

# FEEDBACK REPORT for Specialty Restoration of Texas-



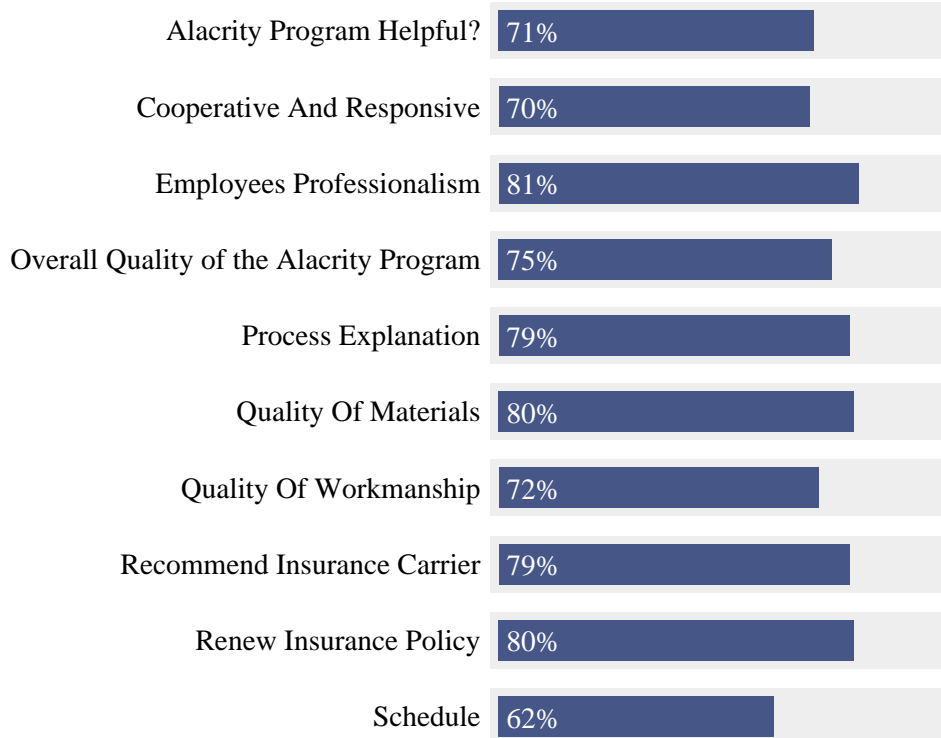
6906 Old McGregor Rd  
Waco , TX 76712  
(254) 776-0441

## GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Specialty Restoration of Texas- relies on our customer surveying to help them deliver an exceptional customer experience.

## Customer Feedback Summary

*Of 787 surveys sent, 224 were responded to*



## Recent Reviews & Published Comments

### REVIEW

Lanny W.  
TYLER, TX  
Nov 30, 2022  
★★★★★

They did a wonderful job, and they were very professional. They did a great job on the cleanup once the job was completed.

### REVIEW

Brian L.  
ARLINGTON, TX  
Sep 06, 2022  
★★★★★

Quality of work wasn't bad and very positive experiences with Mike and Tuan. That's the only positive things I can think of. Working with SRT has been an agonizing exercise in frustration with terrible communication all along the way. Over a year after my house flooded...and the project still isn't complete.

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### REVIEW

Margie R.  
TYLER, TX  
Jun 03, 2022



I didn't have any issues with Specialty Restoration of Texas - Tyler.

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### REVIEW

MIKE S.  
GRANBURY, TX  
Jun 09, 2021



The paint crew worked till midnight once, Towards the end the paint crew brought along a 5 or 6 year old child. I finished up the touch-up myself. My door blind was trashed by the paint crew and never replaced. There were weeks no crew showed up.

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### REVIEW

DEBORAH Q.  
WACO, TX  
May 18, 2021



I couldn't have been more pleased with the service from Specialty Restoration. Mark Michoski was very thorough with the plan of action for my project and worked hard to get it complete in spite of COVID and SNOW!!!

### REVIEW

Jamie C.  
WEATHERFORD, TX  
Mar 18, 2021



Amazing service! Everyone was kind, courteous and arrived at the time promised! Would highly recommend this company and definitely use them again if ever needed!

### REVIEW

TROY T.  
WOODWAY, TX  
Nov 11, 2020



As advertised! Hard to find quality people and attention to detail during these times.

### REVIEW

Baumgardner E.  
Killeen, TX  
Sep 06, 2020



Everyone was great and the work done is perfect. It took longer than expected as there were delays, but I am pleased with the results.

