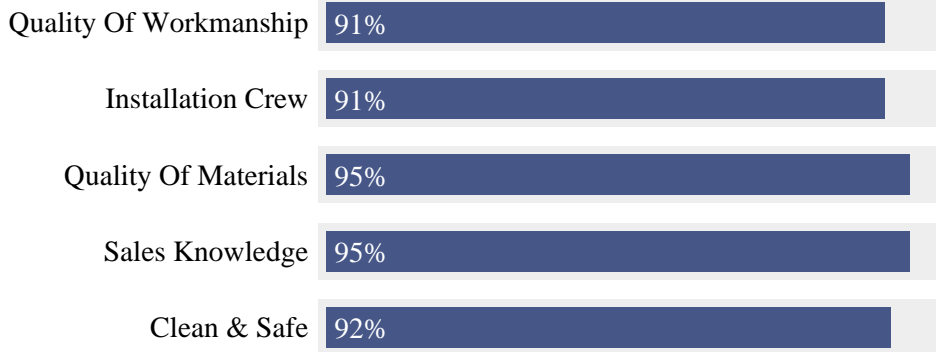


CUSTOMER FEEDBACK REPORT *for*
Florida Home-Improvement Associates

Customer Feedback Summary

Of 2,732 customers surveyed, 1,310 responded



Recent Reviews & Published Comments

REVIEW

JOSEPH B.
JACKSONVILLE, FL
Mar 04, 2020



Outstanding service, friends and family love it.

REVIEW

Alejandro G.
LAKE MARY, FL
Mar 04, 2020



We are really happy with the work done. It was done fast. The job site was cleaner than expected.

REVIEW

Sally N.
Williston, FL
Feb 25, 2020



They were good. They came into my home and they were very friendly people. They were very nice to answer any questions I asked.

REVIEW

Marylou N.
IMMOKALEE, FL
Feb 19, 2020



I really was impressed with the sales rep that came to our home. He took his time and was very thorough about what they had and what to expect. My only complaint is that the workers need to be more diligent in their work ethic.



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Fort Lauderdale, FL 33312
(954) 792-4415
www.FHAProducts.com

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Florida Home-Improvement Associates relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Florida Home-Improvement Associates in Jacksonville, FL; Orlando, FL; Miami, FL; Naples, FL; Cape Coral, FL; Port Charlotte, FL; Kissimmee, FL; Coral Springs, FL; Miami Gardens, FL; West Palm Beach, FL; and 296 other cities in Florida.

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REVIEW

Renay O.
Apopka, FL
Feb 19, 2020



Do not use Florida Home-Improvement Associates.

REVIEW

NANCE G.
POMPANO BEACH,
FL
Feb 19, 2020



Look up FHIA if you need hurricane windows. I am thinking about getting a hurricane door, too.

REVIEW

Ann D.
SPRING HILL, FL
Feb 12, 2020



They did an excellent job.

REVIEW

Susie D.
Orlando, FL
Feb 12, 2020



It was better than I expected!

REVIEW

Richard M.
Orange Park, FL
Feb 11, 2020



They did great work. I am absolutely satisfied.

REVIEW

Vicki L.
Umatilla, FL
Feb 11, 2020



The installation worked so well as a team. They are always there to answer questions. They were awesome and hung up my curtains.

REVIEW

Maria P.
Jacksonville, FL
Feb 11, 2020



I'm pretty happy with what they did. The inspector found some little gaps that they have to come back and fix, but they called me and are coming out to fix it so I'm pretty happy with their response.



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REVIEW

Michael A.
VALRICO, FL
Feb 11, 2020



The installation crew did a great job installing the windows. They were very attentive making sure everything was correct, and clean.

REVIEW

Ivette W.
miami gardens, FL
Feb 06, 2020



They installed the windows quickly and did a great job. Everyone I spoke to was nice, and they answered all my questions

REVIEW

Tammy R.
Fort Pierce, FL
Feb 06, 2020



Very satisfied w work

REVIEW

Miclaude A.
West Palm Beach, FL
Feb 06, 2020



Everything was done the way i wanted.

REVIEW

Irma C.
Orlando, FL
Feb 03, 2020



Florida Home-Improvement Associates had great customer service. The salesperson went above and beyond his duties to make sure that I was pleased with the work done. He checked on things before and after the work was done. The people that came to correct the errors were wonderful and they did a good job.

REVIEW

Donna W.
St. Cloud, FL
Jan 31, 2020



They were really nice to work with and I had no problems at all. I am tickled to death with them and the windows.



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Florida Home-Improvement Associates

REVIEW

Bobby J.
Orlando, FL
Jan 31, 2020



I am very pleased with the work Florida Home-Improvements did for me. They did a great job.

REVIEW

Mindy W.
Fort Pierce, FL
Jan 31, 2020



Everything was great. I couldn't ask for anything better.

REVIEW

Kyle S.
JACKSONVILLE, FL
Jan 30, 2020



They did a really great job.

REVIEW

LUFENIA I.
MIRAMAR, FL
Jan 21, 2020



They did a good job!

REVIEW

Gilbert R.
Winter Park, FL
Jan 16, 2020



I was very pleased. Everything that the sales rep told me was true. The installers worked quickly.

REVIEW

Donna G.
Jacksonville, FL
Dec 13, 2019



The crew left opened spaces in the rafters on the underside of the roof. This was pointed out to the 2nd project manager, who stated he would have the crew return to take care of this, however, n me ever came back and I never heard from the project manager. An old satellite dish was left hanging off the roof along with the wires sprawled on the ground. The project manager did remove these.



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REVIEW

TIM C.
CITRA, FL
Dec 13, 2019



When they installed my windows, they destroyed the cut out on the inside of my house. It looks like they beat them in with a hammer.

REVIEW

Linda B.
SARASOTA, FL
Dec 10, 2019



I truly was appreciative of all the support and value that I got, so I would definitely recommend them. I'm very glad they were available at Sam's.

REVIEW

FITZ L.
CORAL SPRINGS, FL
Dec 10, 2019



I was very happy with the quality and the workmanship.

REVIEW

Lucy M.
Fruitland Park, FL
Dec 09, 2019



They did the bare minimum. Structurally it was fine but aesthetically it looks terrible. Now I have to pay out of pocket to make it look good.

REVIEW

Earl S.
NORTH PORT, FL
Dec 06, 2019



The salesman, Peter, was very professional. He did everything that we asked. We had no problems.

REVIEW

HELEN C.
JACKSONVILLE, FL
Dec 06, 2019



They were very professional. I have nothing bad to say about them. They came back out for the inspection and everything is great.

REVIEW

Marie H.
Cape Coral, FL
Dec 04, 2019



They did an outstanding job.



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