

CUSTOMER FEEDBACK REPORT *for* K2 Restoration & Construction

REVIEW

Margaret L.
Dundalk, MD
Aug 22, 2018



They were very courteous.

REVIEW

M M.
Baltimore, MD
May 08, 2018



Their quality of work was exceptional. I was very impressed with them. It was only one worker that did all the work. There was some wait times between each job was longer. It took a long time to get the fence repaired and the electrical work done.

REVIEW

Grace O.
Burtonsville, MD
Mar 05, 2018



They are professional and good. Their work is good.

2 Pleasant Hill Road Suite
B
Owings Mills , MD 21117
(410) 902-1360

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, K2 Restoration & Construction relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of K2 Restoration & Construction in Baltimore, MD; Gaithersburg, MD; Silver Spring, MD; Bethesda, MD; Germantown, MD; Rockville, MD; Columbia, MD; Glen Burnie, MD; Brookeville, MD; Potomac, MD; and 37 other cities in Maryland, Texas, Virginia, Delaware and Massachusetts.

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REVIEW

Ruth M.
Upperco, MD
Feb 07, 2018



I am surprised that they sent me the opportunity to comment on their services. We had a puff back and needed our house cleaned and repaired with all the contents in the house. They showed up promising excellent work in a timely manner. To clean, paint, repair, replace carpets, and so forth should have taken a few months. It will be a year since this happened and they are still not finished. The contractors they employed harassed me for payment because K2 would not pay them. Also, some of their contractors stole tools out of my garage. I never knew this was happening until we looked for specific items and discovered they were gone. We wanted the same carpeting in two areas of the house which they did everything they could to avoid ordering it. We eventually went and ordered it and paid for it ourselves. They still have yet to pay us which total over 6000.00 dollars. Forget getting a prompt answer to your text. It will go days before they answer! One or two of the employees of K2 are individually nice people outside of the business side of their business, but they were hired to do a job. I even mentioned the poor work ethic of K2 to my insurance company, but it never improved! Overall, I would highly NOT recommend them to anyone. I cannot stress this enough!!

REVIEW

Cynthia V.
Columbia, MD
Jan 05, 2018



The workmanship is good, but there is no customer service.

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REVIEW

Berhane M.
Silver Spring, MD
Jan 05, 2018



The crew assigned did a good job. K2 has employees like Mike who was hard working and committed who delivered high quality service. However, I am less likely to recommend K2 because of the management's poor people skills and the time taken to complete the job (took almost 5 months). Very poor program details with extended turn around time for requests for update/concerns. Never developed a realistic plans for achieving them. Poor communication skills. Weak on establishing productive relationship with the client. Lack of sensitivity for client's concern and delays. Overall, I would be hesitant to recommend K2, given its failure to consistently update/inform on follow up work programs and therefore maintain successful relationship with the client.

REVIEW

Frank M.
Housatonic, MA
Sep 09, 2016



Beautiful Work.

REVIEW

Marlene M.
Baltimore, MD
May 24, 2016



The few problems that remain are not the fault of K2, entirely. They have a great staff and their quality of workmanship ranks in to 90's. Their strong points are their willingness to work through problems.

REVIEW

Daniel T.
Bethesda, MD
Jan 06, 2016



The people were very good to work with. The work was very well done. The problem was the timing and the lack of communication. We never knew when they would be here to work and the restoration took 1 year, 5 months to complete, which was a ridiculous amount of time.

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REVIEW

Deborah F.
Westminster, MD
Oct 14, 2015



I would never have chosen this company had I known that they only had ONE employee who did the work. The owner's brother in law was the only one who did the restoration/reconstruction work. Two other incompetent assistants did the painting (which was awful) and they dripped paint on every surface possible. I took the gutter job away from them to get it done on MY schedule, not when it was convenient for them.

REVIEW

Nancy D.
Baltimore, MD
Sep 15, 2015



They were great. We had a pipe that burst upstairs and flooded my kitchen. There was an inch of water on the floor. We called the insurance company and they hired K2. It did take longer than we expected. They started on Dec. 19 and didn't finish until April.

REVIEW

Mrs. V.
Bethesda, MD
Sep 08, 2015



The completion date was a problem.

REVIEW

Joann B.
Columbia, MD
Sep 04, 2015



The workmanship and the support that was provided was outstanding. We were in an emergent situation and the people at K2 worked with us and our insurance company to handle our crisis allowing us to leave town while they repaired our home. Kudos to a company that still values customer satisfaction as a priority!

REVIEW

Lance N.
Crofton, MD
Sep 04, 2015



K2 Restoration & Construction were professional, caring, kind, responsive, and wonderful people to work with on this build. They went to the tenth degree with my insurance company. K2 Restoration & Construction worked for me, not my insurance company.

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REVIEW

P.J.G.
Randallstown, MD
Aug 09, 2015



Eventhough the windows were installed well, the work looks incompelte because interior window frames were not painted.

REVIEW

John R.
Germantown, MD
May 18, 2015



They were good. They explained things and did as they said they were going to.

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