

FEEDBACK REPORT *for*
Servpro

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

REVIEW

Hertsenberg B.
Jun 11, 2025



The manager, Cole, was wonderful to work with.

GUILDMEMBER SINCE 2015

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

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 18, 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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REVIEW

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!!!

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REVIEW

Ruth A.
ATLANTA, GA
Jul 05, 2024



ServPro was very good.

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REVIEW

Larry R.
Jul 03, 2024



The specialists were very thorough and very professional. They addressed the problem pretty quickly and came up with a solution.

REVIEW

Sharlene K.
FLORENCE, AL
Jun 05, 2024



The people were very nice, but I some of my items were broken when they were returned. My table was scarred, and I was upset about that.

REVIEW

Tammy L.
Killeen, TX
May 06, 2024



I would not recommend them to anybody, specifically with the office, not so much the workers. The lady in the office was very unprofessional. They called me on Friday, but they didn't show up, and I called on Monday and was never give a specific time. When he came the first time, which was once for the demo, and said it would be so many days out. On Friday, they said they couldn't come out that day. I feel I should be at my house when they are doing work. One form was incomplete, and she told another lady I didn't fill it out, and she was unprofessional and a liar.

REVIEW

M.I.J.
Upper Arlington, OH
May 03, 2024



Our project manager, Doug, went above and beyond on every occasion. After an unforeseen event left us with a huge mess, Doug and his team showed up like heroes and made it all go away. Several times, he helped me more than he needed to. We are so grateful and will think of ServPro and Doug specifically when future repairs are needed.

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REVIEW

G.S.D.
SAINT JOSEPH, MI
May 01, 2024



Don't use this company.

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REVIEW

Robert M.
ABITA SPRINGS, LA
Mar 20, 2024



I am satisfied with the work.

REVIEW

Robyn J.
WEST POINT, GA
Feb 08, 2024



I have used them before and would recommend them.
They are respectful and did a good job.

REVIEW

Ketih M.
Columbus, OH
Feb 08, 2024



There are slow to get the job done, and there were a
lot of mistakes made. For the amount of money paid
for insurance, it is not worth the experience because
they don't complete the task. The completed tasks in
our house is not great.

REVIEW

Charles H.
HOWELL, NJ
Feb 08, 2024



Dave Griffin and Kenny were exceptional, as their
general contractors. They checked on what the other
men were doing.

REVIEW

Mitchell G.
PHOENIX, AZ
Feb 06, 2024



I don't like that my insurance premium or was raised
because I use the insurance that I pay for every month
but other than that everything was fine

REVIEW

Marina M.
SIMSBORO, LA
Feb 06, 2024



The staff was very professional. Their work and
progress was more than I expected. They worked hard
everyday until my issue was resolved. They are a
great company if you need their services.

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REVIEW

Dale H.

Jan 23, 2024



Every morning we received an explanation of what was going to happen that day.

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REVIEW

Jessica M.

DAVIDSON, NC

Dec 16, 2023



ServPro of South Charlotte & East Mecklenburg responds quickly and thoroughly with knowledgeable, patient, kind technicians. And a big Thank You to technician Art, who patiently answered all my questions, explained all aspects of the process and thoughtfully deployed mold mitigation services. Art helped reduce much of my anxiety during a very stressful and scary situation with my home.

REVIEW

Joseph D.

CHANDLER, AZ

Dec 08, 2023



Good work, fast response, the only complaint was I wanted more of an update. they mainly communicated to my insurance and not me.

REVIEW

Gary E.

ERLANGER, KY

Dec 04, 2023



ServPro - North/South Lexington did a very, very good job. Robert, the project manager, did a fantastic job for us. He was with us the whole way.