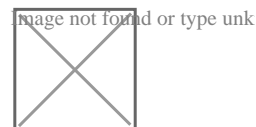


CUSTOMER FEEDBACK REPORT *for* Jenkins Restorations - Austin



Customer Feedback Summary

Of 898 customers surveyed, 293 responded

Quality Of Materials **81%**

2324 Ridgepoint Drive
Suite F
Austin , TX 78754
(512) 256-8618

GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, Jenkins Restorations - Austin relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jenkins Restorations - Austin in Austin, TX; Round Rock, TX; Pflugerville, TX; Leander, TX; Cedar Park, TX; Kyle, TX; Georgetown, TX; San Marcos, TX; Hutto, TX; Manor, TX; and 41 other cities in Texas.

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Recent Reviews & Published Comments

REVIEW

Rajashree V.
Leander, TX
Apr 23, 2021



I appreciate how well they took ownership of my situation and they went above and beyond to do their best. They take care of their customers.

REVIEW

Carlos V.
Wimberley, TX
Apr 19, 2021



There was a 6 month period when no one showed up and then they came in and short cut the material and labor to pacify us.

REVIEW

Mauricio P.
Austin, TX
Mar 31, 2021



Be careful with Jenkins Restoration. I would look for alternative options because I am having to pay an extensive amount of money to a new contractor since they did not repair the damage at my home correctly.

REVIEW

Stephanie H.
Round Rock, TX
Feb 12, 2021



The professionals that we worked with at Jenkins Restoration were knowledgeable and great to work with.

REVIEW

Jaskaran S.
Cedar Park, TX
Jan 15, 2021



The product was good. The amount of time it took was way more than one should expect.



CUSTOMER FEEDBACK REPORT *for* Jenkins Restorations - Austin

REVIEW

Sandeep M.
Austin, TX
Dec 22, 2020
★★★★★

Poor and infrequent communication, especially regarding multiple delays. I had to chase them and was never proactively contacted. Frequent dishonesty catching their rep in lies about the status of the work. Final work had some critical elements missing (handles on the doors) that had to go back to the insurance company for approval. Required escalations to get resolutions to the core problems.

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REVIEW

Aymee C.
Round Rock, TX
Sep 29, 2020
★★★★★

They were very fast and helpful!

REVIEW

Lee M.
Austin, TX
Aug 25, 2020
★★★★★

They are the worst. They did a terrible job and damaged my house and left it in worse shape than when I hired them.

REVIEW

Peter B.
Austin, TX
Jun 16, 2020
★★★★★

Great communication, and work completed in a timely manner. Thank You!

REVIEW

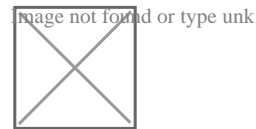
Kim S.
Austin, TX
May 19, 2020
★★★★★

Unfortunately I would not recommend Jenkins for any type of restoration work. They need to reset the way they manage projects and set expectations they can deliver on.

REVIEW

Jeri S.
Austin, TX
May 13, 2020
★★★★★

Jenkins came in on a job that was performed very poorly by another contractor. They not only corrected all the mistakes from the other company, but then knocked their own work out of the park. My house looks wonderful and, more importantly, everything works!!



CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Austin

REVIEW

Juan S.
Cedar Creek, TX
Apr 27, 2020
★★★★★

Jenkins Restoration was prompt, polite, and fast. I really appreciate how quickly they got here.

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REVIEW

Juan S.
Cedar Creek, TX
Apr 15, 2020
★★★★★

Jenkins Restoration came and helped mitigate all the water damage on my house right after a storm. I really appreciate their promptness and professionalism.

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REVIEW

Esther B.
Austin, TX
Apr 01, 2020
★★★★★

I am very satisfied with Jenkins Restorations. They are very professional, trustworthy and respected my home and property. They were excellent with communication and worked hard to restore my shower and bath. They took care to completely seal off the area during demolition and they were very tidy during the work project. Jenkins took care to finish the project and follow up on cleanup. I am very happy with the end result. My shower and bath look beautiful.

