

FEEDBACK REPORT *for* Premier Pools & Spas of Houston

REVIEW

Tuan L.
Missouri City, TX
Sep 13, 2022



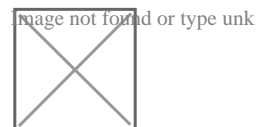
Horrible experience with Houston Premier Pools & Spas. If you are looking for a reputable pool builder, RUN FAR & FAR AWAY from this one! Throughout the entire project, communication was absolutely lacking. Poor/no coordination with subcontractors. Project manager was rarely on site. We basically overseeing the work & subcontractors ourselves. Just a complete nightmare! contract signed on June 26, 2021, which stated 14-20 weeks. More than a year later, the project is still not 100% completed. We're having trouble getting them to come back to correct problems & finish remaining items. Wrong grout was used on the waterline tile. After the pool is filled, the grout rapidly deteriorated within days, got soften & washed out by water. Bill Unger, the owner of Houston Premier Pools & Spas, insisted it's OK and refused to even come out to look at it. Bill now intimidate us with lawyer because we are with withholding the one last payment until these problems are addressed. Well, will let the attorneys sort it all out. So if you plan to build a pool with "Houston Premier Pools & Spas", you better lawyer up...BEFORE, DURING and AFTER. We should have trusted our instinct and go with a different pool builder. (Don't forget to check out their BBB complaints, Google & Yelp Reviews)

REVIEW

Jacob S.
Montgomery, TX
Sep 01, 2020



The whole Premier team we dealt with was excellent; they did a wonderful job. We are happy with the outcome.



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Drive Suite 126
Pearland , TX 77581
(713) 436-4944

GUILDMEMBER SINCE 2014

As a GuildQuality Guildmember, Premier Pools & Spas of Houston relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Premier Pools & Spas of Houston in Houston, TX; Spring, TX; Pearland, TX; Richmond, TX; Missouri City, TX; Baytown, TX; Angleton, TX; Rosharon, TX; Conroe, TX; Cypress, TX; and 69 other cities in Texas.

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REVIEW

David S.
West Columbia, TX
Aug 19, 2020



Premier Pools is very professional. It took a little longer than we expected it to, but we are very satisfied with how it turned out. The quality of the pool is amazing.

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REVIEW

Amanda M.
Missouri City, TX
Aug 02, 2020



MISERABLE company to work with. They literally yelled at me over the phone when I was asking them to provide more details about the item by item cost, they said our pool would be done in 9 weeks but it has been almost 4 months, we have a signed contract saying they owe me a refund of \$3305 (we financed over the pool cost to pay for landscaping) but are now claiming that owe THEM \$2k. I have signed and dated legal contracts, they will not respond to calls or emails. STAY AWAY from this company- they are absolutely a nightmare to work with.

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Comment from Premier Pools & Spas of Houston

I am the own of premier pools. Mrs manglers pool was under construction for 38 day until it was completed. Mrs mangler continues to to blame Premier pools for the pandemic we are living through. We have had several crews go down sick and even with all this we completed her pool on time and top quality construction. I have never yelled at or have ever yelled at one of our customers. As a top 50 pool builder we adhere to the best business practices

REVIEW

Clifton B.
Richmond, TX
Jul 22, 2020



I would not recommend them to anybody.

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REVIEW

Rhonda B.
Conroe, TX
Jul 06, 2020



I would never use this pool company again for any pool projects nor would I recommend them to friends or family.

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REVIEW

Hugo A.
Houston, TX
Jun 10, 2020



Premier Pools & Spas is a really great company.

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REVIEW

Vivian C.
Pearland, TX
Apr 10, 2020



They were very responsive to any and every need. Dora was our go to gal, and I couldn't say enough good things about her. We are very happy with our final project. It is beautiful.

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REVIEW

Shannon N.
Montgomery, TX
Apr 06, 2020



Great experience start to finish.

REVIEW

Amber B.
Huffman, TX
Apr 03, 2020



They were awesome.

REVIEW

Robby A.
Spring, TX
Mar 18, 2020



Premier Pools & Spas of Houston took the time to give us exactly what we wanted versus pushing their pool plan on us. The included options were beneficial to us. I could not say no..

REVIEW

Kevin H.
Iowa Colony, TX
Mar 17, 2020



Matt Unger is a great guy, he cares a lot about his customers.

