


CUSTOMER FEEDBACK REPORT *for*
Great Western Restoration & Remodeling

Customer Feedback Summary

Of 134 customers surveyed, 46 responded

Employees Professionalism  89%

Recent Reviews & Published Comments

REVIEW

Gregory D.
CANBY, OR
Dec 03, 2019



Great Western did an excellent job of communicating throughout the process. Everybody who came on site was professional, courteous, and respectful. The project was very well managed.

REVIEW

Christopher T.
SANDY, OR
Sep 09, 2019



Good group of guys to work with.

REVIEW

Aila K.
Vancouver, WA
Nov 01, 2017



Great Western Restoration & Remodeling did such poor work on my home, as a union carpenter it makes me wonder the path of call backs and shoddy work that they have left in their wake, for people who are either unable, unwilling or are not knowledgeable enough to go and over see the work for themselves. Leaving these people to work on your house without direct supervision from a third party would be a mistake. Their work was so bad the Allstate contractor over site had to come and view their work because of the amount of complaints that I had to my insurance company. It amazes me that they are even a premier contractor for Allstate insurance in the Portland area.

COMMENT

Additional Comment
Oct 10, 2017

Every thing exceeded my expectations



13863 Lazy Creek Lane
Oregon City , OR 97045
(503) 655-4739

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Great Western Restoration & Remodeling relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Great Western Restoration & Remodeling in Portland, OR; Vancouver, WA; Beaverton, OR; Hillsboro, OR; West Linn, OR; Oregon City, OR; Tigard, OR; Milwaukie, OR; Clackamas, OR; Lake Oswego, OR; and 27 other cities in Oregon, Washington and California.

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REVIEW

Kim M.
Sandy, OR
Jun 12, 2017



Poor quality, poor communication, poor customer service. They detached our heating ducts and did not tell us.

REVIEW

Joseph F.
Portland, OR
Jun 10, 2017



This was my rental home they did the work on, and I was not available to stay in contact with them in person, but was kept informed by phone. I did get to inspect their work when they finished and everything was accomplished to my satisfaction. I would recommend them anytime, and I would call them if I need anymorework.

REVIEW

Barbara F.
Hubbard, OR
May 09, 2017



They did an excellent job with a high degree of professionalism.

REVIEW

Ronald B.
Portland, OR
Apr 05, 2017



Kurt was responsive, polite and easy to work with. He helped me when I had a problem with the adjuster. All work is done and well done. The contracted workers were also responsive and easy to work with and very professional. As I said everything is done except compensation for the fan we bought and for the two lampshades they lost.

REVIEW

Cynthia M.
Keizer, OR
Feb 13, 2017



Marshall and his crew were great to work with and the quality of work was excellent. The few things that I had questions about were answered and taken care of quickly. I would definitely recommend GWR.

REVIEW

Thomas W.
Hillsboro, OR
May 24, 2016



GWR&R far exceeded my expectations for workmanship. They always kept me in the loop regarding the remodel. It feels like living in a new house again because of the great work they did.

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REVIEW

Richard A.
Battle Ground, WA
May 04, 2016



The workers were good and Marshall was considerate.

REVIEW

J.S.K.
Vancouver, WA
Mar 16, 2016



GWR were extremely helpful throughout our restoration project. They were always ready with answers and explanations. They were polite, effective, and friendly to work with.



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