

Lunt Marymor

Customer Feedback Summary

Of 319 customers surveyed, 139 responded



Recent Reviews & Published Comments

COMMENT

Additional Comment
Feb 18, 2019

I was satisfied with how they solved the problem.

COMMENT

Additional Comment
Nov 14, 2018

Sean McGovern

COMMENT

Additional Comment
Nov 14, 2018

I followed Sean McGovern to Lunt Marymount because of his excellent work on my furnace when he was with his previous firm. He did several other jobs for me and the quality of his work was always of superior quality. I am very happy to have found him again and glad to be working with Lunt Marymoor.



LuntMarymor

1270 45th St
Emeryville , CA 94608
(510) 985-2889
www.luntmarymor.com

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Lunt Marymor relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Lunt Marymor in Oakland, CA; Berkeley, CA; San Francisco, CA; Piedmont, CA; Orinda, CA; Albany, CA; Emeryville, CA; El Cerrito, CA; Richmond, CA; Alameda, CA; and 24 other cities in California.

In this report, Lunt Marymor has published a summary of the customer feedback they've received since they joined GuildQuality in May 2015. In that time, 139 out of 319 customers (44%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

CUSTOMER FEEDBACK REPORT *for*

Lunt Marymor

COMMENT

Additional Comment
Nov 14, 2018

The hands on aspect of the work, always clean and prompt, and the quick response by phone of the staff when I had a more recent question.

REVIEW

Minnie D.
Oakland, CA
Sep 15, 2018



I have used Lunt Marymor for 30 years. They are excellent.

COMMENT

Additional Comment
Aug 17, 2018

I've never had a problem with them.

COMMENT

Additional Comment
Aug 17, 2018

I'd like to recognize everyone who has ever worked with us. They've all been great.

COMMENT

Additional Comment
Aug 17, 2018

I was most satisfied that they're always completely professional and do sterling work.

COMMENT

Additional Comment
Jul 20, 2018

Sean was great. Took care of everything professionally.

COMMENT

Additional Comment
Jun 21, 2018

Great knowledgeable plumber

COMMENT

Additional Comment
Jun 20, 2018

I'd like to recognize the last installer that came to my home. He was a hard worker and professional.

COMMENT

Additional Comment
Jun 20, 2018

I am satisfied with the installer, who did everything that I wanted and more. I couldn't ask for a better experience.

REVIEW

Howard C.
Oakland, CA
Jun 20, 2018



I had an excellent experience with the men who've come over to fix and install everything that needed work.

COMMENT

Additional Comment
May 25, 2018

Lee Marymor was exceptional.



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COMMENT

Additional Comment
May 25, 2018

I was most satisfied with the work being done in a timely way and being done right.

COMMENT

Additional Comment
Apr 19, 2018

Campbell! and James in dispatching too.

COMMENT

Additional Comment
Apr 19, 2018

no area of service fell short. all good.

COMMENT

Additional Comment
Apr 19, 2018

responsiveness; professionalism; and, commitment and desire of plumber on the scene to provide value (i.e., is there a better, less expensive approach?) and to look at the house plumbing on a holistic basis.

COMMENT

Additional Comment
Apr 14, 2018

Campbell Bradley.

COMMENT

Additional Comment
Mar 20, 2018

Sean, Campbell, and James. A pleasure working with you. And yes, the new heating system is indeed a work of art. Thank you!

COMMENT

Additional Comment
Mar 20, 2018

Communication was exceptional. I appreciate the everyone's flexibility with regard to the intricacies of scheduling.

COMMENT

Additional Comment
Mar 15, 2018

The salesperson and the lead on the installation team was the same guy. Can't remember his name.

COMMENT

Additional Comment
Mar 15, 2018

I trusted them. They had skill. when speaking about what needed to be done, they made sense.

REVIEW

Max R.
Oakland, CA
Mar 15, 2018

They were knowledgeable and honest. I would recommend them without hesitation.



COMMENT

Additional Comment
Mar 14, 2018

We like Campbell and Aaron.



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CUSTOMER FEEDBACK REPORT *for*

Lunt Marymor

COMMENT

Additional Comment
Mar 14, 2018

I am the most satisfied with the quality of the work and the up beat nature of the person that came. He explained things.

REVIEW

Liz E.
Oakland, CA
Mar 02, 2018

Quality work every time.



REVIEW

Max R.
Berkeley, CA
Mar 01, 2018

Lunt Marymor does great work.



COMMENT

Additional Comment
Feb 28, 2018

I would recognize the technician/plumber for exceptional service. Not only was he skilled, but also good at explaining why things were happening.

COMMENT

Additional Comment
Feb 28, 2018

They fell short of my expectations in their timeliness. It took some time to get someone available.



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