



CUSTOMER FEEDBACK REPORT *for* The Brothers that just do Gutters (Virginia)

REVIEW

Craig W.
Forest, VA
Feb 05, 2021



I had a five star experience the first time I used these guys but there were some issues this time that bothered me. 1) I feel like it's a bush league practice to request 50% of the fee up front just to schedule an appointment. That's half of their incentive to show up in a timely manner and perform the agreed upon task. They made me wait a couple weeks just to get the estimate and then didn't even bother to come to my home. They just quoted what the amount from a few years ago, which is fine but why make me wait if that's what you were going to do? 2) I'm guessing my gutters were cleaned correctly based on the amount of leaves and other debris I still have on my landscaping surrounding my home. The few pictures they included didn't show much and were actually from the previous time they cleaned my gutters.

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REVIEW

F.W.H.
Appomattox, VA
Jan 27, 2021



You can't go wrong when you choose The Brothers that just do Gutters! Best price, quality of work and punctuality! They are a business that actually cares about the customer's needs.

REVIEW

William B.
Lynchburg, VA
Jan 04, 2021



They did a great job with a gutter clean and guard system installation.



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REVIEW

Ryan L.
Bedford, VA
Oct 19, 2020
★★★★★

Completely satisfied with the service and work that was provided. It was the busy season, but getting scheduled for an estimate and install was still done in a reasonable time frame. Discussed issues regarding squirrels getting in the attic due to a large contractors gap and they were able to advise the right solution for my situation. The install itself was done in a day and looks great, and was just in time for the rainy season we had.

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REVIEW

Bev D.
Forest, VA
Sep 01, 2020
★★★★★

We waited to see if a diverter was necessary at an inside corner - huge downpour that day showed that it was. They immediately returned to install the diverter and seal the corner seams. Not a drop came into the house! Love these 6" gutters with leaf guards!

REVIEW

Darrell C.
Moneta, VA
Jul 20, 2020
★★★★★

I wouldn't recommend this company because there is no follow through.

REVIEW

Sasha H.
Blue Ridge, VA
Jul 14, 2020
★★★★★

Seamless

REVIEW

Will W.
Amherst, VA
Jun 28, 2020
★★★★★

Personally with over 40 years of construction management experience, I found The Brothers that just do Gutters to be much superior in the quality of gutters/gutter guards and their customer service when compared to other competitors.



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REVIEW

Anthony C.
Forest, VA
Jun 27, 2020



The scope of work performed did not align with the cost of the project, the time spent on the project, nor the written estimate provided for the work to be performed. I called the sales representative after completion of the project inquiring about the methods used to perform the gutter cleaning and the response amounted to the basic minimum to get the project accomplished. Also, after the initial greeting from the workers on site, the first thing I am told as a consumer is "we will do our best, but we usually do not work on K-guard gutters- we are usually taking them down and replacing them." To me, this is an unacceptable statement to make to a client, regardless of your view of a competing system.

REVIEW

Lisa M.
Forest, VA
Jun 26, 2020



I would give them a big fat 0 on their workmanship and their professionalism. They came out and cleaned my gutters and threw dead leaves and debri all in my FRESH mulch and shurbs and all over my sidewalk. I called to complain 2 times and was told they'd be out to clean the mess up but never showed.

REVIEW

Jack Q.
Lynchburg, VA
Apr 07, 2020



"The Brother that just do Gutters" installed the gutters system on the back of my house last spring (2019) and it work so well that I had them install the same system on the front of my house this spring (2020). They were professional and friendly. I have and will recommend them to other people.

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REVIEW

Chuck G.
Forest, VA
Jan 06, 2020
★★★★★

Our gutter replacement job was a bit unusual in that the work was done some 9 months after the initial assessment and estimate was performed (owing to unforeseen circumstances), and the initial project manager had left the firm prior to the work. We also had the original gutters removed and the new gutters installed on different dates because we wanted to repair and stain the fascia board behind the gutters. Nonetheless, the work was performed in a very professional manner and we are pleased with the results.

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REVIEW

Sharon S.
Monroe, VA
Jan 04, 2020
★★★★★

They were professional and easy to work with. The estimate was fair and the quality of work was excellent.

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REVIEW

Cathy D.
Charlottesville, VA
Aug 20, 2019
★★★★★

A little pricier than others, but super organized, on time, before/after photos, etc. Highly recommend.

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REVIEW

Thomas S.
Lynchburg, VA
Aug 20, 2019
★★★★★

Top notch product and exceptional customer service. Highly recommended!

REVIEW

Russell H.
Lovington, VA
Jul 23, 2019
★★★★★

I am extremely happy with the quality of work and the service that I received from The Brothers that just do Gutters. I would highly recommend them to family and friends and I still have their yard sign displayed.



