

## CUSTOMER FEEDBACK REPORT *for* Premier Pools & Spas of Temecula



### REVIEW

Austin B.  
Moreno Valley, CA  
Aug 20, 2020



This was a horrible project we had issues from day 1. Very unprofessional also had many days of terrible communication, had to stay home a lot without pay just to make sure there wasn't more problems. It's my third pool but first with this company and I would never recommend them to anyone. I lost even more money over the cost of the pool taking days off they said I had to be home yet no one ever showed up or called. Look elsewhere!

26499 Jefferson Ave E  
Murrieta , CA 92562  
(951) 296-0199

### GUILDMEMBER SINCE 2018

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

We have surveyed customers on behalf of Premier Pools & Spas of Temecula in Murrieta, CA; Temecula, CA; Winchester, CA; Menifee, CA; Corona, CA; Hemet, CA; Wildomar, CA; Riverside, CA; Lake Elsinore, CA; San Jacinto, CA; and 10 other cities in California and Pennsylvania.

### REVIEW

Khaled E.  
Murrieta, CA  
Aug 20, 2020



We are enjoying our beautiful pool!

### REVIEW

Isaura G.  
Romoland, CA  
Jun 26, 2020



They need to be more professional. All of them. It is hard to communicate and for them to return phone calls. Even now, if I have questions, it is hard to get them out here.

### REVIEW

Matthew C.  
Temecula, CA  
Jun 03, 2020



I am very satisfied. They did a great job. Every step was professional and first class!

### REVIEW

Anderson  
Murrieta, CA  
Apr 19, 2020



The team at Premier was fantastic to work with - very responsive to questions and tried to anticipate the things I'd need to know. I've got a wonderful oasis in my back yard now and couldn't be happier!

### REVIEW

Lani P.  
Winchester, CA  
Apr 02, 2020



They were outstanding, and they live up their name in every way.

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### REVIEW

Cusack  
Temecula, CA  
Mar 27, 2020



We had a great experience. Everything was beyond our expectations. The guys were easy to communicate with and they finished the project ahead of schedule. Everything was perfect!

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### REVIEW

Shannon T.  
Menifee, CA  
Mar 25, 2020



Overall it was a good experience. We love our pool.

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### REVIEW

Jose V.  
Menifee, CA  
Mar 18, 2020



They were great. The workmanship was great. They stayed ahead of schedule. They said 90 days, and it was only 60 days. They were great. Everybody in the office, the salesman, the supervisor, the construction-- they were excellent.

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### REVIEW

Pitts  
Canyon Lake, CA  
Mar 18, 2020



They did a very nice job but it took far longer than expected.

### REVIEW

Mrs. L.  
Murrieta, CA  
Feb 26, 2020



Only use them for the pool and nothing else. We are happy with the pool itself but not with the concrete work.

### REVIEW

Brandy W.  
Hemet, CA  
Feb 25, 2020



They need to work on their customer service.

### REVIEW

Juan A.  
Winchester, CA  
Feb 21, 2020



They were very professional and my pool turned out great.

## CUSTOMER FEEDBACK REPORT *for* Premier Pools & Spas of Temecula



### REVIEW

Randy D.  
Murrieta, CA  
Jan 22, 2020



We loved that Premier Pools & Spas of Temecula is family owned and operated. John S. went above and beyond to ease our concerns. They were very reasonable and easy to work with.

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### REVIEW

Campos  
Winchester, CA  
Jan 09, 2020



We shopped around for over a year to find the perfect design and builder for our backyard. After meeting with so many companies, we decided on Premier and couldn't be happier. From start to finish, everything was amazing! RJ was our sales guy and designed a dream backyard for us. We already had existing landscape and he designed the pool to perfectly fit our space. Jon, our project manager, was absolutely amazing! He walked us through the whole process, was in constant communication with us through our whole project and finished EARLY in the dead heat of summer! We were projected to finish in 12 weeks and we finished in 10, with completing a front yard remodel that halted some of the pool work. I would absolutely recommend them, we had the BEST experience!

### GUILD MEMBER SINCE 2018

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### REVIEW

Macea  
Murrieta, CA  
Dec 04, 2019



Overall I would not say the experience was pleasant. The pool was built well, but the personnel experience was subpar at best.

