

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

REVIEW

Dan M.  
Murrieta, CA  
Jun 06, 2019  
★★★★★

Very poor communication! We felt like we were at the bottom of the totem pole on the priority list. Everyone there seems to blame each other for our concerns. We never had a final walkthrough as promised. That is hey we didn't want to take this survey.

REVIEW

Willie R.  
Moreno Valley, CA  
May 21, 2019  
★★★★★

Everything went as expected.



26499 Jefferson Ave E  
Murrieta , CA 92562  
(951) 296-0199

**GUILDMEMBER SINCE 2018**

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

We have surveyed customers on behalf of Premier Pools & Spas of Temecula in Temecula, CA; Murrieta, CA; Winchester, CA; Lake Elsinore, CA; Menifee, CA; Corona, CA; Riverside, CA; Wildomar, CA; Hemet, CA; Moreno Valley, CA; and 6 other cities in California.

In this report, Premier Pools & Spas of Temecula has published a summary of the customer feedback they've received since they joined GuildQuality in April 2018. In that time, 40 out of 81 customers (49%) responded to a GuildQuality satisfaction survey, with the most recent response in June 2019.

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REVIEW

Sean B.  
Murrieta, CA  
May 20, 2019



I felt once we signed the contract our project was pushed along quickly at the expense of quality. Our entire yard and fencing were demolished even though they knew a week solid of rain was coming. With several dogs and cats, this made our house a nightmare. Communication was poor throughout the entire project. Appointments were made and hours later they'd show up. Materials didn't get ordered, the wrong materials got ordered, the workmanship was sloppy and several attempts at cleanups had to happen. Several decorative items in our backyard were broken and not replaced. Trash was left behind in all our planters. My family and I had to spend a few weekends cleaning our yard after the pool crews finished removing several wheelbarrows full of leftover stuff. It's been several weeks since our pool was completed yet there are still several items that are not fixed. I've tried contacting our sales person, and the supervisor, but everyone keeps passing it on to someone else. It's very frustrating because our salesperson is a nice guy but he's very disorganized and lacks communication. I would recommend contracting it out yourself, because we paid the pool people but we are still doing all the work in managing the project.

REVIEW

John S.  
Temecula, CA  
May 18, 2019



So extremely happy! Eric and Jon were awesome!



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REVIEW

April E.  
Temecula, CA  
May 02, 2019  
★★★★★

Premier Pools of Temecula is a first class pool contractor. The entire process from start to finish was exceptional. From the planning tools and accurate cost forecasts we know we made the correct choice when selecting Premier. The staff at Premier are one of a kind. Eric in sales and Jon our project manager saw the project from start to finish and kept us in the loop the entire time. Unlike the horror stories we had heard from friends who used other pool contractors, Premier kept the project on schedule and we never had to make the dreaded “where are you and when is the crew coming back?” calls. Premier definitely met and exceeded our expectations.

REVIEW

Annika M.  
Menifee, CA  
Apr 09, 2019  
★★★★★

We are disappointed in the timeline of the project, due it taking almost an additional two months to complete. There was no accountability during the process from the salesperson and the project manager.

REVIEW

Rich H.  
Murrieta, CA  
Mar 21, 2019  
★★★★★

Beautiful Pool!!

REVIEW

Alan B.  
Menifee, CA  
Mar 11, 2019  
★★★★★

I would recommend Terry Jones, the project manager. However, the customer needs to stay on top of any other person from Premier to make sure the project moves along.

REVIEW

Doucet J.  
Murrieta, CA  
May 07, 2018  
★★★★★

The workmanship was really good! The communication on the supervisor was sometimes frustrating. We worked it all out.



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REVIEW

Waller T.  
Murrieta, CA  
Apr 23, 2018



I was satisfied with the job that was done.

REVIEW

Charlot R.  
Hemet, CA  
Apr 10, 2018



Overall very happy, small hiccups here and there but nothing where I wouldn't recommend them to do your pool, definitely expensive but worth it.



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