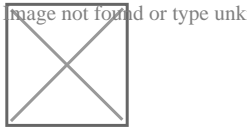
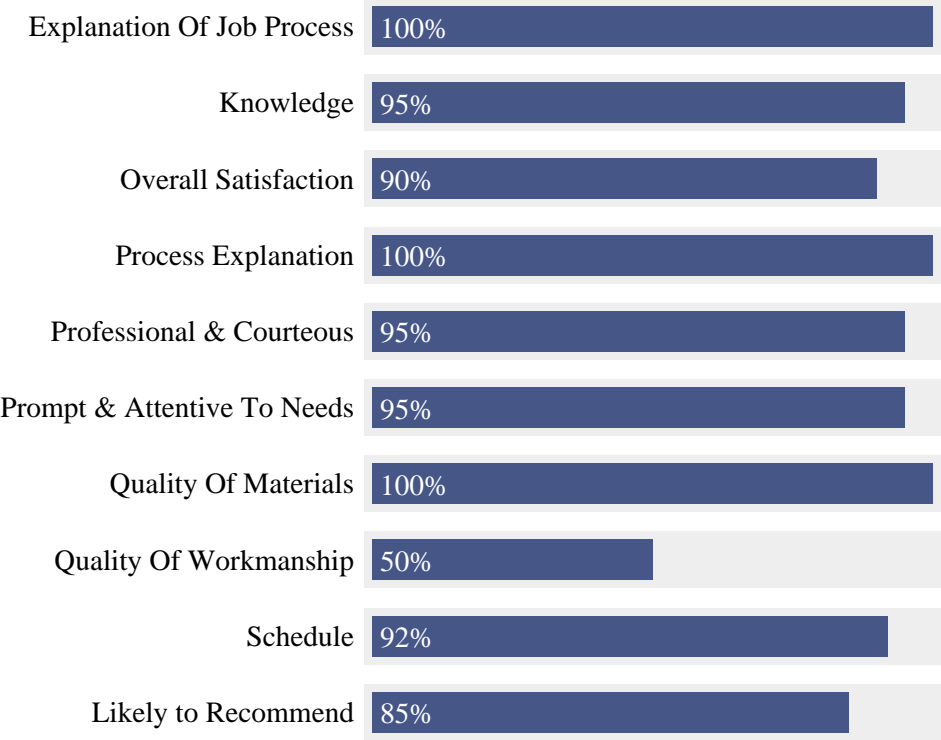


# Servpro of North Knoxville



## Customer Feedback Summary

Of 117 surveys sent, 34 were responded to



2100 E. Raccoon Valley Rd.  
Heiskell , TN 37754  
(865) 947-9992

### GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Servpro of North Knoxville relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Servpro of North Knoxville in Knoxville, TN; Maryville, TN; Powell, TN; Oak Ridge, TN; Corryton, TN; Farragut, TN; Strawberry Plains, TN; Rockford, TN; Jacksboro, TN; La Follette, TN; and 15 other cities in Tennessee and Alabama.

## Recent Reviews & Published Comments

REVIEW

James G.  
CORRYTON, TN  
Feb 06, 2026



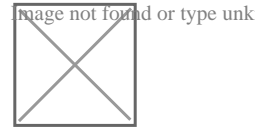
They don't have any consistency in being on time.

REVIEW

James B.  
Powell, TN  
Jan 20, 2017



They did a thorough job. I am completely satisfied.



# FEEDBACK REPORT *for* Servpro of North Knoxville

REVIEW

Ronald J.  
Knoxville, TN  
Jan 04, 2017



They were very cooperative and concerned with our needs. They fulfilled everything we needed.

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REVIEW

Lisa A.  
Andersonville, TN  
Jul 17, 2015



Servpro of North Knoxville did an excellent job and were very helpful.

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COMMENT

Additional Comment  
Jul 15, 2015

There were here for three weeks and made it as pleasant of a situation as they could. They were all great, especially James.

