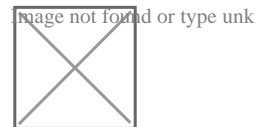
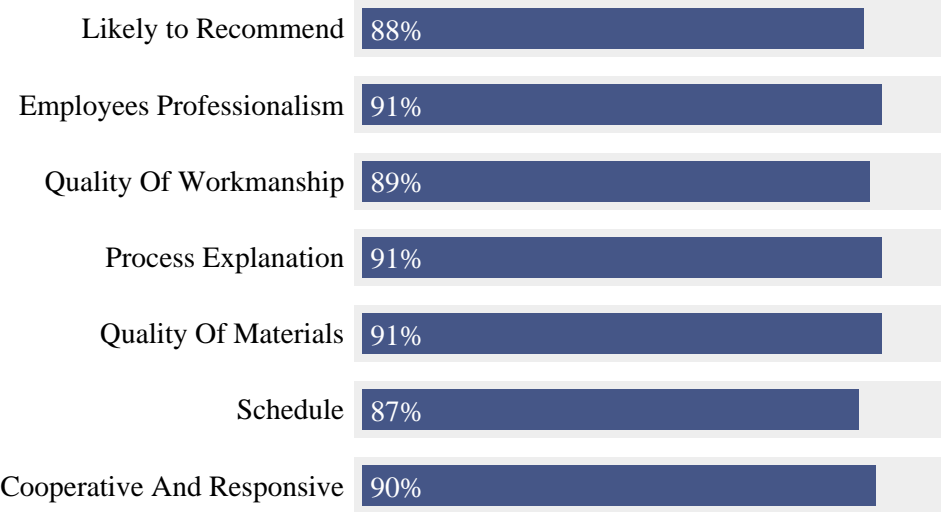


FEEDBACK REPORT *for*  
**Georgia Water and Fire (Association)**



## Customer Feedback Summary

*Of 410 surveys sent, 167 were responded to*



2705 Pine Grove Road  
Cumming , GA 30041  
(770) 840-7000

### GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire (Association) relies on our customer surveying to help them deliver an exceptional customer experience.

## Recent Reviews & Published Comments

### REVIEW

Francisco E.  
Atlanta, GA  
Dec 04, 2025  
★★★★★

Overall we had a great experience with Georgia Water & Fire Restoration. Junior, the project manager, was very professional, responded to my texts in a timely manner and did a great job with the restoration. The people on the job work hard working and respectful. Also anytime I called the office, I got a quick response or they would call me back soon thereafter. Great service, quality service. Would highly recommend. Thank you!

## FEEDBACK REPORT *for* Georgia Water and Fire (Association)

### REVIEW

E.W.M.

Jul 29, 2025



They were very professional. From the driveway up to the door, they came in, and it was boots on the ground. From there, they helped me understand, and helped me calm down. I'm in a three-year-old home, and the sewer water came from upstairs to the basement. They were very professional, and said ma'am, you will be okay. They said they would investigate, take care of it, and get me back up and running. I was calm, and they reassured me. I felt comfortable and all the anxiety I had calmed down. Everything came down to hold when they came here. They walked me through what they saw and how they would take care of it. They set up huge air blowers and immediately got that running. Furthermore, they cut out what was wet, and they were on the ball. In 2025, you have a team of young men doing work like that is amazing. The smell was awful, and it was crazy. I was very upset and didn't know what to do. The lead guy, Alan, was very professional. He was a young guy, and he led his team in here. They talked to me and explained things, it was just awesome. I couldn't have asked for anything or anyone else better than that group. I am very serious.

### REVIEW

Daniel F.

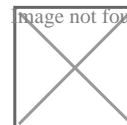
ALPHARETTA, GA

Jul 07, 2021



They did a fine job.

Image not found or type unk



2705 Pine Grove Road  
Cumming , GA 30041  
(770) 840-7000

### GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire (Association) relies on our customer surveying to help them deliver an exceptional customer experience.

## FEEDBACK REPORT *for* Georgia Water and Fire (Association)



### REVIEW

CHRIS G.  
CANTON, GA  
Jun 16, 2021



They were always on time. Even with the issue in the attic, they came back and cleaned it up. They were very professional.

2705 Pine Grove Road  
Cumming , GA 30041  
(770) 840-7000

### REVIEW

Johnny P.  
WINDER, GA  
Jan 20, 2021



They were nice and courteous.

### GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire (Association) relies on our customer surveying to help them deliver an exceptional customer experience.

### REVIEW

Rhonda F.  
BETHLEHEM, GA  
Dec 21, 2020



They were just very good. The guys that came out here were wonderful, explained everything to me, and cleaned up after they finished. I was very satisfied.

### REVIEW

Wade A.  
DACULA, GA  
Sep 08, 2020



They have exceeded my expectations!

### REVIEW

Jeanette L.  
COLUMBUS, GA  
Aug 28, 2020



Georgia Water & Fire- LaGrange responded immediately, listened to our questions and concerns, and completed the job on time and in a professional manner.

### REVIEW

Maurell A.  
COLLEGE PARK, GA  
May 21, 2020



Brian was a very nice person. I appreciate that they answer my calls and questions.

