing crew boss who was unfailingly polite and friendly and always kept me informed about what was happening on site. They weatherproof as they go. The work was completed in 3.5 days and the skip removed the day after. You pay 35% up front before any work starts and pay the balance within 3 working days after completion.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 th February 2025			
	Total cost of work: £281			
Customer Ratings (Out of 10)	Description of work: Ridge tiles replaced.			
	Comments: Job well done, clean, tidy workers.			
	Value for money	Quality of work	Service	Tidiness
	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 12 th February 2025			
	Total cost of work: £1300			
	Description of work: Roof tiles changed into ventilation tiles. Insulation put down.			
	Comments: I am really happy at the work I got done. I was kept informed of what they were doing and they left my house that tidy you wouldn't know they had been! Lovely and friendly guys.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 14 th January 2025			
	Total cost of work: £650			
	Description of work: Repair chimney which was weakened by the elements. Clean surrounding area leaving roof tiles free from debris. Stopped leak into chimney cavity.			
	Comments: Excellent service as usual from Taylor Roofs. Professional survey followed up by quick and courteous tradesman repair. Highly recommended by a repeat customer.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

Total cost of the work £ 3807.67 <hr/> Description of the work undertaken: INSTALLING NEW DEEP FLOW GUTTERING INSTALLING DRY VERGE INTERLOCKING UNITS. <hr/> Your comments: CONSIDERING IT WAS THE COLDEST DAY WE'VE HAD SO FAR THIS YEAR, WE GOT A PROFESSION JOB FROM GUY & LEWIS	Date received: 14 th January 2025			
	Total cost of work: £3807.67			
	Description of work: Installing new deep flow guttering. Installing dry verge interlocking units.			
	Comments: Considering it was the coldest day we've had so far this year, we got a professional job from Guy and Lewis.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 13 th January 2025			
	Total cost of work: £134			
	Description of work: Replaced dislodged tile			
	Comments: Couldn't fault Taylor Roofs kept in touch from start to finish came when they said they would and above all very friendly.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 7 th January 2025			
	Total cost of work: £2002			
	Description of work: removing old drainpipes and gutters and pvc above garage door and side of garage. Putting up new gutters around full house and garage.			
	Comments: Done a great job really pleasant workmen when finished removed all old gutters and drainpipes. left really tidy. Would really recommend this company to anyone.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 6 th January 2025			
	Total cost of work: £132			
	Description of work: Replacing 2 cracked tiles on roof.			
	Comments: This was a very small job and Taylor fitted me in within a couple of days. Excellent service.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	10