### REVIEW

Clements  
Murrieta, CA  
Nov 20, 2019



Premier Pools & Spas of Temecula successfully completed the work.

## CUSTOMER FEEDBACK REPORT *for* Premier Pools & Spas of Temecula



### REVIEW

Pamela M.  
Menifee, CA  
Nov 13, 2019



We were extremely satisfied with the results of the pool and the quality of the work. We just had an issue with the supervisor and his time management. Other than that, everything was perfect. It is beautiful. Rick was wonderful at keeping us in the loop with what was going on. We are 100% satisfied and we have a beautiful pool.

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### REVIEW

Caldwell  
Lake Elsinore, CA  
Nov 13, 2019



I would not recommend. If looking for quality work and have high standards, Premier Pools is not the place.

### REVIEW

David D.  
Wildomar, CA  
Oct 25, 2019



A few things that were wrong with my pool from day one--dig day. It was almost a foot off. I was glad I was home to catch it. Also, I had problems with the plumbing and the electrical. I also did an RV driveway with them, also included in the package. I specifically asked for rebar for the driveway, and they did not do it with the rebar. Also, the hall and the gate with the driveway--my wall is two inches shorter than my neighbors wall. They told me they were going to fix it, and they haven't been back yet. I think starting out, it's a great company. It could be an awesome company if it's run right--if they had an experienced manager who cared about each project like it was their own pool.

### REVIEW

Jeff H.  
Murrieta, CA  
Oct 11, 2019



Overall, we had a great experience. The crews effectively communicated when there were bumps in the road. They effectively communicated when there were changes we wanted to make. We were allowed great flexibility.

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### REVIEW

Rachel B.  
Temecula, CA  
Oct 11, 2019



We love our pool.

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### REVIEW

Victor W.  
Corona, CA  
Sep 20, 2019



I would recommend Premier Pools and Spas of Temecula.

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### REVIEW

Raul O.  
Temecula, CA  
Sep 19, 2019



I wish the communication was better and clearer.

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### REVIEW

Jim H.  
Winchester, CA  
Aug 07, 2019



We appreciate the great work.

### REVIEW

Robert S.  
Menifee, CA  
Jun 27, 2019



All in all, they did a quality job with the workmanship. There were some bumps in the road but it got communicated and fixed. I just wish the project manager and the salesperson sat down with me prior to the job so we could have all been on the same page. It was always separate and I think communication was a problem.

### REVIEW

Dan M.  
Murrieta, CA  
Jun 06, 2019



Very poor communication! We felt like we were at the bottom of the totem pole on the priority list. Everyone there seems to blame each other for our concerns. We never had a final walkthrough as promised. That is hey we didn't want to take this survey.

## CUSTOMER FEEDBACK REPORT *for* Premier Pools & Spas of Temecula



### REVIEW

Willie R.  
Moreno Valley, CA  
May 21, 2019



Everything went as expected.

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### REVIEW

Sean B.  
Murrieta, CA  
May 20, 2019



I felt once we signed the contract our project was pushed along quickly at the expense of quality. Our entire yard and fencing were demolished even though they knew a week solid of rain was coming. With several dogs and cats, this made our house a nightmare. Communication was poor throughout the entire project. Appointments were made and hours later they'd show up. Materials didn't get ordered, the wrong materials got ordered, the workmanship was sloppy and several attempts at cleanups had to happen. Several decorative items in our backyard were broken and not replaced. Trash was left behind in all our planters. My family and I had to spend a few weekends cleaning our yard after the pool crews finished removing several wheelbarrows full of leftover stuff. It's been several weeks since our pool was completed yet there are still several items that are not fixed. I've tried contacting our sales person, and the supervisor, but everyone keeps passing it on to someone else. It's very frustrating because our salesperson is a nice guy but he's very disorganized and lacks communication. I would recommend contracting it out yourself, because we paid the pool people but we are still doing all the work in managing the project.

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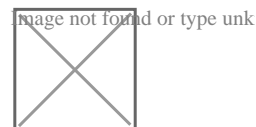
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**Premier Pools & Spas of Temecula**

REVIEW

John S.  
Temecula, CA  
May 18, 2019



So extremely happy! Eric and Jon were awesome!



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