### REVIEW

Chad H.  
GAINESVILLE, GA  
Apr 08, 2020



They finished the work ahead of time, and the quality of the workmanship was superior.

## FEEDBACK REPORT *for* Georgia Water and Fire (Association)



### REVIEW

Michael H.  
Columbus, GA  
Jan 30, 2020



The company was awesome, but the subcontractors were not. The representative for the company was great.

2705 Pine Grove Road  
Cumming, GA 30041  
(770) 840-7000

### REVIEW

James F.  
Lagrange, GA  
Jan 22, 2020



The floors are not level in the house. It should have been checked beforehand.

### GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire (Association) relies on our customer surveying to help them deliver an exceptional customer experience.

### REVIEW

Rhonda E.  
Marietta, GA  
Jan 08, 2018



We had a huge tree fall through our roof causing extensive damage. Georgia Water and Fire were there to advise us of what needed to be done. They were professional, fair, compassionate and thorough. We are very pleased with the outcome. I would highly recommend them to anyone!

### REVIEW

F.H.R.  
Atlanta, GA  
Nov 09, 2017



I thought they did a professional job and all of the workers seem to know what they are doing. They got the job done and did so in the rotation that it needed to be. Everything was just fine.

### REVIEW

Ronald M.  
Gainesville, GA  
Jul 11, 2017



They were very professional and showed up as promised. Would use them again.

### REVIEW

Sandra F.  
Hilton Head Island, SC  
Jun 12, 2017



The contractors that were used were not respectful of our property and they caused damage to our property that Georgia Water and Fire were not willing to take responsibility for. It caused us additional damage and work that had to be done that they refused to complete

## FEEDBACK REPORT *for* Georgia Water and Fire (Association)



### REVIEW

Robin A.  
Homer, GA  
Jan 30, 2017



All workers sent to my home were non-english speaking so communication difficult. Must always be aware of what materials are being used to avoid substandard quality of replacement materials. Some agreed upon things were not honored by contractor even with a second reminder. Once job was completed I have not had any response to 2 requests (for the same thing) to the contractor.

2705 Pine Grove Road  
Cumming , GA 30041  
(770) 840-7000

### GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire (Association) relies on our customer surveying to help them deliver an exceptional customer experience.

### REVIEW

Rodney B.  
Marietta, GA  
Sep 07, 2016



They have quality people that do quality work and have an excellent manager who delivers on his promises!!!Great job Aldo!!!!

### REVIEW

Deborah B.  
Buford, GA  
Jun 15, 2016



Very professional staff. The work was done as promised and on schedule. Great workers.

### REVIEW

Susan A.  
Roswell, GA  
May 10, 2016



Georgia Water and Fire made an otherwise difficult time much easier and smoother than I expected.

### REVIEW

Kathleen H.  
Lawrenceville, GA  
May 04, 2016



I was very happy with the quality of the work done and my interactions with Steve, our project manager Cody and all of the contractors. They went out of their way to work with me to get the damage from my 2nd story hot water heater break and damage repaired. Have already shared with others that they are the company to call!!

## FEEDBACK REPORT *for* Georgia Water and Fire (Association)



### REVIEW

Trisha C.  
Cumming, GA  
Apr 27, 2016



Georgia Water and Fire were very professional and punctual. They were able to make the process stress free for me and they got the work done very quickly.

2705 Pine Grove Road  
Cumming , GA 30041  
(770) 840-7000

### REVIEW

Bob T.  
Lawrenceville, GA  
Apr 11, 2016



We have used Georgia Fire and Water on two projects and have been very satisfied with their work.

### GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire (Association) relies on our customer surveying to help them deliver an exceptional customer experience.

### REVIEW

Jared C.  
Marietta, GA  
Apr 11, 2016



They were very professional and it was well done. They did what they said they would do and did great job.

### REVIEW

Lynn J.  
Gainesville, GA  
Apr 01, 2016



I really liked them and I trusted them. I would have that same crew in my home again.

### REVIEW

Eula S.  
Roswell, GA  
Apr 01, 2016



The company was very professional, considerate, and thoughtful. I have a handicapped husband and they really took that into consideration.

### REVIEW

Kelly N.  
McDonough , GA  
Mar 31, 2016



Georgia Water and Fire did everything they said they would and they did a great job doing it.

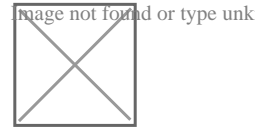
### REVIEW

Penny T.  
Lawrenceville, GA  
Mar 01, 2016



I think they did a great job. I was happy with the results!

FEEDBACK REPORT *for*  
**Georgia Water and Fire (Association)**



REVIEW

Yolanda M.  
Fayetteville, GA  
Feb 15, 2016



In one specific area I would refer them, not overall.

2705 Pine Grove Road  
Cumming , GA 30041  
(770) 840-7000

REVIEW

Maria P.  
Lawrenceville, GA  
Feb 01, 2016



Cody Freeman from Georgia Water and Fire made the  
best experience for me.

**GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember,  
Georgia Water and Fire (Association)  
relies on our customer surveying to  
help them deliver an exceptional  
customer experience.