

## FEEDBACK REPORT *for* Jenkins Restorations - Houston



### REVIEW

Ethan G.  
Angleton, TX  
Sep 28, 2021



They showed up promptly after the adjuster left, I didn't even know they were coming! They called me and walked me through everything and were very polite and professional.

### REVIEW

Fannie S.  
Friendswood, TX  
Sep 09, 2021



They Jenkins crew was efficient and did a great job. We were kept apprised of all the steps and schedule.

### REVIEW

Victor Q.  
Richmond, TX  
Sep 03, 2021



The suppose work did not meet our request to make a Mold or Black Mold testing. They when ahead for an asbestos test that the Insurance knows the outcome as was tested before we acquired the home. and then brushed it up stating tht they don't know when a reputable roofer company was present and witnessed the request.

### REVIEW

James G.  
Houston, TX  
Aug 02, 2021



They worked with me to work out scheduling problems.

### REVIEW

Kenneth L.  
Houston, TX  
Jul 27, 2021



House was in total disarray and did not know exactly how to get each particular element fixed. Started going through individual contractors to address each different element. Had to get a drywall person, plumber, painter, etc... Was referred to Jenkins and it is an all in one stop and makes life beyond easy. If you want piece of mind and a good job done, go with Jenkins.

### REVIEW

Angela C.  
Beaumont, TX  
Jul 23, 2021



They are an excellent company and very responsive!

1424 N Sam Houston  
PkwY East, Suite 100  
Houston , TX 77032  
(281) 784-3226

### GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Jenkins Restorations - Houston relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jenkins Restorations - Houston in Houston, TX; Spring, TX; Katy, TX; Humble, TX; Missouri City, TX; Pearland, TX; Sugar Land, TX; Kingwood, TX; Cypress, TX; Friendswood, TX; and 66 other cities in Texas, Pennsylvania and Louisiana.

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### REVIEW

Cassidy G.  
Houston, TX  
Jun 21, 2021



We had problems with the crew we had from Jenkins.

### REVIEW

Mary V.  
Bryan, TX  
May 25, 2021



Responded immediately and was at my house in less than 24 hoursn

### REVIEW

Lucille W.  
League City, TX  
Apr 21, 2021



The men are very polite and attentive to my needs.

### REVIEW

Martin P.  
Cypress, TX  
Apr 20, 2021



Jenkins Restoration was a fantastic partner during our repairs from the 2021 winter storm in Texas, ensuring that our needs were met and walking us through the process at each step. No question was left unanswered and the Project Manager was incredibly accessible and collaborative. I highly recommend this company and have referred others to them based on my experience.

### REVIEW

Donald C.  
Houston, TX  
Apr 06, 2021



The two men who took down drywall were very nice and explained to me. Benjamin the Supervisor was very helpful.

### REVIEW

Laura R.  
Houston, TX  
Mar 11, 2021



Jenkins didn't follow any schedule that they promised from the first appointment to the clean-up (which they haven't yet done).. They came without tools and had to leave to buy them at Home Depot. Avoid this company.

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### REVIEW

Dharmistha P.  
Houston, TX  
Mar 10, 2021



Drew's crew did a great job, dried out the place once they began.

### REVIEW

Raul F.  
Pasadena, TX  
Dec 14, 2020



We are very please with the restoration of our house, All the employ did a nice job, Jeremy Johnson was the one taking care of the work he was always very nice educated and plesand to work with and Richard Fuentes his supervisor I will recommend Jenkins Restorations to anyone.

### REVIEW

David H.  
Pearland, TX  
Dec 07, 2020



I wouldn't recommend anyone else. Jeremy Johnson was an amazing person to work with.

### REVIEW

Donna B.  
Baytown, TX  
Nov 19, 2020



The project manager, Drew, was responsive and attentive!

### REVIEW

John R.  
Orange, TX  
Sep 24, 2020



I am very staified. They have been very professional and punctual. So far I am happy with them.

### REVIEW

Helaine B.  
Houston, TX  
Sep 22, 2020



They were very professional. I am a health care professional and wanted to make sure they wore masks and they were very understanding and complied with my requests.

### REVIEW

JOE L.  
Jul 27, 2020



When I orginally taked with Drew, we had a really tight schedule. They did a great job at adhering to the schedule and giving us a quality job well done.

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### REVIEW

Vincent  
Crosby, TX  
Jun 16, 2020



Jenkins was very professional and courteous. Everything was done magnificently in a timely manner. I would use them again.

### REVIEW

Steven L.  
Houston, TX  
May 27, 2020



Drew and his staff repaired and restored my bathroom ceiling water stain. They didn't just patch the spot and paint over, they painted the whole ceiling so you couldn't tell there was a stain.

### REVIEW

Barbara M.  
Houston, TX  
May 18, 2020



I would like to shout out Jeremy Johnson. He is a very special young man. When I was in a state of shock, he came in and took control and did a fantastic job of fixing my home and taking care of me and my belongings.

### REVIEW

Stella A.  
Houston, TX  
May 06, 2020



We went through a very traumatic situation. Jenkins came in and showed their compassion and empathy. They were very considerate throughout the process. They said they would do their very best to get us back to a better place. We are very grateful and we would recommend them to anyone.

### REVIEW

Catherine S.  
Montgomery, TX  
May 06, 2020



They were very professional and they went above and beyond by getting things done very quickly. They were also very courteous.

### REVIEW

Yip C.  
Beaumont, TX  
May 01, 2020



I am satisfied with what they did to my house. The people were courteous and responsive via text and email. I would use them again if something were to happen.

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### REVIEW

Jim H.  
Houston, TX  
Apr 20, 2020



The property that Jenkins Restorations was involved with is an out of state property (for me), therefore I could not be onsite to coordinate anything related to the job, especially due to Covid 19. As the Project Coordinator, Drew Saltus handled everything, easing an already stressful situation into a more calming experience. His professionalism and coordinated efforts to work with our Concierge desk of the building went above and beyond what was expected. I would recommend Jenkins Restorations to anyone needing this type of service.

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### REVIEW

Maria H.  
Houston, TX  
Apr 09, 2020



Persevering to my satisfaction.

### REVIEW

Debra H.  
League City, TX  
Apr 02, 2020



Jenkins Restoration arrived quickly to get the water out of my home. They kept me informed of the process and what would come next. Very happy with the work!

### REVIEW

Patrick K.  
Houston, TX  
Mar 24, 2020



Drew was Great.

### REVIEW

Geri M.  
BRYAN, TX  
Mar 10, 2020



Jenkins has shown a superior attitude with the repair.