

FEEDBACK REPORT *for*

Servpro

PO Box 5727
Chattanooga , TN 37406
(423) 326-1406

REVIEW

Donna W.
FRANKLIN, NY
Mar 13, 2026



My finished basement flooded. Servpro contacted me and before days end all the carpet and laminate wood floors were taken away so the drying process could start

GUILDMEMBER SINCE 2015

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

REVIEW

David H.
NEWARK, OH
Mar 11, 2026



If I were rating just water mitigation services alone, my rating would likely have been 4-5 stars however I opted to also contract ServPro for the repairs based on how they performed during the mitigation portion of work. It has sadly been a night and day difference between the two services and I am now wishing I would've handled the repairs myself. I contracted ServPro to handle the repairs and paid for what I thought would be the convenience of having someone else manage the work. This however has not happened as I am having to reach out on a regular basis for updates, scheduling, etc. We are approaching two months since the water mitigation services were completed and I still do not have the repairs even scheduled. I feel nothing would be happening if I wasn't regularly checking in myself to keep things moving. I cannot recommend ServPro to handle or manage the repairs but I would recommend them for the mitigation services.

REVIEW

Jeffrey W.
FAYETTEVILLE, GA
Mar 05, 2026



ServPro is the Best Company to Hire Period.

REVIEW

Orvin M.
FAIRBURN, GA
Feb 24, 2026



I would recommend Servpro. They are an excellent company. They did an excellent job at our house. We are very satisfied with them. I would recommend them to anyone.

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REVIEW

Jim D.
Arlington, VT
Feb 17, 2026



They were fantastic.

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REVIEW

James G.
CORRYTON, TN
Feb 06, 2026



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

REVIEW

Debra A.
PINSON, AL
Feb 05, 2026



My incident happen August 25. Resolution happened after I advised I would be referring to an attorney by 11-25. The 3rd party Alacrity was the blame for not approving Servpro findings. Servpro assured me they had done everything according to their guidelines. Alacrity was the company giving all the push back which resulted in delayed process of my claim. The only issue I had with Servpro they sent pictures to my email but I was not able to see any of the pictures. Servpro was aware of the issue but has not addressed the issue. Servpro did what was expected of them but Alacrity dropped the ball. Servpro managers had to get involved to get this matter moving again. You decide who was at fault.

REVIEW

Estelle M.
Murrieta, CA
Jan 14, 2026



They showed up whenever they wanted to, always after 1100 AM. Never 2 days in a row. They would work for 2 or 3 hours and then leave to go to Home Depot and not come back for hours. Their original work was totally sloppy. They got paint on my furniture and my hardwood floors. They totally refused to mask work surfaces.

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REVIEW

Ria S.
ATLANTA, GA
Jan 07, 2026



I do not recommend Servpro. From start to finish, my experience has been unprofessional, unreliable, and extremely disappointing. The water mitigation crew was unorganized and lacked communication. They delivered a dehumidifier that leaked on my wood floors, causing additional damage that wasn't there before. The restoration crew was even worse. The first team consistently arrived late, came without the proper tools, and seemed clueless about the work required. They were led by Nolan, who—according to my insurance company—was involved in insurance fraud, claiming repairs were completed that never actually happened. When a second crew was brought in, their work was so poor it now needs to be completely redone by someone else. This entire process has cost me significant time, stress, and money. After this experience, it does not surprise me that there are multiple lawsuits pending against Servpro. I would strongly advise anyone in need of restoration services to look elsewhere.

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REVIEW

Pigott P.
Dec 04, 2025



Heather at Servpro was extremely helpful. She kept me in the loop about everything going on and what was going to happen. All the technicians were incredibly courteous, and kind. I can't recommend them enough!

REVIEW

Christoper O.
Nov 18, 2025



Ultimately, they did a good job. My bathroom looks great.

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REVIEW

Janice T.
Nov 13, 2025
★★★★★

Excellent service, professional staff, kept me informed throughout the entire process.

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REVIEW

Gustavo F.
MCALLEN, TX
Nov 09, 2025
★★★★★

We contacted immediately for water remediation, but seems we could have taken my time to find a cheaper company, because according to the employees everything was trash and everything had to be gutted. We had just remodeled that apartment and they threw out everything. The apartment is now in studs. Even stuff that can handle water like brand new fixtures and faucets were discarded. Every contractor I have reached out, for estimate, says they went too far and now we are seeking legal counsel as our insurance is not paying even half of the cost to repair and replace. I certainly regret hiring this company and would encourage anyone to look elsewhere.