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REVIEW

Robert B.
Pearland, TX
Mar 13, 2020
★★★★★

The salesperson, Kevin, did a great job of understanding my concerns. As for everything else, when the job was completed and certain times throughout the process, there was no communication.

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REVIEW

Ron A.
Manvel, TX
Mar 13, 2020
★★★★★

Premier pools produces a great product, however communication could use some improvement.

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REVIEW

Jeremy J.
Humble, TX
Mar 12, 2020
★★★★★

Other than a few small issues I feel like they did a good job.

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REVIEW

Eldon L.
Beach City, TX
Mar 12, 2020
★★★★★

I just do not recommend them at all. I had a terrible experience.

REVIEW

Margaret A.
Iowa Colony, TX
Mar 12, 2020
★★★★★

We are very happy.

REVIEW

Carla B.
Dickinson, TX
Feb 25, 2020
★★★★★

They provide very poor customer service.

REVIEW

Johnny M.
Angleton, TX
Feb 21, 2020
★★★★★

Do not trust the sales people for their word. This company has a serious lack of ethics.

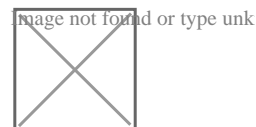
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REVIEW

Kenny S.
West Columbia, TX
Feb 10, 2020



The guys did a great job.



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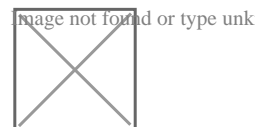
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REVIEW

Raul L.
Humble, TX
Dec 31, 2019



We are satisfied with the finish of our pool. We was not completely satisfied with the communication from the Supervisor field, as the only time we would hear from him is when we reached out to him. Even after an issue was brought to his attention that needed to be retouched or fixed, he would not communicate. I had to reach out to him in order for us to know if the project was completed and all went well. Just be aware that when building a pool with Premier Pools, expect to have people coming to your property unannounced, as it happened to us one weekend. An electrician needed to have access to our garage for the breaker box and we was on the opposite side of town, not knowing he was showing up. If we would of known we would of been at home, but had to return home to give the electrician access to our garage. Totally a big inconvenience as it took us 45 min to get back to our side of town. Spoke to manager of the company to complain about his field supervisor and was offended that I had told him how to manage his supervisors, as his supervisor was not doing his job (reschedule hot tub guys) to come back out to fix an issue. A week and a half or so later, the hot tub guys showed up (3x they had to come out to fix issue). I'm a communication guy and I am very aware of other issues popping up, but when you leave a customer lingering that is not cool and so unprofessional. If Premier Pools can fix these issues, they will definitely be a good pool company.



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REVIEW

Greg S.
League City, TX
Dec 11, 2019



The communication was not that great, so make sure to be able to actively participate in making sure the communication between different departments and yourself is good in order to keep the project moving.

REVIEW

Ted H.
Spring, TX
Dec 11, 2019



The quality of the work was good and the pool turned out just like we wanted.

REVIEW

Annette H.
Porter, TX
Nov 13, 2019



We still need someone to come out to fix the tiles that are shiting but other than that they were good.

REVIEW

Kristal G.
League City, TX
Nov 08, 2019



Do not use Premier Pools. They do not keep promises. Communication was a barrier to this project. The quality was deficient.

REVIEW

Casey C.
Spring, TX
Nov 06, 2019



Premier Pools & Spas of Houston exceeded our expectations! The job was done well.

REVIEW

Abigail G.
Houston, TX
Nov 06, 2019



Do not hire this company, they have a very lack of communication. No one talked to me through the whole project.

REVIEW

Brandon R.
Richmond, TX
Nov 06, 2019



The General Manager with Premier Pools & Spas of Houston is a joke! They cracked my driveway on the first day the job was started and said they would fix it, but didn't. Although the quality of the work is good, I would never recommend Premier Pools & Spas of Houston.

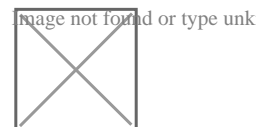
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REVIEW

Rachel H.
Porter, TX
Nov 01, 2019



Dora was very helpful.

REVIEW

Noveta L.
Pearland, TX
Oct 26, 2019



This was my first time having a pool built. I appreciated their patience with me in understanding the process. They kept their composure while I wanted to know answers and I appreciated this.

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