

## CUSTOMER FEEDBACK REPORT *for*

# South River Restoration



### REVIEW

Liggon C.  
Upper Marlboro, MD  
Mar 26, 2020



My insurance company always seems to find companies that fit the best for their customers. They provided us with South River and we are extremely satisfied with the work they have done for us.

### REVIEW

V.A.M.  
Ellicott City, MD  
Jan 23, 2020



Very good employees, I appreciated their Professionalism

### REVIEW

Bret W.  
Davidsonville, MD  
Dec 17, 2019



They were great to work with. They were very prompt, and all of the employees were very courteous and friendly.

### REVIEW

Lavender J.  
Annapolis, MD  
Dec 06, 2019



Highly recommended and highly professional.

### REVIEW

Maj B.  
Fort Washington, MD  
Nov 16, 2019



South River Restoration consistently performed above expectations. I would recommend them for any complex project.

### REVIEW

Anthony T.  
Clinton, MD  
Nov 16, 2019



Wouldn't use this company again. They didn't pay attention to detail nor seem to value our personal professions.

### REVIEW

Kyle S.  
Glen Burnie, MD  
Nov 08, 2019



Absolutely exceeded expectations. The water damage in my home was stressful and a bit overwhelming. South River helped ease the process and gave me one less thing to worry about. Thank you so much!

1001 Prince Georges Blvd,  
Suite 100  
Upper Marlboro , MD  
20774  
(800) 460-0622

### GUILDMEMBER SINCE 2018

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

We have surveyed customers on behalf of South River Restoration in Washington, DC; Waldorf, MD; Upper Marlboro, MD; Baltimore, MD; Bowie, MD; Annapolis, MD; Fort Washington, MD; Silver Spring, MD; Clinton, MD; Laurel, MD; and 174 other cities in Maryland, Virginia, Texas, Massachusetts, District of Columbia, and 5 other states.

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### REVIEW

Brian C.  
Upper Marlboro, MD  
Nov 04, 2019



I am very happy.

### REVIEW

Kim M.  
Annapolis, MD  
Nov 04, 2019



They were very professional and we would use them again!

### REVIEW

George C.  
Davidsonville, MD  
Nov 02, 2019



South River Restoration did an excellent job restoring my basement after it suffered water damage from a broken pipe. They restored it in a timely manner and were very professional. Thanks Gil and team for a job well done. We couldn't be happier.

### REVIEW

Majerle Property Man  
Fort Washington, MD  
Oct 30, 2019



South River Restoration is a great company to work with. If there's an issue, they address it immediately. Their correspondence and keeping you up to date is phenomenal.

### REVIEW

L.G.C.  
Owings, MD  
Oct 14, 2019



South River Restoration provides expert craftsmanship combined with prompt service and professional technicians. They did a great job.

### REVIEW

David M.  
Millersville, MD  
Oct 09, 2019



We had used them about 10 years ago when the same problem occurred, unfortunately for us, from that job, I knew how they performed and I called them right away when this happened.

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### REVIEW

Kelly R.  
Stevensville, MD  
Oct 08, 2019  
★★★★★

South River Restoration was professional and so easy to work with during a time when I was so stressed and anxious. I had never had a flood before and they made me feel calm and confident that things were going to be taken care of without a lot of effort on my part. The job was completed on time and I was amazed at how they took care of everything and explained the process to me step by step. I would certainly recommend South River Restoration! Well done and thank you!

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### REVIEW

L.N.B.  
Cheltenham, MD  
Sep 30, 2019  
★★★★★

The people that did the project for me they were all great.

### REVIEW

Gregory M.  
Bryans Road, MD  
Sep 28, 2019  
★★★★★

They need to have a better handle on the employees and there is so much outside contractors important information gets lost learn to be more accountable for your actions and the people you employ

### REVIEW

Shauna K.  
Prince Frederick, MD  
Sep 25, 2019  
★★★★★

They did what they said they would do. They did it in a timely fashion and I was completely satisfied.

### REVIEW

Bayside C.  
Chester, MD  
Sep 23, 2019  
★★★★★

I have been working with South River Restoration for years and the entire crew is always so professional and helpful.

### REVIEW

Frances D.  
Laurel, MD  
Sep 18, 2019  
★★★★★

It was a great experience.

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# South River Restoration



### REVIEW

Katina C.  
Upper Marlboro, MD  
Aug 28, 2019



It was a simple process and quick. They came in and did what they needed to do and got out.

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### REVIEW

SFC W.  
Odenton, MD  
Aug 28, 2019



I would not recommend South River Restoration to anyone.

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### REVIEW

NICHOLAS O.  
Washington, DC  
Aug 26, 2019



After the initial appointment where they installed the fans, dehumidifiers, and opened up walls / ceilings, I never got any additional communication from the South River Restoration team. They were supposed to notify me when they would be coming by our house to check on moisture levels, which they never did. I had to call South River multiple times to get an answer on when they would come by to check moisture levels. Each time my wife and I went by the house, we found that the circuit breaker had been tripped, leaving most of the fans off and indicating that no one from South River had come by. Once they finally came back to the house, they informed me that there was no more moisture and said they would pick up the equipment. They picked up their equipment on only one level of the house (they had put fans / dehumidifiers on all 4 levels of our house) and then were very unresponsive when I contacted them to get them to come and get the rest of their equipment. It took about a week for them to finally come back and pick up the rest of the fans / dehumidifiers. Very poor customer service / responsiveness but they did dry the house out.

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### REVIEW

Edwin S.  
Owings, MD  
Aug 26, 2019



Dependable, exacting, and efficient while meeting a tight schedule to get our home restored and functioning again.

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### REVIEW

SPC R.  
Laurel, MD  
Aug 26, 2019



South River was very professional and personable. They did a great job. They stated that they would do the job and they over-delivered.

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### REVIEW

CPL B.  
Washington, DC  
Aug 26, 2019



They are very professional and courteous. Because the first phase went so well I decided to stick with them for the second phase.

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### REVIEW

Louis CVI  
Greenbelt, MD  
Aug 26, 2019



They are very good.

### REVIEW

C.J.S.  
Dunkirk, MD  
Aug 17, 2019



Outstanding communication and workmanship!

### REVIEW

LCPL M.  
Waldorf, MD  
Aug 16, 2019



I think they are a great company. The workers were professional and on time. They knew what to do and I trusted them in my home.

### REVIEW

Ronald J.  
Prince Frederick, MD  
Aug 16, 2019



Fast & efficient!

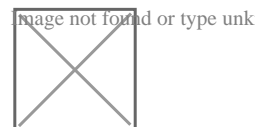
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**South River Restoration**

REVIEW

Hillary M.  
Huntingtown, MD  
Aug 15, 2019



The guy relates well to people and I thought he seemed sincere and professional.



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