

CUSTOMER FEEDBACK REPORT *for* Hilltop Pools and Spas, Inc



REVIEW

Veronica D.
Stone Mountain, GA
May 15, 2018



It was a rough road getting to the finish line. The end product is amazing. I get a lot of compliments on our pool. They did a really good job, despite the problems we had along the way.

REVIEW

Mitch P.
Marietta, GA
Mar 24, 2018



Hilltop was great to work with and Matt, Shane and Beau were wonderful to deal with. Exceeded our expectations and we have a gorgeous pool!

REVIEW

Melissa S.
Decatur, GA
Jan 10, 2018



Overall, it was a great experience with Hilltop Pools installing my pool. Love my pool and the way it turned out. They listened to what I wanted in a pool and built it to my specifications.

REVIEW

Joe T.
Canton, GA
Jan 06, 2018



The lack of communication within the company and their sub-suppliers was from the start to end.

REVIEW

Linda B.
Fayetteville, GA
Dec 04, 2017



They were professional, courteous, and kept me informed. I could not have asked for a better experience. I would recommend them to anyone!

REVIEW

John P.
Senoia, GA
Dec 01, 2017



Hilltop offered a quality product, but the process needs to be improved for homeowners.

REVIEW

Scott P.
Ballground, GA
Jul 26, 2017



We are very pleased with our pool, spa and outdoor kitchen. I would highly recommend Hill Top Pools to anyone considering a pool.

9133 South Main Street
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(770) 471-3889
www.hilltoppools.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Hilltop Pools and Spas, Inc relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Hilltop Pools and Spas, Inc in McDonough, GA; Fayetteville, GA; Marietta, GA; Atlanta, GA; Newnan, GA; Senoia, GA; Canton, GA; Alpharetta, GA; Macon, GA; Sharpsburg, GA; and 62 other cities in Georgia and Florida.

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REVIEW

Elbert P.
Cumming, GA
Jun 09, 2017



Hilltop was outstanding from the initial consultation to the end of the project. They made the process as smooth as possible. Everyone was very easy to work with and responsive to questions and concerns. They were very honest, transparent, and there were no bad surprises. Workmanship was high quality and prices were very competitive. I'm happy I chose Hilltop and am fully satisfied with my new pool.

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REVIEW

Robert H.
Atlanta, GA
May 10, 2017



I absolutely could not be happier. His was an extremely challenging design and build because of topography and access and Hilltop handled it perfectly when others couldn't or wouldn't.

REVIEW

Andrew K.
Marietta, GA
Apr 24, 2017



Hilltop was very professional and I am happy to work with them. I would recommend them to a friend.

REVIEW

Eric O.
Atlanta, GA
Mar 27, 2017



The work was good. I felt like I had to generalize some things as to see if things would have been scheduled. If I would have just sat back and let things go, there would have been some delays.

REVIEW

Jim H.
Sharpsburg, GA
Feb 09, 2017



I would highly recommend Hilltop to my friends and family. Everyone genuinely cares about your pool meeting your needs as well as making the best use of your backyard. At each step, we were consulted to ensure we were happy with the final product and several changes were made from initial design which enhanced the overall look of our entire backyard.

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REVIEW

David .
Sandy springs , GA
Sep 16, 2016



Kelly Erjavec at Hilltop Pools who literally selected all the finishes for my pool was the best. I believe you hire a professional to do a job and you should listen to what they suggest. I did just that and asked Kelly for her recommendations and went with everything she suggested - all her selections made for a beautiful pool. Shane Bailey is also to be commended for his "go above and beyond attitude" for the customer. Shane was the crew leader responsible for the pool construction toward the end of the job and did an excellent job of making sure that everything finished correctly. It is rare to see an employee like Shane who represents a company so well. Having done a lot of research prior to selecting Hilltop Pools, it is understandable after having selected them why they have been operating under the same ownership for over 40 years. This is truly a rarity in the pool building industry. If you are looking for a quality job with professionalism then Hilltop Pools is an excellent choice.

REVIEW

Barbara V.
Newnan, GA
Sep 09, 2016



We were not sure what to expect being our first pool, but the end product we are so pleased with. When Jon came to our house and showed us pictures I wasn't sure if we would be able to afford anything near what were in the pictures he had. Jon designed a pool in our budget and Shane help with the layout of the concrete decking. Not only did we get a pool but also more outside living space.

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REVIEW

Erica R.
McDonough, GA
Sep 05, 2016



This experience was the best that you can get, from getting started with Matt, to his sister coming out and calming me down, to Shane coming and working with us everyday. They were a really sweet group of people, were here the whole time, and did not leave us hanging. Brittney contacted me every time a new phase was starting.

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REVIEW

Bonnie B.
Zebulon, GA
Aug 18, 2016



The pool is breathtaking.

REVIEW

Sylvia P.
Ellenwood, GA
Jul 20, 2016



Shane was knowledgeable and a wonderful person to work with. He understood what we wanted and went out of his way to exceed our expectations. The pool was completed ahead of schedule.

