

## CUSTOMER FEEDBACK REPORT *for*

# Blackmon Mooring



### REVIEW

D.D.  
San Antonio, TX  
Jun 06, 2023



If I could give Luis ten stars, I would. He was professional, customer service oriented, and very knowledgeable.

308 Arthur St  
Ft. Worth , TX 76107  
(877) 730-1948

### REVIEW

T.T.B.  
Magnolia, TX  
Nov 18, 2021



Did a good job in a trying environment. Was pleased with the way they showed up when they said they were coming and were easy to reschedule on a day that we needed them to.

### GUILDMEMBER SINCE 2015

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

### REVIEW

P.B.R.  
Spring, TX  
Sep 20, 2021



Water clean up went well but follow up work by construction team poor as still waiting several months after to get the quote even after repeated requests and walls are all open

### REVIEW

Gideon S.  
Humble, TX  
Aug 19, 2021



They restored my home to it's original condition.

### REVIEW

DAVID Z.  
TULSA, OK  
May 05, 2021



Organizationally a disaster

### REVIEW

BILLY W.  
HOUSTON, TX  
Mar 18, 2021



The contract was written to indicate they expected some conflict WANTED me to agree to waive a trial by jury in the event there was problem in the reconstruction of my fire damaged house

### REVIEW

Wayne M.  
FT WORTH, TX  
Jan 27, 2021



So far we have been very pleased with them.

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### REVIEW

Craig B.  
TULSA, OK  
Jan 14, 2021



They were professional, courteous, and easy to contact. They are customer originated.

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### REVIEW

Brinna B.  
DUNCANVILLE, TX  
Nov 07, 2020



I've had several issues with getting prompt communication and clear explanations about procedures. It's taken months for repair to happen and the work still hasn't been started.

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### REVIEW

PEGGY M.  
OKLAHOMA CITY,  
OK  
Nov 05, 2020



Wonderful company!! Great employees!!

### REVIEW

Jeanette B.  
OKLAHOMA CITY,  
OK  
Sep 15, 2020



They have been wonderful throughout this whole mess. They have done a great job, even more than I could have hoped for. If we could they would get 1000+ stars.

### REVIEW

James M.  
HUMBLE, TX  
Sep 10, 2020



There are missing things.

### REVIEW

David D.  
CHOCTAW, OK  
Jul 08, 2020



These guys were fantastic. They were very responsive and professional.

### REVIEW

James J.  
MONTGOMERY, TX  
Jun 30, 2020



Koy Krause and his crew were awesome!

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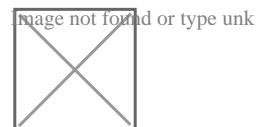
## REVIEW

Paul W.  
BROKEN ARROW,  
OK

Apr 23, 2020



Blackmon Mooring sent two guys to come out and look at the shower. They did some measurements and I told them what I wanted. They were supposed to be ordering the shower pan, but it never came in. They then end up firing these two guys and send another crew out. I told the next crew what I wanted and no one wrote anything down. Neither installation group went step by step. They then get the shower pan backwards and have to call a plumber to move my drain 8-inches over. He is jackhammering in the house all day and I have a toddler in here. This is all just to move the drain over because they didn't want to spend the money on getting a new shower pan. I then called the supervisor and ask "When do I need to pick out faucets and fixtures?" and he said I could do it later. He never actually told me that I needed to pick the faucet before I laid the tile. So, we have this faucet that we have to figure out who made it because they already laid the tile around it. We had to play a guessing game and we had to buy three different faucets to figure out which one fits. They didn't finish off the rough edges that they left and it was very shady.



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### REVIEW

Nathaniel E.  
GRAPEVINE, TX  
Apr 20, 2020



The construction part of Blackmon puts a bad mark on the company. They lacked supervision, and the ability to understand the urgency of moving you back into your home. There were no standards and no supervision. They did not follow the outline of what needed to be done. They had to come out several times to redo what they had already done. They did not have the proper training to complete my project. They never wore name tags or uniforms to identify them with Blackmon. It was not a good experience. I hope they provide more training to their employees and trust them to have high standards, so they may complete a job in the proper way.

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### REVIEW

Marvin J.  
TULSA, OK  
Apr 08, 2020



I appreciated the professionalism and the responsiveness that they showed throughout the process.

### REVIEW

Robert V.  
EULESS, TX  
Apr 06, 2020



If I could give less than one star I would. The people at the warehouse once we picked up our belongings were great. The service leading up to that point was TERRIBLE!!!! It was the worst customer service experience I have ever had in my entire life. They lied to us and felt like the only thing they wanted from us was the insurance check. They put tons of stress on me in my family in a time that was already stressful with the fire. I am a super laid back chill person and always give people the benefit of the doubt, however, in this situation, it was the ABSOLUTE WORSE customer service experience I have ever had. I would NEVER recommend them for ANY services.

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### REVIEW

Russell P.  
DAMON, TX  
Apr 01, 2020



They were quick and finished ripping out sheetrock in one day, using a vacuum to catch excess dust. They left driers and a dehumidifier but were here daily to check until it was completely dry.

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### REVIEW

Grace R.  
SAN ANTONIO, TX  
Mar 31, 2020



I am very pleased with the job Blackmon Mooring did to restore the accident damage to my garage including electrical and A/C lines. They were excellent in workmanship and all of them very respectful and courteous! I recommend them highly.

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### REVIEW

Stephanie W.  
UNIVERSAL CTY, TX  
Mar 31, 2020



I was very pleased with the work that was done.

### REVIEW

Nicole T.  
BRYAN, TX  
Feb 21, 2020



I would not recommend this company.

### REVIEW

Paul K.  
HOUSTON, TX  
Oct 10, 2019



They did a good job.

### REVIEW

Sonja H.  
KATY, TX  
Jul 31, 2019



It was an amazing experience. The salesmen was very accommodating and professional. The entire staff was remarkable in their care, they mitigated what could have been a disaster. I highly recommend them to anyone.

### REVIEW

Eric B.  
FLOWER MOUND, TX  
May 20, 2019



They were extremely nice, courteous, and met everything I need I have had so far in terms of scheduling. They have been very accommodating.

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### REVIEW

Joenetter W.  
Tulsa, OK  
Jan 23, 2019



It was very professional, on time, and had good quality. Their customer service was good.

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### REVIEW

Mary C.  
Dumas, TX  
Dec 07, 2018



We initially had problems but once we got the right person on our project things went well and everything was done in a timely manner.

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### REVIEW

Lynda E.  
Houston, TX  
Oct 25, 2018



They are very professional, very efficient, and all of the employees are wonderful!

### REVIEW

Gabriel V.  
Bryan, TX  
Oct 22, 2018



Bad business. They told me how quick of a job it would be. It went from 2 days to lasting 7 days because they had faulty moisture readers. Every time they checked, it said 100% moisture and they never thought twice about it. They just left the equipment at my house and racked up the bill. I was told they would call me to adjust the bill to remove some of the extra days they were here but I've gotten no call. Prime example of incompetence.

### REVIEW

Pedro L.  
Helotes, TX  
Sep 20, 2018



They were always on time and provided an excellent customer service