

CUSTOMER FEEDBACK REPORT *for*
Gettum Associates, Inc



4984 W Smith Valley Rd.
Greenwood , IN 46142
(317) 888-5681
www.Gettum.com

GUILDMEMBER SINCE 2013

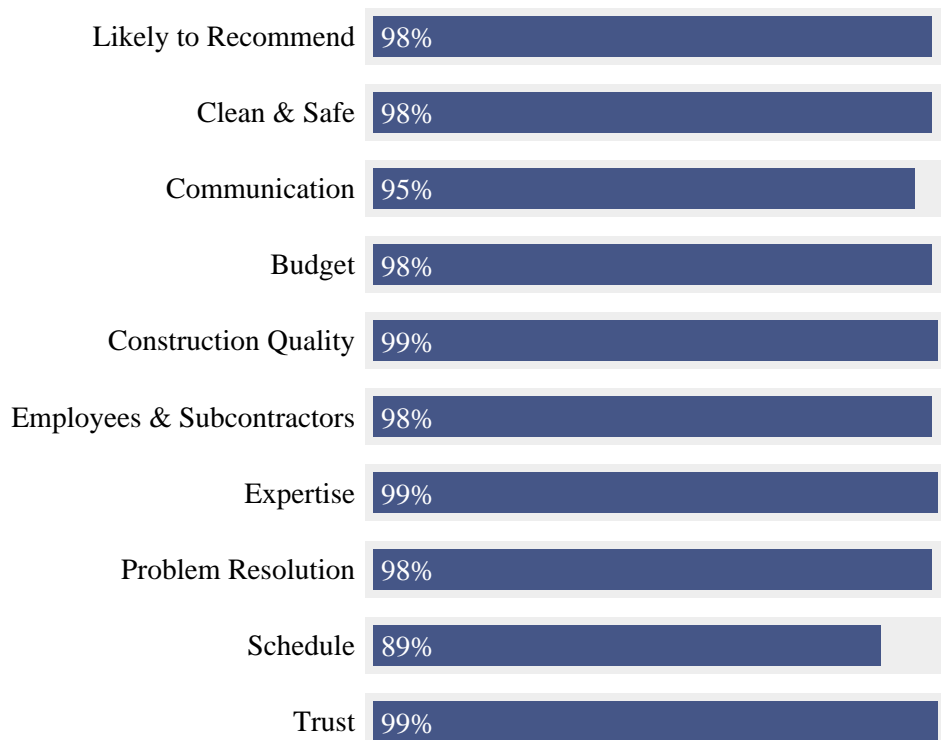
As a GuildQuality Guildmember, Gettum Associates, Inc relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Gettum Associates, Inc in Greenwood, IN; Indianapolis, IN; Carmel, IN; Bargersville, IN; Noblesville, IN; Fishers, IN; Nineveh, IN; Trafalgar, IN; Martinsville, IN; Zionsville, IN; and 19 other cities in Indiana, Delaware and Massachusetts.

In this report, Gettum Associates, Inc has published a summary of the customer feedback they've received since they joined GuildQuality in February 2013. In that time, 136 out of 246 customers (55%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

Customer Feedback Summary

Of 246 customers surveyed, 136 responded



Recent Reviews & Published Comments

COMMENT

Additional Comment
Nov 12, 2019

I was most satisfied with their detail to the work and the quality of the work.

COMMENT

Additional Comment
Jul 29, 2019

Great quality and professionalism. I appreciate all the planning and design assistance. I thought the workers were very polite and respectful of my house, children, personal space.

COMMENT

Additional Comment
Jul 29, 2019

Immediate response with questions or concerns.

COMMENT

Additional Comment
Jul 26, 2019

I would definitely call on Gettum Associates for any future projects!

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COMMENT
Additional Comment
Jul 26, 2019

Not at all

COMMENT
Additional Comment
Jul 26, 2019

All employees and outside contractors were polite, friendly and respectful of my time and my property.

COMMENT
Additional Comment
Jul 26, 2019

I knew the owner.

COMMENT
Additional Comment
Jun 21, 2019

You exceeded our expectations from beginning to end. Everyone was professional, skilled and pleasant to work with. I'm always curious how things work and Randy and Tim took the time to explain how they did things and I learned a lot!