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### REVIEW

Thad G.  
PLANO, TX  
Aug 13, 2020  
★★★★★

Jose was very professional and explained the steps necessary that would help restore the quality of our home from water damage. There were delays during the process, where some might even be expected, but in the end, the quality and professionalism pulled it all together. Well Done!

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### REVIEW

Lillian M.  
QUITMAN, TX  
May 22, 2020  
★★★★★

I really appreciate the time Specialty Restoration of Texas took with me to explain things. I had a great experience. I would use them again.

### REVIEW

Ophelia C.  
WACO, TX  
Mar 31, 2020  
★★★★★

I would recommend them anytime. They went well above and beyond anything I have ever seen.

### REVIEW

Sherry C.  
GILMER, TX  
Mar 04, 2020  
★★★★★

Maybe someone else will have better luck with them than I did.

### REVIEW

Randy H.  
TYLER, TX  
Feb 03, 2020  
★★★★★

Took ownership and drove the process

### REVIEW

Kendall V.  
Denison, TX  
Aug 05, 2019  
★★★★★

I am very satisfied with the workmanship and quality of work.

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### REVIEW

Christine G.  
Copperas Cove, TX  
Jul 11, 2019



Specialty Restoration of Texas responded to our flood in our house quickly even though it was 8:30 pm. They were able to vacuum out most of the water and worked late into the evening. They were very courteous and explained the process of all the fans they brought in to help dry out the carpet. I would recommend them to help you with your issues in regard to flooding in your home.

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### REVIEW

Donald K.  
CRESSON, TX  
Apr 02, 2019



Specialty Restoration of Texas' employees quality of work was fine, but I do not believe they were very professional. I never received a receipt after the job was complete.

### REVIEW

L.T.R.  
PALESTINE, TX  
Mar 20, 2019



I was very satisfied with their work and they did exactly what they told me.

### REVIEW

Stephen G.  
WOODWAY, TX  
Mar 08, 2019



An unreal experience to say the least..  
PROFESSIONALISM TO THE MAX. SRT PEOPLE  
KNOW WHAT THEY ARE DOING. I  
RECOMMEND THEM, WITHOUT A DOUBT SRT  
OF TEXAS. TRUST ME YOU WILL NOT BE  
DISSAPOINTED.

### REVIEW

Glover L.  
Mckinney, TX  
Dec 17, 2018



The cleanup process, assessment of damages, and quote process were flawless. If you want to actually rebuild the home, I would hire a different company. There was not a lot of communication between the company and I. The building team also fell short of my expectations.

### REVIEW

James J.  
Crandall, TX  
Jun 18, 2018



Slow at responding to my call.

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### REVIEW

James H.  
Trophy Club, TX  
Jun 18, 2018



The employees of SRT were highly professional and responsive but the subcontractors were poor at best.

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### REVIEW

Wade L.  
Killeen, TX  
Apr 20, 2018



Specialty Restoration of Texas took too long, over four months to complete work that should have taken only a month. They made extra work and expense for themselves when their sub broke a granite counter top, when they miss-positioned a bathroom vanity, broke a floor tile, broke a backsplash tile, repeatedly failed to make accurate miter joint cuts on baseboards, left unacceptable gaps in baseboard and cabinet molding joints, scratched the stainless steel oven door and installed the oven in a non-level position and failed to check and ensure it was level. The owner had to repeatedly point out flaws in workmanship and insist on it being done right. Project manager failed to keep the owner informed on scheduling and changes in the schedule.

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### REVIEW

Hernandez B.  
Dallas, TX  
Mar 16, 2018



The team was friendly and generally pretty responsive. My only knock on them is issues with communication at times where there were misunderstandings about when they were showing up. That said generally they sorted it out quickly and were pretty flexible with me.

### REVIEW

Isaias L.  
Valley Mills, TX  
Mar 04, 2018



it was a pleasure working with these fine people, at every step they would consult with us and ask for our opinion.all of the employees were very courteous and professional. it was like a breath of fresh air.

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### COMMENT

Additional Comment  
Mar 04, 2018

complete satisfaction

### REVIEW

Billie G.  
Edgewood, TX  
Feb 05, 2018



I paid my \$500 deductible upfront so that my agent and my vendor could deal with them directly. I didn't have to get any vendors and tell them to bring me samples, etc.

### COMMENT

Additional Comment  
Jan 09, 2018

You treated me and my property like it was you're own which impressed me the most. Seth and his staff were excellent.

### COMMENT

Additional Comment  
Jan 09, 2018

You Are The Best!!!

### COMMENT

Additional Comment  
Jan 09, 2018

Spent a great deal of time in providing samplesOf flooring to assist us in making our final choice

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