

CUSTOMER FEEDBACK REPORT *for*
First General Services-

10001 W. Oakland Park
Blvd., Suite 301
Sunrise , FL 33351
(954) 537-5556

REVIEW

Frederic S.
Durham, CT
May 10, 2023



They did an excellent job and we are pleased with the quality of work.

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, First General Services- relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Stella O.
Enfield, CT
Dec 19, 2022



I would not recommend First General Services, I had an insurance claim, and the adjuster was wonderful, but First General Services started with mistakes, and it was a horrible experience through the whole event, and I am happy to be rid of them. It took a year and a half.

REVIEW

Jeffrey S.
COLCHESTER, CT
Apr 19, 2022



Excellent service! Mike was excellent to work with.

REVIEW

LINDA G.
Nov 24, 2021



Communications from Bryan were spot on. They were extremely busy due to a damaging storm that passed through our state yet I always knew what and when to expect the next step in mitigation. The workers arrived as promised. They were efficient, respectful of my home, friendly and helpful in my understanding of what the damage was, thus eliminating any worries I had. Definite five star company!

REVIEW

G.K.L.
Moodus, CT
Sep 14, 2021



The crews were skilled and professional.

REVIEW

ROBERT H.
VERNON, CT
Jun 07, 2021



Don't use First Gen Svcs of Hartford. Beware of the workers.

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REVIEW

S.D.P.
Ellington, CT
May 18, 2021
★★★★★

These guys are top notch. They do great work, inform us every step of the way what's going on, are polite and reliable. We plan to keep them in mind for future work on the house.

REVIEW

James A.
BLOOMFIELD, CT
Nov 12, 2020
★★★★★

It did take a long time to start the work. Any issues or delays (we assume) were due to covid. There were a number of scheduled appointments that were changed at the last minute. The actual workmanship was very good.

REVIEW

Gary C.
WINDSOR LOCKS,
CT
Sep 05, 2020
★★★★★

First General did a great job in repairing the damages to my garage, as well as addressing issues raised by the town building official and myself.

REVIEW

Barbara B.
WHIPPANY, NJ
Feb 19, 2020
★★★★★

First General Services, especially Mike, went above and beyond my expectations.

REVIEW

Erin C.
BLOOMFIELD, CT
Feb 01, 2020
★★★★★

George, who was my primary point of contact, was absolutely amazing. Losing your house is never an easy thing, and having to rebuild it can be a stressful time. He went way above what a customer would expect from a contractor. He was super compassionate, knowledgeable, and very understanding. I would highly recommend him and First Gen to anyone in need of their services.

REVIEW

Gary P.
SOUTH WINDSOR,
CT
Sep 05, 2019
★★★★★

Top notch workers and performance. Very satisfied. Mike the foreman was fantastic! Highly recommend.

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REVIEW

Robert B.
Canton, CT
Jun 12, 2019



Mike Lombardo is a great asset to First General. He was always reachable and did his best to coordinate many different subs on this very complex flood repair job.

REVIEW

Robert G.
West Hartford, CT
Jun 12, 2019



Excellent service and workmanship.

REVIEW

Gregory B.
NEW BRITAIN, CT
May 23, 2019



Very professional and courteous; most of all understanding. I would diffidently recommend them

REVIEW

Mary G.
LEDYARD, CT
Mar 26, 2019



I would highly recommend them to anyone that needs their service. They were always there for us, they actually went above and beyond. We had some emergencies and they came out in the middle of the night to help us.

REVIEW

Robert G.
West Hartford, CT
Oct 22, 2018



Excellent service. High quality work.

REVIEW

Marilyn S.
West Hartford, CT
Mar 07, 2018



Mike Lombardo was excellent and the people with him were excellent. He's the main reason I continued with the project.

REVIEW

Bernard S.
Industry, PA
Apr 10, 2017



I am very satisfied with the work that First General Services of Western PA completed. I was very happy with their service and they did what they told me they would do.

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REVIEW

Ann O.
Colchester, CT
Oct 13, 2016



The workers of First Gen Svcs Hartford were good and professional, but the all the subcontractors made for delays and difficulties. It was a long process overall.

REVIEW

S.L.J.
New Castle, PA
Oct 12, 2016



Professional service people were good to excellent. But schedules were vague, poorly communicated to me (the client), and often left wondering what was next and when it would be done. In sort, when they did the work, it was good, but the customer service communications was poor to nonexistent. (Eventually found another service provider to finish final part of the job.)

REVIEW

Greg B.
Oxford, WI
Jul 25, 2016



It was a nightmare. What should have taken a month, took four months.

COMMENT

Additional Comment
Jul 25, 2016

I was most satisfied with the carpenter they sent out. They did all their work in one day, and I was impressed.

COMMENT

Additional Comment
Jun 27, 2016

I was most satisfied that they got the job done on time.

COMMENT

Additional Comment
Jun 27, 2016

I was most satisfied that they did a good job, they were quick to respond, and they got the work done.

REVIEW

Mr. L.
Central Vlg, CT
Feb 08, 2016



The installers that did the ceiling did a tremendous job.

COMMENT

Additional Comment
Dec 18, 2015

I was most satisfied with the insurance company who was super quick to respond. Everyone was good, but the insurance company's response was quick and effective.

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REVIEW

Curtis B.
Madison, WI
Dec 18, 2015



The workmen who completed the work were extremely helpful and were great to work with.

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COMMENT

Additional Comment
Nov 16, 2015

When they came out to get the siding and put the siding on, they were in, put it up, and were out so quickly that I almost didn't know they were here. They cleaned up and there was no debris left. When they came to replace the fence, they couldn't find a fence that actually matched the other one. They let me make a choice. They gave me a choice and I was happy about that. There were a number of fences I could choose from and I like it better than the one I had.

COMMENT

Additional Comment
Nov 16, 2015

I'm very pleased.