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REVIEW

Jason P.
Pamplin, VA
Jul 16, 2019



Do not use these ppl! They will not take the job looking to ensure you get what you pay for. They will toss up gutters without looking at the project or the home. If there is facing damage or needed repairs...they don't care. Gutters will go up and a invoice shot to you the same day. I have holes in my roof because they didn't want to stop and talk to me. Took over 30 days to get them to come back to fix issues, and another 15 days to get it done. They missed 2 appointment with me at my house, these are days I took off from work to meet them about the discrepancies. Still debating my options if my roof starts to leak.

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REVIEW

Kathy L.
Troutville, VA
Jul 02, 2019



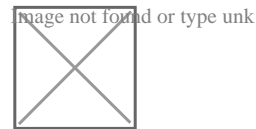
Highly recommend to anyone needing their specific services. Very professional and the guttering looks fantastic.

REVIEW

Cheryl M.
Cave Spring, VA
Jun 18, 2019



Strongly recommend this company! They communicate frequently and clearly about their appointment times, they are cheerful and professional to work with and they do an excellent job. We hired them to clean our roof, gutters and downspouts. Two days later we had a downpour and all of our drains and runoff were running smoothly with no gutter overflow areas nor backup. We've already scheduled our next maintenance cleaning.



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REVIEW
Nannette H.
Gladys, VA
May 06, 2019
★★★★★

I was exceedingly pleased with the work done by The Brothers that just do Gutters. I had been stressing and struggling trying to get our gutters replaced and was actually praying for the right individuals to come along, and the very next morning I stopped for coffee at the Marathon in Rustburg...parked at the pump was a VW with the Brothers Gutters logo all over it...a true God send in my mind!!! I turned around and went back into the store and asked who was driving for Brothers Gutters bug...a gentleman raised his hand...he was very kind and accommodating and encouraged me to contact the office for an estimate...oddly, my youngest daughter had also requested an estimate from the same company as a surprise...obviously our encounter with Brothers Gutters was meant to be...and what a wonderful experience we have had from estimate to finished product...thank you so very much for helping to make such desperately needed improvements on our home.a reality...the work looks amazing!!!

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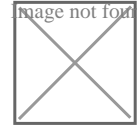
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REVIEW
Mari-jo L.
Lynchburg, VA
Mar 09, 2019
★★★★★

I had a few more questions for Dylan, and he was very quick the answers and was very patient with waiting for my decision on what I wanted/needed. Very pleased with my gutters. No more water in the basement!

REVIEW
Joseph E.
Lynchburg, VA
Jan 22, 2019
★★★★★

The service was professional, affordable and fast! The company feels in every way like the small town local business that doesn't just see the customer as a number but focused on building a healthy relationship with you. Even though they have the small town feel, they are up to date in all areas of performance and product!



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Meghan M.
Lynchburg, VA
Jan 16, 2019



Very disappointed with work, communication, level of professionalism with appointment staff. Would not recommend or hire again.

Comment from The Brothers that just do Gutters (Virginia)

Megan, I am so sorry to hear about your poor experience. We are currently looking into your situation to see what went wrong and how we can help. We will try to keep you updated and be in touch shortly.

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REVIEW

Wayne M.
Waynesboro, VA
Jan 11, 2019



Great work. Timely install. Friendly staff.

REVIEW

Robin L.
Forest, VA
Jan 03, 2019



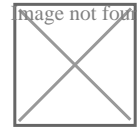
Very professional! Very prompt! Excellent service!

REVIEW

Rene H.
Charlottesville, VA
Dec 10, 2018



The crew told me that they had an issue with the soffit and fascia in the backyard while they were installing the gutter. The gutter has a long run at the end of the house that butts up to a short run closer to the middle. they cut a hole where the long run meets the short run. When it rains (I have video) the water runs away from the long run and to the short run. No water(during a downpour) goes to the down spout on the long run. The gutter is not installed properly. The explanation I get is that the soffit has a strip of wood that forces the crew to mount the gutter lower than optimum.



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REVIEW

The brothers were awesome!

Nora E.
Lynchburg, VA
Sep 25, 2018
★★★★★

REVIEW

We are pleased with the prompt, efficient, and knowledgeable service provided as per contract.

Lawton K.
Daleville, VA
Sep 22, 2018
★★★★★

REVIEW

Excellent work!! Great staff. Worked quickly and exceeded expectations.

Bryan L.
Forest, VA
Sep 10, 2018
★★★★★

REVIEW

They did a great job. I definitely recommend them and would use them again without hesitation.

Mike J.
Roanoke, VA
Sep 05, 2018
★★★★★

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