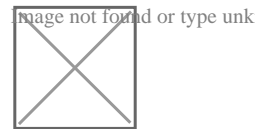
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REVIEW

Margaret H.
Georgetown, TX
Apr 01, 2020
★★★★★

Not dependable with good work ethics and hiring great contractors.

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Jenkins Restorations - Austin

REVIEW

Vicki W.
Austin, TX
Feb 19, 2020
★★★★★

I have to congratulate Jenkins Restoration for doing an excellent job on perfecting our kitchen job. Richard Vincent and his sub contractor Rick and Chris listened to my concerns and completed the job wonderfully! The kitchen is beautiful and I would highly recommend them to anyone needing their skills. It is hard to find a company who relates to a customer's needs but with Jenkins Restoration and Richard Vincent you will be taken care of well! Thank you Richard Vincent and Jenkins Restoration! The Wier family

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REVIEW

Col H.
Feb 04, 2020
★★★★★

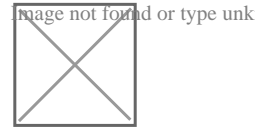
Our service from Jenkins was like Jekyll and Hyde. The first crew was non-responsive, inactive, not truthful, and totally unprofessional- not to mention tried to install a piece of junk in our home and chipped our bathtub. The second crew worked hard to correct the awful situation and were successful.. Because of the first crew's negligence, the second had to push to get one room finished and another somewhat liveable so we could have company over the holidays and then had to wait until company was gone. If I were writing this about the second crew my ratings would be different.

REVIEW

David P.
Austin, TX
Dec 10, 2019
★★★★★

These folks were fast, responsive and proactive in response to our refrigerator-related flood damage. We couldn't have been more pleased.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Austin



REVIEW

Angela J.
Dec 06, 2019
★★★★★

I was referred to Jenkins by my insurance company after my house flooded. They were quick to check out damage, build a quote and even get a team in to do the drywall repair. We did request a change order from our original scope and paid for the upgraded materials and labor required upfront. It took 3+ months and lots of delays before we ultimately cut our losses and terminated our contract. The branch manager was professional, highly responsive and cooperative in the termination process of the contract. Communication was an ongoing challenge and the subcontractors were unreliable. Kudos to branch manager for driving to fast resolution, but overall I would not recommend this company.

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REVIEW

T.B.D.
CEDAR PARK, TX
Dec 03, 2019
★★★★★

Worst contractor I've ever used started in May finally completed a 3 day job the very end of November. Would tell they will be here tomorrow and never showed up or call to let us know so we could leave the house. Would never recommend them for anything.

REVIEW

Vicki W.
Nov 28, 2019
★★★★★

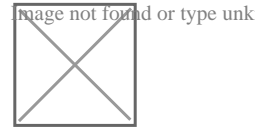
Jenkins Restorations is a great company to take care of any projects you may have. Josh Myers was our contractor and he is awesome! He explained every step of the process and delivered what was promised .

REVIEW

Frank L.
Round Rock, TX
Sep 11, 2019
★★★★★

Worst customer service experience I've ever had. I would never recommend this company.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Austin



REVIEW

P.J.J.
Aug 28, 2019
★★★★★

Excellent and stress free experience. Greatly appreciated with my difficult schedule. Thanks

REVIEW

Mary J.
Austin, TX
Aug 21, 2019
★★★★★

They (Joe Frize in particular) were very responsive to my texts and requests. The contractors for specific areas were of top quality and did good work. It was a disruption in daily life & they made it a little easier. Thanks. Mary Johnson

REVIEW

Annie R.
Cedar Creek, TX
Aug 03, 2019
★★★★★

The service was excellent; Everything was excellent.

REVIEW

Sgt E.
Pflugerville, TX
Jul 23, 2019
★★★★★

They have outstanding service. I would use them again for future problems.

REVIEW

David S.
Cedar Park, TX
Jul 20, 2019
★★★★★

They were slow to complete the work. Two days later my house was flooded again due to their faulty work (didn't properly tighten water line to sink). Now they are not responsive to my damage claim (another six weeks of the same repairs). They got paid by insurance company and don't care - **STAY AWAY FROM THESE GUYS!**

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