REVIEW

R.C.K.
Bedford, KY
Nov 07, 2025
★★★★★

Super grateful to them! They were efficient and effective and easy to talk to and work with!

REVIEW

Mary Ann S.
WHITEHALL, PA
Oct 30, 2025
★★★★★

I think they did an absolute fantastic job.

REVIEW

Michael P.
RINGGOLD, GA
Oct 14, 2025
★★★★★

They are efficient, communicative, and punctual.

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Hertsenberg B.
Jun 11, 2025
★★★★★

The manager, Cole, was wonderful to work with.

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REVIEW

Marie L.
ORLANDO, FL
May 16, 2025
★★★★★

It was all done very well. They were very courteous and did more than I asked. It was great.

REVIEW

Donald T.
NICHOLASVILLE, KY
May 09, 2025
★★★★★

Very pleased with process from start to finish, our project Mgr was very informative to my wife and myself the entire time, thank you so much

REVIEW

Gregory W.
Ruston, LA
Apr 07, 2025
★★★★★

They were professional, and kept me informed throughout the process. They walked me through an inspection through the house, and did a good job. The workers and the supervisors were very professional.

REVIEW

Tarik Y.
Orlando, FL
Mar 26, 2025
★★★★★

this is for the Mold Remediation only.

REVIEW

Helen G.
Feb 19, 2025
★★★★★

Worst experience of my life. Literally made me physically ill dealing with a company you trust stealing your belongings. They actually from the first day did not clean anything. They were just sorting through things they wanted to take. So incredibly disappointed. Sorry for anyone who makes the mistake of using them.

Servpro

REVIEW

Mike S.
CASCO, MI
Feb 12, 2025



ServoPro was extremely difficult to work with I had a difficult adjuster who was eventually fired, but ServPro was just as bad. They failed at almost every level of my claim. They came in with a very nice project person that inspected and went over everything. That was the only good aspect of that ServPro did for me. They quickly disappeared once the project started. There was little to no communication with me and my wife. Every time we had concerns, it was met with defensiveness. We did nothing wrong. There was no understanding of the things we were discussing with them. After we fired them, we had the opposite results from another company. The project person involved could not communicate whatsoever with us. As a matter of fact, he avoided communications after a while. They use improper mold remediation techniques. A lot of the failure in the claim, is they do whatever Alacrity software tells them to do. They are not transparent in how Alacrity Solutions is used to manage the claim. There is no cookie cutter approach to mold remediation and reconstruction. When issues are involved, especially when it involves someone else. They were a total disaster. I would never use them again or recommend them to anyone. If they want to discuss it more to improve, I would be happy to talk about it. They have no idea how to handle contents that have been exposed to mold. Most companies say to dispose of different things and there is a way to clean contents. There are multiple approaches to it. I got full details from another company.

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Danitra G.
Jan 08, 2025
★★★★★

Servpro provided services professionally and courteously and handled my items with care. They did a great job with the pack-out and moving my items back in. They communicated promptly and regularly and were readily available any time I reached out with questions or concerns. Overall, I had a positive experience.

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REVIEW

Virginia W.
Villa Rica, GA
Nov 20, 2024
★★★★★

they did a GREAT job

REVIEW

David D.
JOHNSON CITY, NY
Nov 06, 2024
★★★★★

Very impressed with the Servpro team. We're at my home very quickly. I thought I would've been waiting a few days before they came to my home.

REVIEW

Richard R.
Terre Haute, IN
Oct 03, 2024
★★★★★

The job itself was done very well, but I think it took too long. It took six months to get back in my house. The electrician was very, very slow. They needed to make multiple visits.

REVIEW

Delores A.
JACKSON, MS
Oct 03, 2024
★★★★★

Servpro was very attentive and professional to my needs until they received my check. I am disappointed that they have not gotten back to me about working on my floors.

REVIEW

Niranjan K.
Alpharetta, GA
Sep 09, 2024
★★★★★

The ServPro mitigation team was very professional, arrived on time, and communicated well in advance about the mitigation plans. The mitigation was completed in a timely manner.

REVIEW

James F.
MONROE, LA
Aug 09, 2024
★★★★★

Excellent!! Service!! Very Professional!!!