

FEEDBACK REPORT *for* ServiceMaster Restoration by RSI



REVIEW

CALVIN W.
OKLAHOMA CITY,
OK

May 25, 2021



I had work done in November 2020 and i sill have not gotten all my items back.

4355 N Santa Fe
Oklahoma City , OK 73118
(918) 492-8506

REVIEW

Susan B.
NORMAN, OK
Nov 18, 2020



I would not recommend this company to anyone!

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, ServiceMaster Restoration by RSI relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Rella H.
OKLAHOMA CITY,
OK
Nov 07, 2020



They did a good job for us.

REVIEW

Gale B.
OKLAHOMA CITY,
OK
Aug 02, 2020



I was very pleased with the work completed regarding my water leak repair. It was done in a timely manner and the workmanship was perfection. I appreciate their attention to detail.

REVIEW

Leonard A.
TUTTLE, OK
Jul 09, 2020



We had a water leak that required fifteen feet of cabinets to be torn out and rebuilt. It took eight months to get the job completed. While they have a project manager, it seemed like I was constantly calling ServiceMasters or one of the subs to see when someone was going to show up. I would not recommend this company to do construction.

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REVIEW

Debra J.
OKLAHOMA CITY,
OK

May 19, 2020



I have been "great guns" for Servicemaster since they first arrived--up until Mill Creek has been sending me Servicemaster's unpaid bills which Mill Creek maintains are NOT my responsibility. They say Servicemaster has promised to provide Mill Creek with a credit card number which has not been done. They aren't able to reach Servicemaster personnel I am told to collect their "money and don't know what else to do with the bills--so I get them. This is SO unprofessional and SUCH bad business that it has nullified all positive vibes I had for Servicemaster -- really bad business you guys!!

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REVIEW

William F.
OKLAHOMA CITY,
OK

May 19, 2020



Josh the manager of the whole system was extra special and the lady in charge of mitigation and her crew was marvelous.

REVIEW

Leslie W.
OKLAHOMA CITY,
OK

Apr 02, 2020



I had to keep an eye on their work so that shoddy workmanship did not pass as a job completed. Four plus months was too long for the project to last. I would have to prepare a list of projects still needing attention for them to complete the job. That said, some of their contractors were excellent.

REVIEW

Edwards K.
Edmond, OK
Jan 31, 2020



They did a beautiful job. It was painless and quick.

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REVIEW

ROY P.
EL RENO, OK
Jan 07, 2020



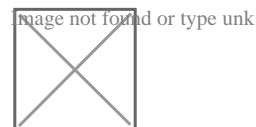
RSI was to tear down the barn destroyed in a tornado and haul away any unusable materials. It took them longer to get here to do the work than they originally stated. The guy arrived looking more like a tourist on vacation than a worker to tear apart a barn, he worked alone for about 3 hours that day. The next day he came back with a helper and a trailer. They finished tearing down the barn and hauled off most of the waste materials. They left behind a lot of un-usable waste and also left behind about 3/4 of the screws from taking the roof and sides of the barn apart. Therefore I had to spend about 8 hours cleaning up the mess left behind and making sure all screws were picked up as we have horses on the property. Insurance agent stated they would haul off tree branches they were torn down during the storm also. They did not haul any tree branches off, even though they were easily accessible and already gathered and piled up by myself.

REVIEW

Martin C.
Broken Arrow, OK
Feb 13, 2017



Very courteous, respectful and did a great job.



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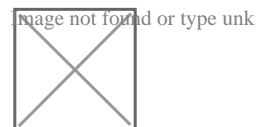
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REVIEW

James C.
Broken Arrow, OK
Jul 27, 2016



Service Master wasn't the problem per say, it was the sub-contractors they used to perform my repairs, which in Service Master was responsible for. Claim was leak under sink which damaged lower cabinet and flooring. Sub hired to do demo damaged refrigerator, which Service Master made compensation. Plumber sub installed sink, which leaked after he left. He returned to fix the leak, but it started leaking again. I called my own plumber. Repair sub said could not match cabinet doors and I would have to accept mismatching doors. Allstate adjuster said he did not owe for matching cabinet tops. Neither statement was truthful as I found out from Agent. "Only" reason I will stay with Allstate is due to helpful advice from my agent.



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