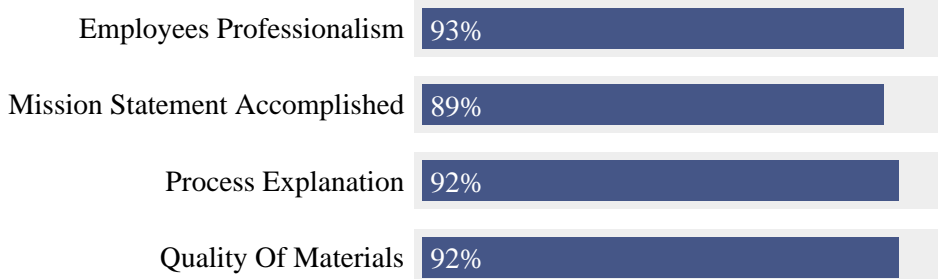


CUSTOMER FEEDBACK REPORT *for*  
Jenkins Restorations - Atlanta



## Customer Feedback Summary

Of 1,498 customers surveyed, 583 responded



6325 Regency Parkway,  
Suite 850  
Norcross, GA 30071  
(770) 538-1335

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## Recent Reviews & Published Comments

### REVIEW

Alicia R.  
Dacula, GA  
May 10, 2019



Jenkins was very committed to providing the best service given my situation. Was very relieved with the comprehensive description of the entire process, to which they adhered to. I felt very comfortable knowing that my project was in capable hands. Thanks for a job well done!

### REVIEW

Msg B.  
Stockbridge, GA  
Apr 24, 2019



They were professional and I enjoyed them. They did a great job. They were quick.

### REVIEW

CPT S.  
Buford, GA  
Apr 23, 2019



This was the worst experience! They were deceitful, and rude - really just one man. They said they would begin work the next day, my husband took a vacation day, and they didn't show! When called they said there had to be 48 hrs between the time the client signs the agreement and Work begins Never...

### REVIEW

Larry D.  
Gainesville, GA  
Apr 22, 2019



Jenkins Restorations helped out in a terrible situation and fixed it for me. They were the best thing that happened after a terrible situation. They were reliable and honest as well.

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REVIEW

Son E.  
Stone Mountain, GA  
Apr 18, 2019



I am extremely unhappy with the contractors hired to do the work by Jenkins Restorations. I also wish that there were not language barriers between myself and the construction staff.

REVIEW

Cpt L.  
Norcross, GA  
Apr 17, 2019



A portion of the restoration was done so poorly it had to be redone.

REVIEW

Sheri M.  
Fayetteville, GA  
Apr 13, 2019



Jenkins Restorations was reputable and reliable. Daniel is an asset to the company. We need more service oriented people like him in all industries!

REVIEW

Lyndsey B.  
Apr 08, 2019



Our project Manager, Shane Ammons, went above and beyond to ensure that we were informed throughout our entire project. He was the true definition of a professional, and supported us throughout.

REVIEW

Tariq S.  
Suwanee, GA  
Apr 02, 2019



I'm not satisfied with the finishes on the baseboards. There are many places where the paint is chipped. I will have to buy paint and do the cleanup work.

REVIEW

Holly P.  
Roswell, GA  
Apr 02, 2019



Daniel was wonderful, every step of the way. Very responsive, very quick with solutions.

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REVIEW

Cheryl F.  
Lawrenceville, GA  
Mar 27, 2019



A tree fell on our roof. Our insurance company recommended Jenkins Restorations. Blake and Mike did a wonderful job. From the time USAA contacted them they were in touch with us in less than 10 minutes! Within a couple of hours after the tree removal they were here to put a tarp on the roof. I can't...

REVIEW

Michael G.  
Canton, GA  
Mar 22, 2019



Superb customer service. They walked me through everything in a trying time and put us at ease.

REVIEW

Maj A.  
Woodstock, GA  
Mar 08, 2019



The project manager Shane was knowledgeable and explained the process of the detailed job and the scope of the work. They had excellent subcontractors. I was very pleased with them and everything that was completed.

REVIEW

Capt B.  
Stone Mountain, GA  
Mar 08, 2019



They are very professional, organized, and explained everything clearly. They were on time, and basically just all the things you look for in a good contractor.

REVIEW

Jackie H.  
Norcross, GA  
Mar 06, 2019



Mike Johnson is the most hardworking man I have ever seen. His professionalism and attitude were great. I will use him again if needed.

REVIEW

Col B.  
Alpharetta, GA  
Mar 05, 2019



Publish below Rating from: Gus Benton, III Look no Further; Jenkins Restorations Services is a game-changer, a top-notch organization with unmatched core-competencies and professionalism in meeting the needs of the customer - Our sincere thanks to the entire team!

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REVIEW

Barbara H.  
Peachtree City, GA  
Feb 22, 2019



The final restoration project of my ceiling and walls after water damage looks terrific. Would definitely recommend Jenkins Restoration.

REVIEW

Virginia N.  
Acworth, GA  
Feb 22, 2019



The crew at Jenkins Restorations are extremely professional and explained everything in detail to me. Mike Johnson went out of his way to show me what he was doing and why. I believe this company to be honest and I would use them again.

REVIEW

Tammy B.  
Atlanta, GA  
Jan 28, 2019



They have some of the most awesome customer service. Very polite and easy to work with. They also accommodate you very well. I will definitely pass their contact information along to my friends. Shane Jenkins is just a very nice human being, he was great to work with.

REVIEW

Lillie G.  
Lithonia, GA  
Jan 21, 2019



They were very nice and professional. They did good.

REVIEW

Po W.  
Stockbridge, GA  
Jan 09, 2019



This is absolutely the worst company to deal with when you have your home under water and need professionals

REVIEW

Sfc J.  
Jonesboro, GA  
Jan 09, 2019



Very professional and prompt, work was done very well.

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REVIEW

Amanda S.  
Jonesboro, GA  
Jan 03, 2019



I was very satisfied with the quality of the job completed.

REVIEW

Capt F.  
Atlanta, GA  
Jan 03, 2019



Work was not completed, had to back out of insurance claim and get another contractor. Took 4 months of frustration not to complete the work.

REVIEW

Ltjg M.  
Peachtree City, GA  
Jan 02, 2019



i had no idea that jenkins was the contractor. i thought they did the work themselves. as a result, i had to come out of pocket an additional \$2309

REVIEW

Dave M.  
Suwanee, GA  
Jan 01, 2019



One of the worst and most frustrating experiences I have ever had with company doing work in my home. Poor communications, poor workmanship and tried to skip work that was approved and paid for by my insurance company. This work was part of a flood claim and Jenkins Restorations was an approved vendor...

REVIEW

Lyndsey B.  
Lilburn, GA  
Dec 21, 2018



Our Project Manager Shane went above and beyond to make sure our home was put back together with integrity and exceptional workmanship.

REVIEW

Col S.  
Riverdale, GA  
Dec 19, 2018



Jenkins Restorations took my tarp off my roof and install your tarp in the exact same way mine was installed. You guys went as-far as to use my material (Center blocks) to hold down the tarp you installed.

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REVIEW

Wini C.  
Roswell, GA  
Dec 14, 2018



Mr. Mike Rodriguez was always very professional, patient, and explained all.

REVIEW

Laura H.  
Atlanta, GA  
Dec 11, 2018



Jenkins provided same-day service for an emergency window board up on a weekend. They were very responsive, timely and made sure the boarding was very secure. Thank you!

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