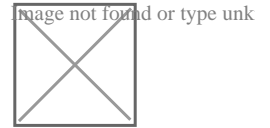


CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Seattle



REVIEW

Rira J.
Seattle, WA
Feb 23, 2021



Due to COVID, I put my project on hold in March 2020 then reached back out in July to see about getting it re-scheduled -- the work wasn't completed till January 2021. I understood for a small project that it would take longer to find a contractor, however, there was a period between July - November where I followed up to ask for an update and received zero response from my Project Manager. A new Project Manager was assigned in December and I had a far better experience with strong communication. Benji was great and very responsive.

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GUILDMEMBER SINCE 2015

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We have surveyed customers on behalf of Jenkins Restorations - Seattle in Seattle, WA; Bothell, WA; Everett, WA; Redmond, WA; Bellevue, WA; Kirkland, WA; Marysville, WA; Snohomish, WA; Edmonds, WA; Lynnwood, WA; and 76 other cities in Washington, Oregon, Texas and Oklahoma.

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REVIEW

Matthew L.
Seattle, WA
Feb 18, 2021



Jenkins took my project and never showed up for work. Their PM eventually called after months to say that Jenkins was unable to do the project. It left me with a torn apart house with water damage for 4 months. Very disappointing.

REVIEW

Marie L.
Edmonds, WA
Feb 16, 2021



The entire experience was painful and the sub contractors caused additional damage to my home. I finally gave up and stopped trying to get things fixed.

REVIEW

Lynn G.
Redmond, WA
Feb 09, 2021



Walter Cruz did an excellent job as project manager. He consistently followed up on progress, kept us informed, and met our every request.



CUSTOMER FEEDBACK REPORT *for* Jenkins Restorations - Seattle

REVIEW

Matthew A.
Mercer Island, WA
Feb 02, 2021
★★★★★

Jenkins did a terrible job. They didn't have enough subcontractors and our job was installed. After months of installing I had to find electrical, plumbing and tile subs on my own to work with Jenkins general contractor. The general contractor did a substandard job monitoring the subs and we had to pay out of pocket to redo the entire work, which cost us more than \$30k. Lawyers were involved and it cost us years of headaches. Not sure why they are USAA's preferred contractors. Don't use them.

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REVIEW

Wesley S.
Seattle, WA
Jan 20, 2021
★★★★★

in short, Don't expect good timely results...

REVIEW

Carlos L.
Seattle, WA
Jan 04, 2021
★★★★★

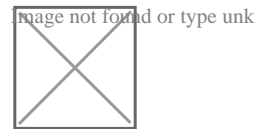
Jenkins Restoration did an excellent work with our basement bathroom. Workers were very professional and helpful, they even re-touched an area that was not originally included in the contract. Walter (the operation manager) was very responsive and willing to work with us and accommodate our needs. We are very thankful with the whole team!

REVIEW

Ryan C.
Sammamish, WA
Dec 28, 2020
★★★★★

Really enjoyed working with Jenkins and the contractor. We had water damage from our leaking water tank and had to have hardwoods replaced and other work done. This was my first home project of this level, so I was nervous. They were very supportive and spent time explaining and answering all my questions. Thank you to them!

CUSTOMER FEEDBACK REPORT *for* Jenkins Restorations - Seattle



REVIEW

C.M.J.
Monroe, WA
Dec 15, 2020



We started with this company because they were our insurance "preferred" company. They initially responded in a timely manner to assess the fire damage-after that, almost no communication. Took almost three weeks of repeated requests to get a temporary repair to an 8' hole in the garage wall. Two and a half months later, with no other action from this company, we hired someone else to complete the work.

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REVIEW

Ori Y.
Redmond, WA
Oct 02, 2020



Jenkins restoration were very professional in working with the insurance company. They took care of all the paperwork and the work was submitted to and approved by the insurance. The project manager was very responsive to asks. The downside was that the entire process was extremely slow, the people doing the job were not very professional and I did not feel there was enough supervision. Some things were done in a more professional way (e.g. painting), some things were below the quality I would have expected (flooring, toekick repair, etc.)

REVIEW

Katey H.
Seattle, WA
Sep 16, 2020



Walter from Jenkins was a really great person to have on the job. He listened to all of our issues with the first contracting company and he completely satisfied us with the second one that came to redo the work. He was very upfront and transparent with us, he communicated often, and really the job was only successful because of him.