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REVIEW

Joann N.  
Knoxville, TN  
Jul 13, 2015



We were obviously distressed when we came home and found water damage, and it was just the utlitimate to have a company come out that quickly and address the situation and had it dried out within four to five days. They came every day to check on the fans and rate the drying-out process.

COMMENT

Additional Comment  
Jul 13, 2015

We were extremely pleased with the turn-around results and the timeframe in which they showed up. We had been on vacation, came home, and had water damage. We alerted our insurance company and Servpro was out the day we got home, within an hour of arriving, and they did a great job!

COMMENT

Additional Comment  
Jul 13, 2015

We were totally happy with everything.

REVIEW

Shelli D.  
Maryville, TN  
Jul 13, 2015



I'm grateful for them!

COMMENT

Additional Comment  
Jul 13, 2015

They were awesome!



# FEEDBACK REPORT *for* Servpro of North Knoxville

REVIEW

Shelly W.  
Knoxville, TN  
Jul 13, 2015



They were awesome! They were very professional and knowledgeable.

REVIEW

John S.  
Jacksboro, TN  
Jul 13, 2015



I don't feel the work was completely finished, but they were very courteous. Our padding wasn't put down and there were other issues, but overall the service was good.

COMMENT

Additional Comment  
Jul 09, 2015

I would recommend them to anybody because they do a good job.

REVIEW

Mildred W.  
Maynardville, TN  
Jul 09, 2015



Servpro of North Knoxville is wonderful.

COMMENT

Additional Comment  
Jul 09, 2015

They are wonderful.

COMMENT

Additional Comment  
Jul 09, 2015

I even had an insurance agent trying to cheat me out of a claim, but the workers of Servpro had caught it. I felt that they were looking out for the customer.

REVIEW

Doug J.  
Knoxville, TN  
Jul 09, 2015



So many times when you're doing home renovations, it's nice to have a company that guarantees efficiency to their work! This is what I've found out about using Servpro! They're second to none!

COMMENT

Additional Comment  
Jul 09, 2015

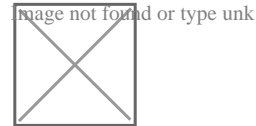
I'd like to give them all 4's right down the line! I have no complaints! They're excellent people that provide excellent service! I couldn't have had a better bunch of people for the project.

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FEEDBACK REPORT *for*  
**Servpro of North Knoxville**

REVIEW

Linda W.  
Knoxville, TN  
Jul 09, 2015  
★★★★★

I highly recommend Servpro of North Knoxville to anyone! I had no problems whatsoever!

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COMMENT

Additional Comment  
Jul 09, 2015

They were absolutely excellent! They did what they said that they would do! They helped me out with my electrical fire problem and I'm very happy with the results.

**GUILDMEMBER SINCE 2015**

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REVIEW

Patsy B.  
Knoxville, TN  
Jul 09, 2015  
★★★★★

It took management to get involved for something to be done correctly. The issue should have been initially taken care of by the inspectors.

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COMMENT

Additional Comment  
Jul 09, 2015

I had no complaints and I am completely satisfied.

REVIEW

Kelly N.  
Louisville, TN  
Jul 09, 2015  
★★★★★

Great experience. Well managed group of folks that knew what was going on at all times. Their level of communication was outstanding. we were never left wondering what would happen next. Awesome job!!

COMMENT

Additional Comment  
Jun 09, 2015

They did a great job. They were very thorough.

REVIEW

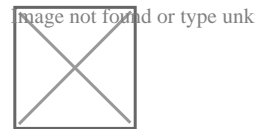
Chad P.  
Cosby, TN  
May 19, 2015  
★★★★★

I would never recommend Servpro. In fact I have saved two friends from calling them when they had water damage. I showed them my house and they in turn called someone else. They do not make it like it never even happened. They fall very short of their advertisements.

COMMENT

Additional Comment  
May 18, 2015

Their customer service is awesome.



FEEDBACK REPORT *for*  
**Servpro of North Knoxville**

REVIEW

Lisa W.  
Maryville, TN  
May 18, 2015  
★★★★★

The guys who came here were awesome, friendly, professional and did a great job.

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