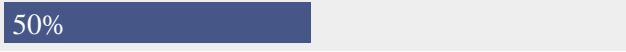


CUSTOMER FEEDBACK REPORT *for*  
**Willamette Valley Restoration Inc.**

4232 W. 5th Avenue  
Eugene , OR 97402  
(541) 485-0575

## Customer Feedback Summary

Of 56 customers surveyed, 18 responded

Likely to Recommend  50%

### **GUILDMEMBER SINCE 2017**

As a GuildQuality Guildmember, Willamette Valley Restoration Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Willamette Valley Restoration Inc. in Eugene, OR; Coos Bay, OR; Springfield, OR; North Bend, OR; Bandon, OR; Albany, OR; Medford, OR; Cottage Grove, OR; Florence, OR; Myrtle Point, OR; and 10 other cities in Oregon and Washington.

In this report, Willamette Valley Restoration Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in March 2017. In that time, 18 out of 56 customers (32%) responded to a GuildQuality satisfaction survey, with the most recent response in December 2019.

## Recent Reviews & Published Comments

### REVIEW

Molly L.  
EUGENE, OR  
Dec 12, 2019



While the overall work was satisfactory, the lack of communication from the office and delays were extremely frustrating. There were crews that were brought out multiple times to touch up the same areas. There were multiple days (sometimes a week) where no work took place, despite what I was told what to expect by the office staff. It was a long process that took a couple months longer than what I anticipated. It was difficult to even get someone to remove the lock box, weeks after the last employee had been by to do work.

### REVIEW

Marc J.  
Bandon, OR  
Dec 13, 2017



The thing that impressed me the most is that they had respect for me and my property which is pretty unusual for a contractor!

### REVIEW

Toni B.  
Coos Bay, OR  
Oct 04, 2017



I think they took on way more work than they could actually complete. They need to hire more employees or turn some jobs down, because this absolutely ridiculous

### REVIEW

Douglas D.  
Medford, OR  
Oct 04, 2017



Willamette Valley Restoration has been extremely cooperative dealing with my insurance loss. Complications at the project required many difficulties and postponements that were no fault of WVR.. I am confident that a successful restoration will be soon at hand. WVR has been great to work with.

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REVIEW

Jeanne T.  
Albany, OR  
Jun 14, 2017



They removed some of the insulation under our house where the water had seeped - we were told they would replace it - when I called about it they stated they were not required to replace it !!!!!!! They didn't replace the cover for the crawl space leading to underneath the house ... !!! They removed the trim under the kitchen cabinet and didn't replace it!!

REVIEW

Beverly H.  
Eugene, OR  
Jun 04, 2017



Michael Jones of WVR was personally involved with our job and kept us informed all along the way of the processes involved. When he brought in subcontractors they were top notch and Mike inspected the work as it was done to be sure that it was thorough. We would definitely recommend WVR and will use them again if the need should arise.

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