COMMENT
Additional Comment
Mar 18, 2019

Overall a wonderful experience. I had so much faith in their team I never sought out additional bids. Even if i did , I would consider paying more over a lower bid based on the quality and service I recieved.

COMMENT
Additional Comment
Mar 18, 2019

Having a lead person on site was so helpful to keeping everything organized. All gettum employees who worked on our project were incredibly professional and trustworthy.

COMMENT
Additional Comment
Mar 18, 2019

Dave was wonderful to work with on the design process. I really took my time thinking this through and he was never pushy. It never felt like he "just wanted the sale." Jessie absolutely exceeded our expectations. His attention to detail is incredible. If we ever did another project I would request him to lead our job!

COMMENT
Additional Comment
Mar 05, 2019

The gentlemen that completed the work was excellent.

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COMMENT
Additional Comment
Mar 05, 2019

I already have.

COMMENT
Additional Comment
Jan 29, 2019

I was satisfied with the quality of workmanship and the overall professionalism of the organization from the first contact to the final sign off. They are very professional.

COMMENT
Additional Comment
Jan 29, 2019

I would absolutely recommend them.

COMMENT
Additional Comment
Dec 09, 2018

Quality of work; Customer service;

COMMENT
Additional Comment
Dec 06, 2018

I would give them higher than a 4 if I could and I would highly recommend them.

COMMENT
Additional Comment
Dec 06, 2018

They were really kind to my family and my family felt safe. They communicated well, and they did a good job.

COMMENT
Additional Comment
Sep 21, 2018

Quality of work, professionalism, and responsiveness of the of the crew on site. The attention to detail in all phases of construction was clear. Scott and Mike went above and beyond in their communication, responsiveness, and resolution of issues during construction. Scott was very personable and professional, and very diligent in involving me in the project, as I wanted to understand everything that was being done. Mike was very diligent in ensuring that our expectations were met during and after construction, and great about about communicating and resolving issues to our satisfaction. We were on tight timeline for completion, and Mike ensured that everything was done on our schedule and done properly.

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COMMENT
Additional Comment
Aug 20, 2018

There is not one negative thing I can say about this job! Phenomenal job! Best customer service I have EVER received on a home project. Thank you for caring about our home like it was your own!

COMMENT
Additional Comment
Aug 20, 2018

Adrian and his crew were absolutely amazing! Adrian did a phenomenal job at explaining everything to us and was so prompt at returning calls and answering every single question no matter how big or small. He was always attentive and made sure we were 110% satisfied with the completion of the job before the project was labeled done. I have already recommended Adrian and his crew to neighbors and friends and will definitely think of Gettum for any future exterior projects.

COMMENT
Additional Comment
Jun 21, 2018

I was most satisfied with the outcome, they worked well with our schedule and kept everything tidy for our kids.

COMMENT
Additional Comment
Jun 20, 2018

Adrian did a nice job managing the project. He addressed all issues we had. Everyone else was very knowledgeable and courteous.

COMMENT
Additional Comment
Jan 10, 2018

My next project, I will be calling Gettum Associates again!

COMMENT
Additional Comment
Jan 10, 2018

I was most satisfied with the time spent in evaluating the work scope and everything that needed to be completed. The Gettum Associates guy came to the house a couple of times and took the time to inspect things. He did a good job, and the job was wonderful.

COMMENT
Additional Comment
Dec 06, 2017

I just want to say that I couldn't be any more happy with Adrian. Good work, and we will be sure to call them if we need anything else.

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COMMENT
Additional Comment
Dec 06, 2017

I was most satisfied with the follow up, the care in the work that they did, and everything really.

COMMENT
Additional Comment
Mar 30, 2017

Overall work quality, timeline and keeping area clean on daily basis. Jessie was great to work with and communicating the next process to be done.

COMMENT
Additional Comment
Mar 20, 2017

Everyone at Gettum was very helpful, from the first moment we worked with Dave Watson to plan our construction to Jessie Bullock who did great work on our three season room, garage and patio, to Jason Gettum who worked diligently to resolve issues that inevitably come up on such a complex project. We have been very pleased and will use Getum in the future.

COMMENT
Additional Comment
Mar 16, 2017

I appreciate Gettum Associates respectfulness of my time and keeping me informed of what was going on.