

FEEDBACK REPORT *for*

Mark 1 Restoration Service

140 New Britain Blvd.
Chalfont , PA 18914
(267) 695-1100
atirestoration.com

REVIEW

D.Z.E.

Quakertown, PA

Jul 02, 2025



The work was very rushed, and had to be redone in quite a few places. I had to ask them to return the extra paint for one of the rooms so that I could fix the entire section of a wall that was missing paint myself, which was easier than having them come out yet again. The walls of the bathroom needed to be done twice due to the many issues the "finished" room contained after their first contractor was completed.

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Mark 1 Restoration Service relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Mcintyre H.

May 09, 2025



It would have been nice to get the proper paperwork submitted to the insurance company, so I didn't have to do a run around. I had to follow up on everything to make sure I got paid properly.

REVIEW

Mark H.

ENOLA, PA

Mar 09, 2019



I can not believe the things that disappeared after mark 1 was at my home. When I was able to return home after a house fire(6 months later) I walk in my house no living room lights.one outlet worked ,dining room the chadaleer was hanging from the ceiling by its wires ,no outlets working. In the kitchen stove missing .If this was not enough there is even much more, they through my console for my 1966 GT Fairlane along with its factory valve train out along with an Elgin boat motor the list continues,but telling you about this is making me more angry so I will stop now. Do NOT EVER consider to let mark -1 into your home. They even had my electric really screwed up just to mention another lie they told me !!!

REVIEW

Franklin T.

Gettysburg, PA

Oct 24, 2017



I thought they were very professional, got there very timely, and were very efficient. We were very happy with them!

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Jeffrey A.
York, PA
Jul 17, 2017



Our home sustained heavy water damage on 3 floors due to a contractors error. Mark 1 responded the same day and began to remove all of the wet rugs and the damaged contents . They covered everything and dried out the entire house. Later they built a temporary plastic room and removed all of the floor tile. While the work on the first floor was going on the basement was being re built and painted. We are pleased by the quality of work performed by Mark 1. We are impressed by the employees and managers of Mark 1. Jeff and Julie

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REVIEW

Thomas K.
Chambersburg, PA
Jan 06, 2017



We had 2 companies work with us, and Mark 1 was the second. They did fine.

REVIEW

Christyanna K.
Tamaqua, PA
Mar 16, 2016



Great response in an emergency situation around the holidays! Professional, courteous, and most importantly, EFFECTIVE!

REVIEW

Michelle H.
Lititz, PA
Oct 21, 2015



Employees were nice and courteous, but did not relay good information to my insurance adjustor there for causing me more problems with my claim due to the fact that the adjustor did not have an accurate layout of the problem area. I would not recommend using this company.

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Sheila E.
Gettysburg, PA
Sep 15, 2015



I was unable to get Mark 1 to respond to scheduling questions after they did not meet agreed upon schedules. They were also unresponsive to AllState Insurance who uses them as a "preferred" provider. I have a large family & get that things come up & things happen - all I ask is that you communicate when it does happen & we will adjust accordingly. Not saying anything & then just not showing up when scheduled & not responding to phone calls checking on the status is not acceptable. Unless you truly do not care when the work is finished or being apprised of status along the way, I do not recommend.

GUILDMEMBER SINCE 2015

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REVIEW

S.S.R.
CARLISLE, PA
Jun 20, 2015



I would recommend the main supervisor to anyone. He was very nice and very cooperative. Also, Charlie was fantastic.