

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



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GUILDMEMBER SINCE 2018

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

We have surveyed customers on behalf of Premier Pools & Spas of Austin in Austin, TX; Spicewood, TX; Georgetown, TX; Round Rock, TX; Briarcliff, TX; Leander, TX; Dripping Spgs, TX; Buda, TX; Pflugerville, TX; Burnet, TX; and 7 other cities in Texas.

In this report, Premier Pools & Spas of Austin has published a summary of the customer feedback they've received since they joined GuildQuality in April 2018. In that time, 21 out of 50 customers (42%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2020.

REVIEW

Tom R.
Austin, TX
May 27, 2019



Very poor experience with Premier Pools - no construction supervision led to several construction flaws and took months to complete repairs. No Project Manager to help with communication and ensure quality during construction process. Our pool equipment broke less than 2 months after completion and we have been waiting almost 3 weeks for repairs. This was not our first pool build so we understand the process and did not have a positive experience with this company.

REVIEW

Matt M.
Buda, TX
May 16, 2019



The owner, Brady, still owes me chairs to make up for their poor workmanship.

REVIEW

Heath J.
Austin, TX
May 13, 2018



My pool was built in the wrong location, has multiple leaks and many other construction defects. For over one year I have been unsuccessful getting anyone to honor the warranty despite multiple contacts to both the local Premier office as well as the California office.