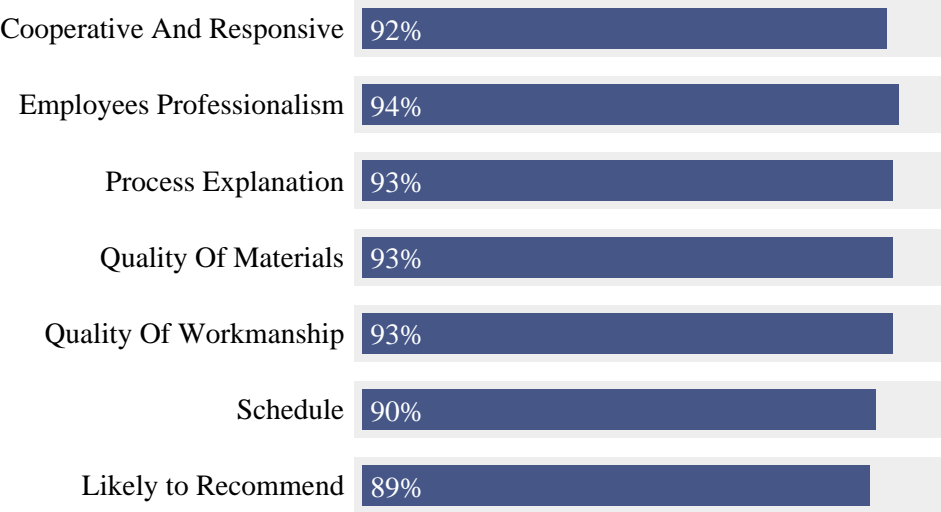


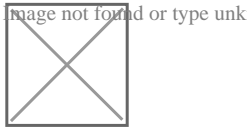
# Georgia Water and Fire

## Customer Feedback Summary

*Of 311 surveys sent, 130 were responded to*



## Recent Reviews & Published Comments



2705 Pine Grove Road  
Cumming , GA 30040  
(770) 840-7000  
[georgiawaterandfire.com](http://georgiawaterandfire.com)

### GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Georgia Water and Fire in Cumming, GA; Marietta, GA; Alpharetta, GA; Atlanta, GA; Gainesville, GA; Lawrenceville, GA; Roswell, GA; Smyrna, GA; Suwanee, GA; Lilburn, GA; and 69 other cities in Georgia, Ohio, South Carolina, New York, Florida, and 3 other states.

FEEDBACK REPORT *for*

# Georgia Water and Fire



REVIEW

E.W.M.

Jul 29, 2025



They were very professional. From the driveway up to the door, they came in, and it was boots on the ground. From there, they helped me understand, and helped me calm down. I'm in a three-year-old home, and the sewer water came from upstairs to the basement. They were very professional, and said ma'am, you will be okay. They said they would investigate, take care of it, and get me back up and running. I was calm, and they reassured me. I felt comfortable and all the anxiety I had calmed down. Everything came down to hold when they came here. They walked me through what they saw and how they would take care of it. They set up huge air blowers and immediately got that running. Furthermore, they cut out what was wet, and they were on the ball. In 2025, you have a team of young men doing work like that is amazing. The smell was awful, and it was crazy. I was very upset and didn't know what to do. The lead guy, Alan, was very professional. He was a young guy, and he led his team in here. They talked to me and explained things, it was just awesome. I couldn't have asked for anything or anyone else better than that group. I am very serious.

2705 Pine Grove Road  
Cumming, GA 30040  
(770) 840-7000  
georgiawaterandfire.com

**GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, Georgia Water and Fire relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Georgia Water and Fire in Cumming, GA; Marietta, GA; Alpharetta, GA; Atlanta, GA; Gainesville, GA; Lawrenceville, GA; Roswell, GA; Smyrna, GA; Suwanee, GA; Lilburn, GA; and 69 other cities in Georgia, Ohio, South Carolina, New York, Florida, and 3 other states.

REVIEW

Daniel F.

ALPHARETTA, GA

Jul 07, 2021



They did a fine job.

REVIEW

CHRIS G.

CANTON, GA

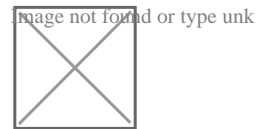
Jun 16, 2021



They were always on time. Even with the issue in the attic, they came back and cleaned it up. They were very professional.

FEEDBACK REPORT *for*

# Georgia Water and Fire



REVIEW

Johnny P.  
WINDER, GA  
Jan 20, 2021



They were nice and courteous.