REVIEW

Lori W.
Fayetteville , GA
Jun 07, 2016



I am so impressed with Hilltop Pools. From start to finish everyone we dealt with was professional, knowledgeable and so kind. We had some unique issues to deal with because of the topography of our land. Hilltop offered solutions that not only added to the beauty of our pool but were affordable options too. Not only does Hilltop Pools have a wonderful staff, I feel like we made a few new friends along the way!

REVIEW

Liegh S.
McDonough , GA
Jun 03, 2016



We had a great experience with Hilltop Pools. This was our first pool ever and there was a lot more that went into than we realized but they were patient with my many questions and were always accessible to me.

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REVIEW

Greg A.
Newnan, GA
Apr 23, 2016



We are so excited about our new pool. I want to say thank you to Hilltop for an exceptional job. Even when our inspector told us that we had placed the pool too close to the foundation of our home, Hilltop immediately began to resolve the problem and had to "re-dig" the pool. I know that there was cost obviously involved in this; yet Hilltop still honored our quote and commitment to stay within our budget. This was invaluable to us. From start to finish the process went smoothly and the workmanship was exceptional. Even small details like water collecting in a small puddle on one section of the deck after the first rain was addressed immediately. The pool is absolutely beautiful and easy to care for thanks for the instructions given by our Project Manager, Shane. Our family will enjoy this pool for years to come!

REVIEW

Matt B.
Fayetteville, GA
Apr 21, 2016



Hilltop handled our pool projected very professionally, from the initial meeting through handling punch list items. The company is well-managed and everyone we dealt with was focused on getting the job done right. Their employees are courteous and behaved professionally at all times. Matt Miller instilled confidence in us from the very first meeting and Project Manager Shane Bailey continued that trend throughout the completion of the project. We would happily recommend Hilltop to any family contemplating a swimming pool.

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Kurt K.
Alpharetta, GA
Mar 05, 2016



Hilltop is extremely professional, responsive, well organized, and timely. Our pool remodel involved replacing the plaster, tile, and coping with new materials along with repairing a few other items. Jon, Kelly, and Jessica were all fantastic and helpful throughout every step of the process.

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REVIEW

Brian L.
Mableton, GA
Mar 02, 2016



This has been a great experience from start to finish. Everyone involved in the entire project was friendly, professional and responsive. They commenced work as soon as possible and stayed on the project all the way through final approval. Another "kudo" for the company is when there were two construction issues, they immediately embraced and worked on the problems until they were solved. I highly recommend Hilltop for anyone looking for a great pool with great customer service at a fair price!

REVIEW

Perry B.
Fayetteville, GA
Jan 29, 2016



Over the course of 3 years we interviewed 4 pool contractors. Until our 4th, I was beginning to think I'd never find a pool contractor I totally felt comfortable with and that I would need to resolve myself to giving a large amount of money to someone I just like and trusted a little. Luckily, our 4th contractor we interviewed was Hilltop. From start to finish the project was a breeze. We were never surprised, always knew the costs and were more than adequately informed of each stage. I cannot recommend them enough!

REVIEW

Jean H.
Lawrenceville, GA
Oct 15, 2015



I will recommend them to a friend, because of their excellent work.

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REVIEW

Thomas F.
Roswell, GA
Oct 04, 2015



Overall, Hilltop Pool and Spas did an excellent job building our pool. The staff were very professional and easy to work with. The materials and workmanship were top notch. The finish product is beautiful and exceeded our expectations. We would absolutely recommend Hilltop.

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Peter L.
Marietta, GA
Sep 24, 2015



Before we built our pool, we did a lot of due diligence and interviewed several pool companies before narrowing it down to two companies. Hilltop met with us several times over the course of months before we had even finalized our decision. We visited 4 different homes of Hilltop pools and we received consistent feedback from everyone - "... what they tell you up front is what they do - no hidden agendas or fees etc - professional and easy to work with on a project.." We chose Hilltop and found all of it to be true. They were great to work with, communicated timely and effectively, kept us informed along the way and built an awesome pool for us from start to finish. Even after our project was done and we had minor issues, they were quick to respond and help us resolve the issues. We would highly recommend Hilltop to anyone looking to get a pool.

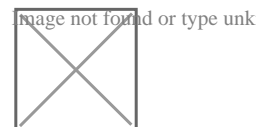
REVIEW

Gretchen S.
Macon, GA
Aug 19, 2015



All of the staff is knowledgeable, professional, and receptive to our ideas for our backyard pool. This was an enjoyable experience (despite all of the rain delays). We would definitely recommend the whole team to friends.

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REVIEW

Deborah B.
McDonough, GA
Aug 17, 2015



I am very pleased with my pool and very happy with the quality time we've already had in it together as a family.

REVIEW

Wes D.
Fayetteville, GA
Aug 17, 2015



The staff at Hilltop was very courteous, knowledgeable, and responsive. Matt was instrumental in helping us design our "perfect" pool and the rest of the staff made it a reality. We are glad we elected to go with Hilltop and recommend them to anyone considering putting a pool in.

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