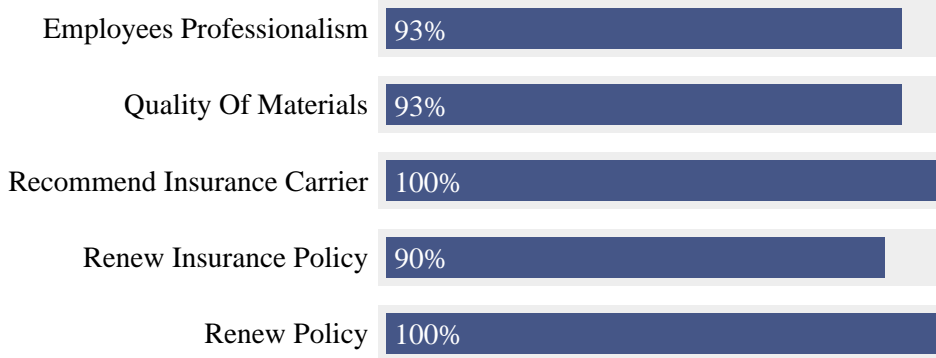


CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Baltimore



Customer Feedback Summary

Of 2,045 customers surveyed, 750 responded



6920 Tudsbury Road Suite K
Baltimore , MD 21244
(443) 757-5700

GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of Jenkins Restorations - Baltimore in Baltimore, MD; Columbia, MD; Ellicott City, MD; Annapolis, MD; Glen Burnie, MD; Odenton, MD; Severn, MD; Westminster, MD; Owings Mills, MD; Catonsville, MD; and 159 other cities in Maryland and Virginia.

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Recent Reviews & Published Comments

REVIEW

Nichole K.
Sep 25, 2019



Everything was done very well, except for the walls and sockets. Other than that they did an exceptional job.

REVIEW

Thomas W.
Finksburg, MD
Sep 20, 2019



It was wonderful.

REVIEW

Gregory P.
Glen Burnie, MD
Sep 17, 2019



Jenkins Restoration responded to my request on a short notice after my previous contractor did not complete the job. They came in and completed the job and fixed some things the previous contractor messed up.

REVIEW

Clarice B.
CHURCHTON, MD
Sep 17, 2019



Mr. Larry Giles is AWESOME ! Hope you have the pleasure of working with him on your next project

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REVIEW

Charles P.
STEVENSVILLE, MD
Sep 17, 2019



Awesome guys very professional

REVIEW

Cesina M.
Baltimore, MD
Sep 12, 2019



I found the employees of Jenkins Restorations to be very considerate and willing to do anything. They were very conscientious and hard workers.

REVIEW

Pfc K.
EDGEWOOD, MD
Sep 11, 2019



Overall I had a great experience with the team from Jenkins Restorations

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REVIEW
S.S.O.
Sep 03, 2019
★★★★★

I wanted to send a quick note to acknowledge the quality professional service of Jenkins Restoration to include the subcontractor Kerin's Painting Inc. in repairing our home from our recent flood. I was highly impressed with the speed, dedication, workmanship and professionalism employed by all personnel at all times both in the original water damage and mold mitigation and subsequently in the process to assess, estimate and repair the water damage. The willingness of Kerin's Painting Inc. employees to work into late hours to not only complete the work, but ensure attention to every detail was very appreciated. I felt comfortable that all employees treated my home as though they were repairing their own. Every question or minor concern I had was answered, addressed and responded to, both efficiently and completely. The quality control on their own work, that the employees exhibited was impressive and is appreciated. I give USAA Insurance, Jenkin's Restoration and Kerin's Painting Inc. all the highest marks available, will recommend all freely in the future and will certainly, personally seek their assistance if there is a future need.

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Jenkins Restorations - Baltimore



REVIEW

April M.
Sep 03, 2019



Where do I begin.... Showed up a day 1/2 late after the water incident. When they arrived, they left the water hose sitting on my basement floor so the water was collected and drained in another area. Did not return when scheduled to collect their equipment. When I called almost two hours after they were to arrive, I was told by a supervisor that he was out sick and he apologized for not contacting me. He told me that he would have someone pick up the equipment the next day after 6 pm. The workers showed up at 9:30 pm and my husband carried their equipment to their truck since it was one very small framed guy. When he went out to their truck with the equipment, their was another worker standing there. That guy didn't even enter the house or offer to help... One star is too many.

