

CUSTOMER FEEDBACK REPORT *for*

Robertson Pools



REVIEW

Brenda P.
Coppell, TX
Jul 05, 2019
★★★★★

They were extremely professional and very helpful. They refurbished my pool, and they were very informative along the way. The communication was perfect throughout the entire process. I now have them servicing my pool once a week. They are always on time and when they aren't, they communicate everything thoroughly. I would recommend them to anyone who needs a pool installed, refurbished, or serviced.

569-A S Coppell Rd.
Coppell , TX 75019
(972) 393-2152
www.robertsonpools.com

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Robertson Pools relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Robertson Pools in Coppell, TX; Frisco, TX; Dallas, TX; Flower Mound, TX; Irving, TX; Prosper, TX; Argyle, TX; Grapevine, TX; Lewisville, TX; Plano, TX; and 41 other cities in Texas.

REVIEW

Derek G.
Dallas, TX
Jul 03, 2019
★★★★★

They need to have a better process to handle problems, ignoring the problem is not the process they should have.

REVIEW

Marty G.
Flower Mound, TX
Jun 26, 2019
★★★★★

I am very pleased with weekly pool service ,i am also very pleased with how problems are resolved with pool equipment.I am not pleased with remains for service in reference to the punch list; although most of the issues are minor and cosmetic.

REVIEW

Ben J.
Flower Mound, TX
Jun 22, 2019
★★★★★

They were great. Billy was great, and the new guys are doing great as well.

REVIEW

Ray W.
Lewisville, TX
Jun 12, 2019
★★★★★

Pool is kept clean as long as there are no issues. Recently, the algae was building up and I needed to request an inspection. The problem was immediately resolved.

REVIEW

Dennis S.
Frisco, TX
Jun 08, 2019
★★★★★

Jeffery does an excellent job and I am very pleased.

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REVIEW

Al G.
Farmers Branch, TX
Jun 08, 2019



Robertson Pools is a trustworthy, honorable company that stands by their word.

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REVIEW

Tim G.
Dallas, TX
Jun 04, 2019



Great response time & knowledgeable staff!

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REVIEW

Amit P.
Little Elm, TX
May 24, 2019



I'm giving them a 4, as a pool builder, but I'm a 1 pool maintenance, not as a pool cleaner--a 1 for pool maintenance. It's taken too much of my time or effort to make sure they're through, until that happens I don't give them any recommendation.

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REVIEW

Prasanna S.
Irving, TX
May 16, 2019



I had the best pool experience. Robertson Pools were professional.

REVIEW

Hector L.
Carrollton, TX
May 16, 2019



Robertson Pools builds a quality pool and has great service. When something needs to be serviced they address it without a hassle and everything works.

REVIEW

Henry R.
Carrollton, TX
May 16, 2019



They have been our service provider for nine years and we have been very happy with our weekly service.

REVIEW

Tyler F.
McKinney, TX
May 15, 2019



They oversold and under-delivered.

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REVIEW

Steve S.
Coppell, TX
May 09, 2019
★★★★★

I have used their services since we built our house in Coppell in 2012 and have never really had any major issues. At times repairs have been needed, always very prompt and done right the first time.

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REVIEW

Tommy W.
Coppell, TX
May 09, 2019
★★★★★

They are dependable.

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REVIEW

Arthur P.
Frisco, TX
May 09, 2019
★★★★★

Robertson Pools had always had my best interest first and did a great job in making sure that my backyard was done to my specifications. I am 100% satisfied with the work and the quality they put into my pool.

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REVIEW

Carmen P.
Lewisville, TX
May 09, 2019
★★★★★

I have a pool that was built in 1997. It was built extremely well in all aspect.

REVIEW

Lisa B.
Murphy, TX
May 09, 2019
★★★★★

As far as them doing work it's great, but there have been problems with the pool cleaners actually showing up. There have been times we've asked for quotes on stuff and there's no response, but on a day to day the people are professional and seem to answer appropriately and on time.

REVIEW

Chales R.
Grapevine, TX
May 09, 2019
★★★★★

They have serviced our pool for over 20 years. I cannot recommend them highly enough. They have redid our pool and now we also have them cleaning it every week.

REVIEW

Gail T.
Coppell, TX
May 09, 2019
★★★★★

They are a great company and I enjoyed working with them.

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REVIEW

G.T.K.
Frisco, TX
May 09, 2019
★★★★★

The initial process went very well but there were several challenges and issues throughout the build. Whenever there was an impact I did not feel like I was kept up to speed based on the time delays and when the service people would come out next. We had several issues upon completion and I did not feel like the company went out of their way to satisfy me as a customer.

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REVIEW

Lucie L.
Carrollton, TX
Nov 19, 2018
★★★★★

They are invaluable to me and the upkeep of my pool.

REVIEW

Louise G.
Irving, TX
Nov 19, 2018
★★★★★

We have used Robertson Pools for years. They are really great.

REVIEW

Ralph B.
Colleyville, TX
Nov 16, 2018
★★★★★

Had our pool remodeled, not only was the staff always courteous and helpful, the work and quality was amazing! 5 Stars!

REVIEW

Kim T.
Argyle, TX
Nov 14, 2018
★★★★★

We have always been happy with their service quality and timeliness and our attendant that cleans the pool is excellent. He is very cordial and efficient. They take good care of us.

REVIEW

Tim V.
Southlake, TX
Nov 02, 2018
★★★★★

Since the job has been finished, I actually did some additional research. I found out that I'm not the only one who has had these issues, so they definitely have some type of internal problems. I don't know if its corporate culture or lack of training or a combination. It was not what I was expecting when I got them as a recommendation. I was very disappointed.

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REVIEW

Charles R.
Bartonville, TX
Nov 02, 2018



They are a great company, with quality service and reliable.

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REVIEW

Zahid Z.
Frisco, TX
Nov 02, 2018



Robertson Pools did an excellent job, and I am very satisfied with their work. We have had our pool for 15 years and haven't had any major problems.

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REVIEW

Julie A.
Prosper, TX
Nov 02, 2018



Great company, great customer service.

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REVIEW

George R.
Dallas, TX
Oct 31, 2018



I have always found Robertson Pools to be responsive and very helpful in solving any and all issues. Steve and Zach at the Coppell store always what they're doing. John Ivy knows maintenance inside and out. Our pool was built in 1991 and its still rolling through many upgrades and changes.

Comment from Robertson Pools

Thank you so much for your kind words! This is what we live for!