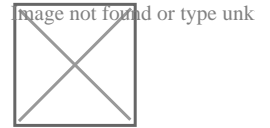
REVIEW

Stacy B.
Seattle, WA
Aug 15, 2020



Professional, strong project management and coordination. Exceeded my expectations in bringing my project to an end looking better than before the water damage! Will definitely use them again should I need to!

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Seattle



REVIEW

Tacey P.
Jul 30, 2020



We found Jenkins to be very responsive and the follow through was always as promised. Great communication. Would hire them again.

REVIEW

Joe
Bothell, WA
Jul 01, 2020



The representative that came out and did the restoration did an excellent job, she was timely and professional.

REVIEW

Sandy H.
Bothell, WA
Jun 18, 2020



Jenkins Restorations was efficient and successful in fixing my water damage.

REVIEW

Hemanth K.
Snohomish, WA
May 28, 2020



Jenkins did a great job of drying out the ceiling. They communicated well and they accommodated us very well.

REVIEW

Lynn G.
Redmond, WA
Apr 08, 2020



Jenkins has been very straightforward about all aspects of this project. They have met their deadlines and have kept us very well informed along the way.

REVIEW

Kathy H.
ISSAQUAH, WA
Mar 23, 2020



They did an excellent job.

REVIEW

Msgt E.
Mar 18, 2020



They made the damage to my roof worse than when they came to mitigate. And when I called the NW district manager, he told me that the application was done to protocol. Still dealing with them and USAA for repairs. Mitigation is still not complete.

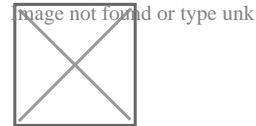
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CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Seattle

REVIEW

James M.
RENTON, WA
Mar 16, 2020
★★★★★

Jenkins showed up in a timely manner. They identified the water leak in my shower and took appropriate action to dry out the wet areas. The two workers were very professional.

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REVIEW

Kate M.
Seattle, WA
Mar 05, 2020
★★★★★

I think that Jenkins is absolutely the best. They were the second contractor to come on to the job and they had to repair things the first contractor did. They went above and beyond to restore everything the way it was before flood damage. If I ever have another loss like this, I will call Jenkins.

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REVIEW

L.C.J.
Edmonds, WA
Feb 18, 2020
★★★★★

My experience with Jenkins Restoration could not have been better. The work was perfect, I was informed of a time schedule and it was adhered to! So rare in this field. Stan, my project manager was brilliant. He was so easy to work with and made sure I was satisfied with all of his work.

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REVIEW

Ron W.
Nov 27, 2019
★★★★★

Recommended by my insurer (Chubb), did a great job, super professional.

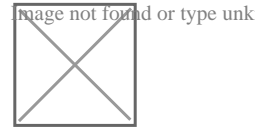
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REVIEW

Teresa T.
Woodinville, WA
Nov 19, 2019
★★★★★

The Project Manager Walter Cruz went above and beyond his call of duty in working with the insurance company to restore our master bathroom to its original state and beyond in a timely manner. I will use Jenkins Restoration any time and will recommend them to anyone as the experience that I had with the company cannot be justified by words only. Amazing service amazing professionalism.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Seattle



REVIEW

Ronald V.
Seattle, WA
Nov 08, 2019



Emma and David were great!

REVIEW

Lehrer W.
REDMOND, WA
Nov 08, 2019



I am very surprised Jenkins was a preferred vendor of USAA. Project manager, Walter, is a very nice guy, however working with Jenkins was like pulling teeth. They left nails exposed, left lights on, paint out, did not clean up afterwards many times and took multiple visits to do the job right. Shoddy workmanship (little things like applying the outlet covers properly were not given much professional attention) gave me little confidence in them. Was not customer-centric.

REVIEW

Richard C.
Seattle, WA
Oct 24, 2019



There was a discrepancy between the "Work to be Performed" created by the Home Owners Insurance write up and the work actually preformed.

COMMENT

Additional Comment
Oct 17, 2019

Walter was fantastic. Lev went out of his way to be considerate and kind.

REVIEW

George L.
Snohomish, WA
Oct 16, 2019



Very slow getting started, each stage of work proceeded at a snails pace. Had a hard time getting call backs and responding to requests.

REVIEW

Carlyn F.
SEATTLE, WA
Oct 01, 2019



Nice people but not very responsive to questions or concerns.

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