

FEEDBACK REPORT *for*
ServiceMaster

9117 San Mateol
Laredo , TN 78045
(956) 718-2778

REVIEW

Rosa H.
Sanger, CA
Apr 06, 2026



The employees from each department of ServiceMaster were thoughtful and courteous, industrious & dilligent. The project management was poorly handled. I was told that due to my age (80+) and my significant health history, and the severity of the water leak and molds (black, yellow & green) in my living room, that the situation was a priority. Management didn't follow their own policy. Completed after 6+ weeks...If that's their idea of "urgent" and "priority" I'm glad they are not in the health care industry as I am. And that I managed to stay in my home through this entire ordeal without a hospital admission amazed & made my pulmonologist, allergist, cardiologist and family practice doctors concerned. Also, the LR walls were textured/painted x2 as the first time wasn't done well...an additional delay.

GUILDMEMBER SINCE 2015

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

REVIEW

Sandra B.
Fresno, CA
Mar 09, 2026



Joe and Juan are excellent technicians. They clean up all the debris and will be done with the flooringtomorrow Tuesday.

REVIEW

John M.
FRESNO, CA
Jan 07, 2026



The work was done well.

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REVIEW

Theresa P.
CAMILLUS, NY
Oct 17, 2025



Frankly I wasn't impressed. They could have more strategically placed some floor water remediation pads where the majority of damage was. We had to listen to the equipment for 5 days because of the weekend (2 days) then holidays the next two days. (Plus the first day). We didn't dare turn it off because it's timed and we didn't want to risk the insurance company thinking we were not trying to address the problem.

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REVIEW

Gary V.
Clinton, NY
Oct 03, 2025



quick and effective sanitize and deodorize crawl space from sink drain failure.

REVIEW

Sing C.
BUFORD, GA
Oct 01, 2025



I am not satisfied with ServiceMaster. They have taken a year to finish my home.

REVIEW

George P.
BULLARD, TX
Sep 15, 2025



They did a great job. I was totally pleased. I would highly recommend them, and use them again in a heartbeat.

REVIEW

David M.
ROSELAND, VA
Sep 10, 2025



Excellent service; very quick and professional response.

REVIEW

Mrs. L.
Fresno, CA
Sep 08, 2025



They have great customer service, great communication, and are punctual.

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Azhar U.
Yelm, WA
Sep 04, 2025



Very communicative. Nice customer service. Nice and quick response.

REVIEW

Richard P.
Coarsegold, CA
Aug 05, 2025



Professional, thorough, a pleasure to work with. Results of their work was perfect. Highly recommended.

REVIEW

Marie A.
BELLINGHAM, WA
Aug 05, 2025



Service-Master answered all my questions and were very helpful in a difficult situation. They communicated with me every step of the way and were careful with the artwork and family heirlooms. I highly recommend ServiceMaster to anyone who needs a clean-up or pack-up.

REVIEW

Jesus N.
Fresno, CA
Jun 08, 2025



Service is good, but lack of communication communications needs to be improved

REVIEW

Amy B.
MOBILE, AL
May 20, 2025



They handled everything from moving furniture out, mold remediation, drying everything out, and helping us get everything back in. They did a wonderful job helping us stay on track, so we knew what we needed to do to keep the project moving. Furthermore, they were good at communicating. They offered to meet with me if I had to sign anything. They ended up bringing everything to me. I didn't have to go out of my way, which was very nice and helpful.

REVIEW

Jim B.
LYNDEN, WA
May 08, 2025



As far as ServiceMasters' service with our water damage problem, I am very pleased with the work that they did.

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Paige B.
BELLINGHAM, WA
Feb 12, 2025



Fast service with thoughtful personnel

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REVIEW

E.D.A.
El Paso, TX
Dec 07, 2024



The initial water mitigation was great. The response and communication was great. Once they started the work on the repairs, I wasn't happy at all with the project manager and contractor. He doesn't respond to me at all anymore. There were others issues. He completed most of the work and some other stuff was supposed to be supplemented, but it never happened. He never got back to me.

REVIEW

Servando S.
KERMAN, CA
Dec 07, 2024



There was no communication.

REVIEW

Mrs. C.
Poway, CA
Nov 13, 2024



The service was excellent.

REVIEW

Nicholas K.
CARLSBAD, CA
Jun 19, 2024



The company put my kids in jeopardy, with the fans blowing dust and fiberglass. The room was not contained only when they removed cabinets. They contained the fiberglass and dust. Due to this neglect, my son had horrible allergies and he couldn't go to school because his eyes were swollen. Plus, we were all sneezing. We ate and stayed upstairs.

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I.W.K.
Lincolnton, NC
Jun 18, 2024



Ken was timely and great to work with. Answered all of our questions and provided a great service.

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REVIEW

Rene R.
El Paso, TX
Jun 06, 2024



They did a good job.

REVIEW

Delores H.
Merritt Island, FL
Jun 03, 2024



The problem I had with them, was that they submitted the paperwork only for the part they had finished so they could be paid. I told them to make sure it was done, and I signed it. Make sure you do not sign anything until it has all been done, and don't send in the entire paperwork.

REVIEW

Raymond R.
ROCKWALL, TX
May 09, 2024



Service Master out of Tyler was the mitigation contractor that was assigned to our water loss claim. They came out to the house 3 or more times for mitigation purposes because each of the previous times they came out all of the water/mold issues were not addressed properly. At the end of the day, there were still water loss and mold in our house from this incident that should have been addressed by Service Master, but was not. In my contacts with the Insurance Company they said that the Service Master representative had effectively stopped communicating with them when they tried to contact them about finishing the water remediation on this claim. I would not recommend Service Master out of Tyler to anyone I know for water remediation purposes based on this experience!Homeowner

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REVIEW

Susan T.
WICHITA FALLS, TX
Apr 06, 2024



They did a great job.

REVIEW

Nicholas W.
ALTUS, OK
Apr 03, 2024



Service Master's employees provided excellent,
professional service. They were friendly, efficient and
always kept us informed of what to expect throughout
the process.

REVIEW

Kevin M.
KENOSHA, WI
Mar 11, 2024



Didn't get all of the water up. Tried to upsell. Lied
about price.

REVIEW

Teicha C.
ANCHORAGE, AK
Feb 12, 2024



Thor and his team responded quickly to our situation,
and followed up diligently every morning until our
place was dried out. They were very polite and
respectful. If we ever have to go through this again, I
would be requesting Thor and Service Master again!

REVIEW

Erica M.
JANESVILLE, WI
Jan 22, 2024



Great, quick work with very friendly representatives!
They were so respectful of my home/property and
assured me when I was in a bit of a panic - I can rest
easy knowing that my home is clean and safe once
again.

REVIEW

Jacob B.
Valdosta, GA
Jan 17, 2024



They did a good job of removing the drywall and the
ceiling that had been exposed to moisture and mold.
However, they did put any plastic or tarps over it,
which allowed more moisture and mold to get in after
they left.