REVIEW

Rhonda F.  
BETHLEHEM, GA  
Dec 21, 2020



They were just very good. The guys that came out here were wonderful, explained everything to me, and cleaned up after they finished. I was very satisfied.

REVIEW

Wade A.  
DACULA, GA  
Sep 08, 2020



They have exceeded my expectations!

REVIEW

Maurell A.  
COLLEGE PARK, GA  
May 21, 2020



Brian was a very nice person. I appreciate that they answer my calls and questions.

REVIEW

Chad H.  
GAINESVILLE, GA  
Apr 08, 2020



They finished the work ahead of time, and the quality of the workmanship was superior.

REVIEW

Rhonda E.  
Marietta, GA  
Jan 08, 2018



We had a huge tree fall through our roof causing extensive damage. Georgia Water and Fire were there to advise us of what needed to be done. They were professional, fair, compassionate and thorough. We are very pleased with the outcome. I would highly recommend them to anyone!

REVIEW

F.H.R.  
Atlanta, GA  
Nov 09, 2017



I thought they did a professional job and all of the workers seem to know what they are doing. They got the job done and did so in the rotation that it needed to be. Everything was just fine.

2705 Pine Grove Road  
Cumming, GA 30040  
(770) 840-7000  
[georgiawaterandfire.com](http://georgiawaterandfire.com)

**GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, Georgia Water and Fire relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Georgia Water and Fire in Cumming, GA; Marietta, GA; Alpharetta, GA; Atlanta, GA; Gainesville, GA; Lawrenceville, GA; Roswell, GA; Smyrna, GA; Suwanee, GA; Lilburn, GA; and 69 other cities in Georgia, Ohio, South Carolina, New York, Florida, and 3 other states.

FEEDBACK REPORT *for*

# Georgia Water and Fire



REVIEW

Jack L.  
Marietta, GA  
Oct 29, 2017  
★★★★★

Our project manager, Greg Sweetwood, did a fantastic job keeping our fire restoration on track. Greg was always available when I needed him. We are very happy with the quality of the workmanship on the restoration. I highly recommend Georgia Water and Fire Restoration and would use them again. Regards, Jack Lipasek

2705 Pine Grove Road  
Cumming, GA 30040  
(770) 840-7000  
[georgiawaterandfire.com](http://georgiawaterandfire.com)

**GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, Georgia Water and Fire relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Georgia Water and Fire in Cumming, GA; Marietta, GA; Alpharetta, GA; Atlanta, GA; Gainesville, GA; Lawrenceville, GA; Roswell, GA; Smyrna, GA; Suwanee, GA; Lilburn, GA; and 69 other cities in Georgia, Ohio, South Carolina, New York, Florida, and 3 other states.

REVIEW

Ronald M.  
Gainesville, GA  
Jul 11, 2017  
★★★★★

They were very professional and showed up as promised. Would use them again.

REVIEW

Sandra F.  
Hilton Head Island, SC  
Jun 12, 2017  
★★★★★

The contractors that were used were not respectful of our property and they caused damage to our property that Georgia Water and Fire were not willing to take responsibility for. It caused us additional damage and work that had to be done that they refused to complete

REVIEW

Robin A.  
Homer, GA  
Jan 30, 2017  
★★★★★

All workers sent to my home were non-english speaking so communication difficult. Must always be aware of what materials are being used to avoid substandard quality of replacement materials. Some agreed upon things were not honored by contractor even with a second reminder. Once job was completed I have not had any response to 2 requests (for the same thing) to the contractor.

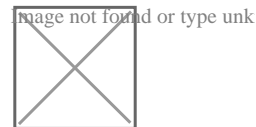
REVIEW

Rodney B.  
Marietta, GA  
Sep 07, 2016  
★★★★★

They have quality people that do quality work and have an excellent manager who delivers on his promises!!!Great job Aldo!!!!

FEEDBACK REPORT *for*

# Georgia Water and Fire



REVIEW

Deborah B.  
Buford, GA  
Jun 15, 2016



Very professional staff. The work was done as promised and on schedule. Great workers.

2705 Pine Grove Road  
Cumming, GA 30040  
(770) 840-7000  
[georgiawaterandfire.com](http://georgiawaterandfire.com)

REVIEW

Susan A.  
Roswell, GA  
May 10, 2016



Georgia Water and Fire made an otherwise difficult time much easier and smoother than I expected.

**GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, Georgia Water and Fire relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Kathleen H.  
Lawrenceville, GA  
May 04, 2016



I was very happy with the quality of the work done and my interactions with Steve, our project manager Cody and all of the contractors. They went out of their way to work with me to get the damage from my 2nd story hot water heater break and damage repaired. Have already shared with others that they are the company to call!!

We have surveyed customers on behalf of Georgia Water and Fire in Cumming, GA; Marietta, GA; Alpharetta, GA; Atlanta, GA; Gainesville, GA; Lawrenceville, GA; Roswell, GA; Smyrna, GA; Suwanee, GA; Lilburn, GA; and 69 other cities in Georgia, Ohio, South Carolina, New York, Florida, and 3 other states.

REVIEW

Trisha C.  
Cumming, GA  
Apr 27, 2016



Georgia Water and Fire were very professional and punctual. They were able to make the process stress free for me and they got the work done very quickly.

REVIEW

Bob T.  
Lawrenceville, GA  
Apr 11, 2016



We have used Georgia Fire and Water on two projects and have been very satisfied with their work.

REVIEW

Jared C.  
Marietta, GA  
Apr 11, 2016



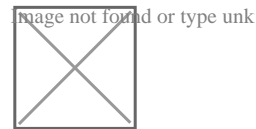
They were very professional and it was well done. They did what they said they would do and did great job.

REVIEW

Lynn J.  
Gainesville, GA  
Apr 01, 2016



I really liked them and I trusted them. I would have that same crew in my home again.



FEEDBACK REPORT *for*

Georgia Water and Fire

REVIEW

Eula S.  
Roswell, GA  
Apr 01, 2016



The company was very professional, considerate, and thoughtful. I have a handicapped husband and they really took that into consideration.

REVIEW

Penny T.  
Lawrenceville, GA  
Mar 01, 2016



I think they did a great job. I was happy with the results!

REVIEW

Maria P.  
Lawrenceville, GA  
Feb 01, 2016



Cody Freeman from Georgia Water and Fire made the best experience for me.

REVIEW

Jodie H.  
Marietta, GA  
Jan 16, 2016



We have used Georgia Fire and Water with two home owner claims and we have been totally satisfied.

REVIEW

Mark S.  
Savannah, GA  
Nov 09, 2015



I would highly recommend Georgia Water and Fire.

2705 Pine Grove Road  
Cumming , GA 30040  
(770) 840-7000  
georgiawaterandfire.com

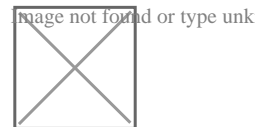
GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Georgia Water and Fire in Cumming, GA; Marietta, GA; Alpharetta, GA; Atlanta, GA; Gainesville, GA; Lawrenceville, GA; Roswell, GA; Smyrna, GA; Suwanee, GA; Lilburn, GA; and 69 other cities in Georgia, Ohio, South Carolina, New York, Florida, and 3 other states.

FEEDBACK REPORT *for*

# Georgia Water and Fire



REVIEW

George G.  
Kennesaw, GA  
Oct 25, 2015



Unfortunately, We had a severe water leak two months ago. We had a plumber come in and make the repairs - actually repipe the whole house. After the leaks were repaired, we had our Insurance Co. recommend a contractor to repair the wallboard that was damaged in the 6 rom that were affected. When they were done we made a final inspection and found that the walls that were to be painted were not prepped - there were holes they just painted over and only one coat of paint was used when two coats were specified. We were also charged for replacing wall paper when wallpaper was removed and the walls repainted. I have had to hire another company to finish the project the way it should have been. The crew was very rude to my wife and she told them she did not want that crew back in the house - In fact I have fired them from this project. The crew's supervisor also called my wife a liar which really made her angry. I would not hire this company for anything any more.

2705 Pine Grove Road  
Cumming , GA 30040  
(770) 840-7000  
[georgiawaterandfire.com](http://georgiawaterandfire.com)

**GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, Georgia Water and Fire relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Georgia Water and Fire in Cumming, GA; Marietta, GA; Alpharetta, GA; Atlanta, GA; Gainesville, GA; Lawrenceville, GA; Roswell, GA; Smyrna, GA; Suwanee, GA; Lilburn, GA; and 69 other cities in Georgia, Ohio, South Carolina, New York, Florida, and 3 other states.

REVIEW

Margaret S.  
Hartwell, GA  
Oct 06, 2015



They came out here in a timely manner. They looked at it, and they got the work done in the three days he told me they would. They also did their cleanup very well.