

CUSTOMER FEEDBACK REPORT *for*
Gunnison Tree Specialists



REVIEW

Susan D.
ATLANTA, GA
Jul 20, 2021



They cut a huge chunk out of my beautiful tree. They were only supposed to cut one tree on my property and they cut two..while I was out running an errand. Ga power NEVER EVER has said to cut this tree and Gunnison ruined it. It will never be the same. I am furious

460 East Paces Ferry
Road Northeast
Atlanta , GA 30305
(678) 701-5722
www.gunnisonontree.com

GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, Gunnison Tree Specialists relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Gunnison Tree Specialists in Atlanta, GA; Marietta, GA; Decatur, GA; Atlanta,, GA; Sandy Springs, GA; Brookhaven, GA; Smyrna, GA; Roswell, GA; Kennesaw, GA; Dunwoody, GA; and 82 other cities in Georgia, South Carolina, Florida, Alabama, North Carolina, and 3 other states.

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REVIEW

Gordon B.
Kennesaw, GA
Jan 01, 2018



REVIEW

Nancy M.
Atlanta, GA
Oct 03, 2017



I don't think the pricing was communicated very clearly.

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Leslie H.
Atlanta, GA
Aug 27, 2017
★★★★★

Of all of the quotes I got for a small project, Gunnison was the most professional and best communicators. They provided a project date, stuck to it, and completed the project successfully. My insurance company was on me about getting a tree removed and they provided me with some paperwork to keep them at bay until I could complete the job.

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REVIEW

Kathy C.
Atlanta, GA
Aug 22, 2017
★★★★★

This was our third experience with the same excellent GTS crew over the past two years (RP & Gaudi). They were always pleasant, professional, and proficient.

REVIEW

Carrie M.
Atlanta, GA
Aug 17, 2017
★★★★★

Had a great experience from start to finish. Would definitely use them again in the future or recommend to others.

REVIEW

Chase T.
Atlanta, GA
Aug 17, 2017
★★★★★

Excellent communication skills, does work correctly the first time and is incredibly reasonable on price.

REVIEW

Brandon B.
Atlanta, GA
Aug 17, 2017
★★★★★

Great Company. We had the city arborist stop our construction for dirt in the tree save and Gunnison came out and handled it so that we could get back to construction the next day.

REVIEW

Mark T.
Atlanta, GA
Aug 17, 2017
★★★★★

Gunnison trimmed the trees for a listing we have coming up. They got the job done quickly with minimal hassle so we could keep the process moving.

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Jonah R.
Duluth, GA
Aug 14, 2017



Gunnison does excellent work for a fair price. I have used them for years and will continue to do so. I highly recommend them!

REVIEW

Marc B.
Brookhaven, GA
Aug 10, 2017



I've used Gunnison Services twice in one year and have been exceptionally pleased as the ease of the transaction as well as the quality of the services.

REVIEW

Matt M.
Sandy Springs, GA
Aug 10, 2017



Gunnison Tree Specialists are an outstanding tree specialty company. The best in Atlanta!

REVIEW

Jennifer R.
Atlanta, GA
Aug 10, 2017



I could not have been happier with my experience. Excellent assessment of the work to be done, timely communication from the office, incredibly professional and friendly crew. Stellar cleanup, not a wood chip left behind. Can highly recommend!

REVIEW

Caroline S.
Decatur, GA
Aug 10, 2017



Gunnison did an outstanding job! Chris and Brittany were a pleasure to work with and the work was very well done. I highly recommend Gunnison.

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Ed J.

Atlanta, GA

Aug 10, 2017



Gunnison was recommended to me by a friend after we had called a couple other companies and weren't happy with what we were hearing. So glad my friend introduced me to Gunnison, because they got back to me within about an hour and then had their crew out within a day. Also, their pricing was very competitive, and their service was outstanding. They helped me save a very important tree instead of having to take the whole tree down. I will call Gunnison first next time and have already recommended them to friends.

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REVIEW

Chantal S.

Duluth, GA

Aug 10, 2017



My experience with Gunnison was great up until the tree crew arrived. Even though there were two cars parked in the driveway, they never knocked on the front door or rang the bell to alert me that they arrived. I went to my backyard once I heard them, to find them trying to figure out which 4 trees needed to be trimmed. No one was going to come ask the homeowner who was clearly at home. They finished the job and to be fair, it was done to my satisfaction. However, they just drove off without saying they were finished or leaving a work order copy or anything. I called the office to tell them what happened and got the response, "They did the job, right?" Clearly, Gunnison could care less. I will not use this company in the future.

