

CUSTOMER FEEDBACK REPORT *for* Premier Pools & Spas of San Diego



REVIEW

Donna B.
San Marcos, CA
May 06, 2020



They are so fantastic. I love my pool. This is the best possible pool. They are more expensive than quotes I received from other companies but I had much more confidence in them with their knowledge and expertise. I was referred to them from friends. They seemed worth the extra cost to get the best quality work and done well. They were excellent in every possible way. Their communication was outstanding. Jose is available everyday 24/7 and try not to take advantage of that. He was so responsive to any little problem immediately and had great attention to detail. I am extremely highly. They are professional. I am very, very happy I chose Premier. It's also beautiful! They talked me out of something. Jose came up with something so special to please my aesthetic request come true! Terrific!

5431 Avenida Encinas
Carlsbad , CA 92008
(760) 476-0008

GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, Premier Pools & Spas of San Diego relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Premier Pools & Spas of San Diego in San Diego, CA; Carlsbad, CA; San Marcos, CA; Vista, CA; Escondido, CA; Chula Vista, CA; La Jolla, CA; Encinitas, CA; El Cajon, CA; Oceanside, CA; and 16 other cities in California.

REVIEW

Hopper R.
Escondido, CA
Feb 12, 2020



Don't use them. They are not good on their word.

REVIEW

Jackie K.
San Diego, CA
Feb 03, 2020



Premier was great to work with.

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REVIEW

Mayer T.
Ocean Beach, CA
Oct 27, 2019



What should have been a very simple pool build was made miserable due to the project manager, Ryan. This guy is cocky, rude and clearly doesn't understand pools. He doesn't explain the equipment the way I would have expected. He couldn't answer any questions. My husband had to call the equipment manufacturer for answers. Definitely would not recommend UNLESS you get a different project manager.

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REVIEW

Toni L.
San Diego, CA
Oct 24, 2019



Premier Pools & Spas of San Diego were absolutely wonderful. They were honest, communicative and very good designers. We are very pleased with our pool.

REVIEW

Julia H.
Vista, CA
Oct 20, 2019



Premier pools engineered our pool perfectly. It's on a slope. The retainment is done sturdy and strong. All the precautions were made. There were no cut corners for it. Getting to the end product was hard. The project manager was difficult to work with. But our engineer/designer played a good middle man to help explain things as it happened. And help move things along. I think the problem was the PM wasn't very knowledgeable about pools and he mentioned his case load was large. So maybe the company needs to cut the amount of pools they put on PM. That was a big problem.

REVIEW

Lindsay W.
Santee, CA
Oct 16, 2019



Premier Pools & Spas of San Diego worked very hard for us. I think Ellieo and Ryan were both very knowledgeable and helpful. We would defiantly recommend Premier Pools & Spas of San Diego.

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REVIEW

Raj J.
Carlsbad, CA
Jul 03, 2019



Premier Pools & Spas did a fantastic job and we are 100% satisfied with the job. It was great working with them.

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REVIEW

Jennifer M.
La Mesa, CA
Jun 03, 2019



We looked at a number of companies to install our pool. Dan from Premier Pools was the only one who took the time to walk us through the entire process and create a computer generated rendering video. Dan was always professional and responsive throughout the build process. In combination with Ryan our Project Manager, Premier pools built a pool for us that exceeded what the original video promised. Ryan our Project Manager was just outstanding; he was almost at our home every day, always available and eager to answer our questions and take care of the small details, to make our pool perfect. Premier Pools really stood out to me for their professionalism and the quality of their subcontractors they do business with; I would not hesitate to recommend them to anyone out there who needs a competent company to build their dream pool for them.

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REVIEW

Michael R.
Carlsbad, CA
May 15, 2019



We absolutely love our backyard remodel. Aaron, Jose and the rest of the crews made the whole process from design to completion a very enjoyable experience. They were professional, courteous and super responsive to all of our questions and requests. They explained each step of the process along the way so that we knew exactly what to expect. We are so impressed with how it all came together. We love our pool and are in it every chance we get.

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REVIEW

Ned B.
Carlsbad, CA
Apr 04, 2019



It's rare to find a company and crew that can help both design and fulfill a vision. Premier Pools & Spas worked closely with my wife's drawings, print-outs from online design sites and offered some really unique ideas based on their wealth of experience. This was a complete overhaul that included a pool, spa, fire pit, outdoor kitchen and hardscape design. We can't say enough about their attention to detail. Our project is complete and we love it!

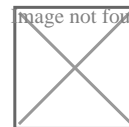
REVIEW

W.C.M.
Oceanside, CA
Jun 11, 2018



Premier Pools and Spas of San Diego fell short of my expectations with scheduling and communication of the project. Took double the amount of time to complete the project than was told. I realize things happen but the communication in regards to different phases and issues was lacking. Premier has good and fair prices for the quality of materials used. Tile guy used for our project wasn't the best but it still turned out okay and you don't notice the mistakes unless looking up closely.

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REVIEW

White D.
Ramona, CA
May 04, 2018



The sales process was great, Keaton was excellent. Knowledgeable, responsive and professional. The project management by Jose was awful. Our pool was supposed to take 6-8 weeks to complete. It took 15 weeks. Instead of scheduling the project out from the beginning and lining up the trades accordingly, Jose would schedule one trade, wait until that trade was finished and then schedule the next trade. This led to considerable delays and many days without work being performed while we waited for the next trades schedule to open up and/or show up when they were scheduled. Attempts to hold Jose accountable were futile and he eventually stopped returning my calls and texts.

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REVIEW

Lamb L.
Vista, CA
Apr 26, 2016



Premier Pools helped us design and build our dream backyard. The quality of work was amazing, and it was finished on time! Kenny and Derron were always available to answer our questions and helped solve small problems immediately. Thanks to the ladies in the office for their help too.

REVIEW

Hanson A.
San Marcos, CA
Apr 20, 2016



I have had multiple pools built by them and they have done an outstanding and excellent job and that is why I went back to them.