REVIEW

Jodi D.
COLUMBIA, MD
Aug 21, 2019



Jenkins Restoration was professional from the outset. On time, came in on budget, and their workmanship was excellent.

REVIEW

Robert S.
Havre De Grace, MD
Aug 09, 2019



They did a great job!

REVIEW

Adheesh S.
Hanover, MD
Jul 30, 2019



They are the first contractor I have worked with that finished the product before the time they said they would finish.

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REVIEW
C.A.M.
Columbia, MD
Jul 24, 2019
★★★★★

They were nice people to work with and they were very professional

REVIEW
Michael F.
REISTERSTOWN,
MD
Jul 23, 2019
★★★★★

Thanks

REVIEW
Cpl J.
Baltimore, MD
Jul 19, 2019
★★★★★

I thought the employees were real respectful and kind while in my home doing their work.

REVIEW
Randolph L.
Annapolis, MD
Jul 17, 2019
★★★★★

Carlos and Jose (the Masons) did a most professional and complete job to my total satisfaction. Great Job guys !Mark Smec also did a fine job updating and managing the progress.

REVIEW
Robert S.
Havre De Grace, MD
Jul 09, 2019
★★★★★

They are one of the best people I have ever worked with.

REVIEW
Mary A.
Parkton, MD
Jun 12, 2019
★★★★★

Jenkins team did a fabulous job communicating. They arrived when they said they would EVERY time. They were efficient and worked to maintain the integrity and order of my home. In addition when questioned about the bill, Josiah, our rep worked to make sure I was satisfied. Jenkins gets an A+ from us

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REVIEW
John A.
COLUMBIA, MD
Jun 07, 2019
★★★★★

It was a good experience. They were courteous, timely, they helped us out, and they did a good job.

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REVIEW
Auriol L.
Annapolis, MD
Jun 04, 2019
★★★★★

The representative was always helpful and courteous, responding promptly to any queries or concerns that I had.

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REVIEW
Sheila H.
Windsor Mill, MD
May 30, 2019
★★★★★

Stephen McFarland is probably one of the best contractors that I ever worked with. If I ever have the need for another home repair or restoration, I would call Jenkins Restorations and request Stephen.

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REVIEW
Jilda B.
Catonsville, MD
May 20, 2019
★★★★★

We are thoroughly satisfied with the professionalism, empathy, and attention to detail exhibited by Mr. Larry Giles and the tradesmen who worked to restore our home! We would recommend Jenkins to anyone in our situation in a heartbeat! The pack up, cleaning and return of our possessions was also done with the highest level of professionalism and expertise. All involved were friendly, empathetic and they answered all our questions honestly and willingly.

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REVIEW
Andrea C.
Severn, MD
May 09, 2019
★★★★★

Very courteous, wonderful craftsmanship. Highly recommend!

REVIEW
Lt B.
Annapolis, MD
May 09, 2019
★★★★★

The company did very good work in a timely and cooperative fashion.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Baltimore



REVIEW
S.J.B.
Columbia, MD
May 06, 2019
★★★★★

They do an excellent job. They usually always do what they say they're going to do and try to get there timely.

REVIEW
Susan C.
Fulton, MD
May 03, 2019
★★★★★

Great service. Courteous, neat and excellent work.

REVIEW
Jamie C.
ANNAPOLIS, MD
Apr 30, 2019
★★★★★

They had great service.

REVIEW
Lt U.
Crownsville, MD
Apr 30, 2019
★★★★★

The subcontractor required more supervision than he should have.

REVIEW
M.A.C.
SEVERN, MD
Apr 29, 2019
★★★★★

My experience with Jenkins Restorations was great! From beginning to end the service was top notch.

REVIEW
Larry M.
Hanover, MD
Apr 28, 2019
★★★★★

This is the first time we've had a "crisis" like this and Jenkins Restorations made us feel a lot better about the situation and that really put us at ease. They worked very well with us regarding our schedule and I really can't say anything negative about the entire process.

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