

CUSTOMER FEEDBACK REPORT *for*
Premier Pools & Spas of Atlanta

REVIEW

Neil D.
Ringgold, GA
Nov 05, 2019
★★★★★

We tried to communicate with supervision by staying on top of what was needed from us as the home owners, but it always seemed like their was an excuse. Multiple times we had to call just to get an update on when the next phase of construction would start, weeks would go by and we would not hear anything from supervision. Many times we heard they had many projects going at one time, and they would get to us when they could. Example of a problem: we communicated with supervision to bring in fill dirt, ordered the dirt and had it on its way, and the supervisor stopped us saying that it wasn't needed anymore. We canceled the dirt, had to pay cancelation fees, and then the supervisor called us back the next day and said he now needed the dirt, and it would cost us extra if he left his equipment there at our property overnight. This cost us an extra \$500 just to get it expedited.

REVIEW

Terry C.
East Ellijay, GA
Oct 26, 2019
★★★★★

They were very willing to listen to what we wanted. We had a custom pool and they were able to execute what we wanted with the type of style and shape we wanted. They were easy and helpful to work with.

REVIEW

Marilyn M.
College Dale, TN
May 29, 2019
★★★★★

The pool is beautiful. My family has already enjoyed the pool and my neighbors are jealous.

REVIEW

Mitchell B.
Chatsworth, GA
May 07, 2019
★★★★★

The pool looks awesome! We are very happy with it and the experience we had.



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GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Premier Pools & Spas of Atlanta relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Premier Pools & Spas of Atlanta in Chattanooga, TN; Marietta, GA; Ooltewah, TN; Ringgold, GA; Calhoun, GA; Acworth, GA; Roswell, GA; Kennesaw, GA; Harrison, TN; Chatsworth, GA; and 23 other cities in Tennessee and Georgia.

In this report, Premier Pools & Spas of Atlanta has published a summary of the customer feedback they've received since they joined GuildQuality in April 2018. In that time, 27 out of 61 customers (44%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

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Shook S.
Roswell, GA
May 28, 2018



This was our first pool installation and it's going to be our last. The workmanship was excellent - however, the schedule took twice as long as what was committed. The time between processes made this experience one I don't desire to repeat. Don't expect use of your backyard for the entire season and plan for that.

REVIEW

DeRocher M.
Roswell, GA
May 01, 2018



I am more than satisfied with the work that Premier Pools & Spas did creating my vision of a backyard oasis. They were always professional addressing each and every one of my concerns throughout the design and construction process. I would highly recommend this company for your project.

REVIEW

Devilliers T.
Marietta, GA
Apr 12, 2018



They worked really well, with us and we love our pool!



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Zaccagnino A.
Kennesaw, GA
Apr 10, 2018



In terms, of the pool and the quality of the work and material, I am very satisfied. The looks as beautiful as it was presented to us. However, I am very disappointed in the manner in which the damage to my irrigation system was handled. Mr. Walk NEVER got back to me. I had proof of water bills, calculations of excess water use based on 3rd party estimates and conservative estimates in his favor were used in my calculation and he never acknowledged any of this information. In addition, we referred many people to PPS (their quality is very good) and one family contracted with him and he did not provide any referral compensation as was initially promised. Based on initial discussions with Mr. Walk, I did not expect him to be this unprofessional.

REVIEW

Martin J.
Ooltewah, TN
Apr 10, 2018



They were fantastic and everything was built perfectly. It was built on time and there were no hidden fees. Everything was the right price up front and it was built quickly for us.



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