REVIEW

Seth B.

Brookhaven, GA

Aug 10, 2017



Crew was on time, very efficient and made quick work on the job site. Very minimal disturbance to surrounding landscape. Pricing was competitive vs. two other quotes. Having their own crane made a world of difference. Would hire again.

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Doug L.
Atlanta, GA
Aug 10, 2017
★★★★★

From an initial call on a Sunday afternoon, an early visit by a specialist on Monday, the tree coming down on Tuesday, and logs all gone on Wednesday, everyone delivered the best example of total customer service I've seen in a long time, maybe ever! The crew deserves special mention - they were not only personable but made us comfortable with their efficiency and expertise. We appreciate all they did to ease our concerns and help get things back to normal quickly.

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REVIEW

Jason S.
Woodstock, GA
Aug 08, 2017
★★★★★

Gunnison went above and beyond! They were easy to work with and the work was completed well before we thought it would be. I have recommended Gunnison to everyone I know that has needed any tree work (and to some who didn't need any work)!

REVIEW

Marion B.
Atlanta, GA
Aug 04, 2017
★★★★★

Excellent in all regards!. Watching the crane operator, tree climber and support workers working together in unison to remove about 6 huge towering pines close to my house was like listening to a beautiful symphony. All equipment new top quality and super sized. The cost to do my job was more than a good deal. Thank you and I wish your business great success,

REVIEW

Mark J.
Smyrna, GA
Aug 04, 2017
★★★★★

They were professional, on time, kept me informed and fairly priced.

REVIEW

Mark M.
Atlanta, GA
Aug 04, 2017
★★★★★

Matt and the team at Gunnison are fantastic. They respond quickly whenever I need work done, they are skilled at what they do, and they leave your property in pristine condition. I use them for all of my tree work.

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Leslee S.
Atlanta, GA
Aug 04, 2017



My site was a mess and you unnecessarily killed my bushes. Back yard still has a big limb in the arch of another tree

REVIEW

Randy H.
Atlanta, GA
Aug 04, 2017



Great and quick service with our 4 trees that fell during the storm on Memorial Day . The team was very professional.

REVIEW

Lee S.
Marietta, GA
Aug 04, 2017



Gunnison was knowledgeable and very effective. It was a difficult tree to remove but they did a wonderful job of removing it.

REVIEW

Alan P.
Atlanta, GA
Aug 04, 2017



I thought the arborist (Christie Bryant) at Gunnison was great, very knowledgeable about what needed to happen and very prompt coming up with a bid that far undercut the competition. Where they fell down in a big way was execution. The scheduled date for the work was moved four times before they finally got out there; I was told a couple of times categorically that "tomorrow they'll be out there" only to find out that didn't happen, so I had to keep informing neighbors. I'd also asked them a few times to retain all the trees cut down (there were 5) so I could use them for firewood; instead, all the trees were taken away. The arborist was super apologetic, but those doesn't bring back 5 trees.

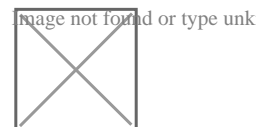
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Lola K.
Atlanta, GA
Aug 04, 2017
★★★★★

Gunnison Tree Specialists arrived on the scene within 2 ours of a huge tree collapsing on my deck & garage. They worked well in to the evening and were back first thing in the morning with a full crew. They were incredible and professional. I would recommend them to anyone. I should mention as well, that they trimmed the same tree that fell exactly one year earlier, and because of their exceptional work, the tree did not touch our home when it fell. It fell in the perfect direction with the least harm done, not harming our home or any of our neighbor's property.

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REVIEW

Jim J.
SUWANEE, GA
Aug 04, 2017
★★★★★

Courteous, Professional, and Great Price! Patrick Brown was extremely helpful in analyzing the work we needed to have done, explained clearly what the best approach would be and gave us a very fair price!! I would recommend to anyone!

REVIEW

Steininvest
Atlanta, GA
Jun 13, 2017
★★★★★

Gunnison has always taken care of my properties very well. We are thankful for them.

REVIEW

Robin R.
Atlanta, GA
Jun 12, 2017
★★★★★

BEST IVE EVER USED!!!