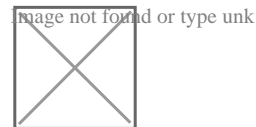
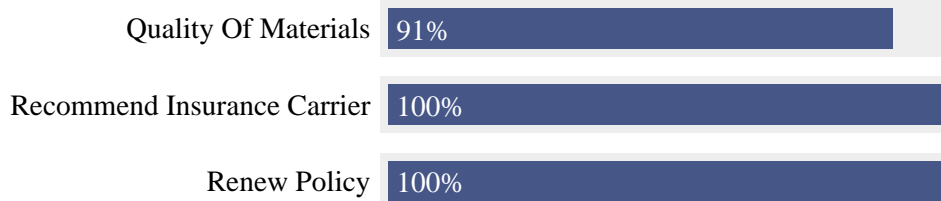


CUSTOMER FEEDBACK REPORT *for* Jenkins Restorations - Colorado Springs



Customer Feedback Summary

Of 1,093 customers surveyed, 415 responded



4260 Buckingham Drive
Colorado Springs , CO
80907
(720) 403-9940

GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of Jenkins Restorations - Colorado Springs in Colorado Springs, CO; Castle Rock, CO; Fountain, CO; Colorado Spgs, CO; Monument, CO; Parker, CO; Peyton, CO; Pueblo, CO; Highlands Ranch, CO; Littleton, CO; and 37 other cities in Colorado, Oklahoma and New Mexico.

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Recent Reviews & Published Comments

REVIEW

Maj W.
Elbert, CO
Apr 13, 2021



Quality Work

REVIEW

Madison S.
COLORADO SPGS, CO
Mar 02, 2021



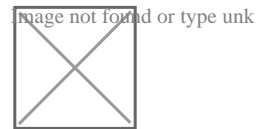
I wouldn't wish my experience with Jenkins on anyone. It was stressful, the communication was atrocious, and the craftsmanship was so poor that my fiance and step-father had to redo or cover up much of the work.

REVIEW

Sfc B.
Colorado Springs, CO
Mar 02, 2021



It took over three months before work was done. I had to call each month to talk with the manager because he never called to explain the reason for the delay. When the installers came, they did not cover the sofas and when they power scraped the surface of the window opening, all of the dust and debri got on the floor and my sofa. Additionally, the areas where they scraped the window well was left full of debri. When I called to complain, I got an apology but no cleanup service.I ended up doing the cleanup myself.



CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Colorado Springs

REVIEW
Sgt P.
Colorado Springs, CO
Feb 15, 2021
★★★★★

Jenkins was extremely helpful. They were quick to get in and clean up the damage to our house. They explained everything they were going to do in full detail. Everyone on the crew was super nice and helpful. I will definitely be recommending them in the future should someone be in need of them.

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REVIEW
Joseph A.
Castle Rock, CO
Jan 22, 2021
★★★★★

The people who work for Jenkins are professional, kind, caring, trustworthy and responsive. I wouldn't trust anyone else with my home.

REVIEW
Maj W.
Elbert, CO
Jan 21, 2021
★★★★★

The dry out portion of our water damage restoration was done in very professional manner.

REVIEW
Paul H.
Monument, CO
Dec 08, 2020
★★★★★

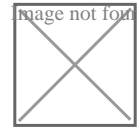
Isaac did a phenemnal job getting all our repairs made. He personally ensured all work met or exceeded our expectations, and took multiple. I would trust them with any repair.

REVIEW
C.K.Y.
CASTLE ROCK, CO
Nov 29, 2020
★★★★★

Jenkins Restoration, as representated by Issac Knopp, are a truly professionl organization that completed my restoration project after water damage in a highly satisfactory manner.

REVIEW
David F.
Colorado Springs, CO
Nov 09, 2020
★★★★★

The contractor was great.



CUSTOMER FEEDBACK REPORT *for* Jenkins Restorations - Colorado Springs

REVIEW
Smsgt K.
Monument, CO
Nov 04, 2020
★★★★★

Jeremy was awesome to work with. I would highly recommend him and this company.

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REVIEW
Maj T.
Colorado Springs, CO
Nov 03, 2020
★★★★★

Great service, sometimes mediocre to poor communication, but once highlighted they always did a great job following up.

REVIEW
M.W.R.
COLORADO SPGS,
CO
Nov 03, 2020
★★★★★

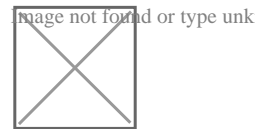
The company started the project planning poorly. The primary project manager was not on the project due to COVID and it showed. There was no solid planning and the start of the project was frustrating. The customer took the lead to guide the backup project manager through completion with a series of questions and suggestion. The ending was much better than the start.

REVIEW
Capt S.
Colorado Springs, CO
Oct 13, 2020
★★★★★

Not sure I've ever had a company facilitate a repair at our home that was better than Jenkins Restoration. The entire team was incredibly professional, flexible, affable and, most importantly to a believer like me, humble - always. They truly live up to their commitment to: 'Restoring Property and Lives with a servant's heart'. It shows.

REVIEW
Kevin B.
Divide, CO
Oct 13, 2020
★★★★★

Even with the difficulties faced this year due to shutdowns etc, and the challenges caused by my home they got the job done properly and exceeded initial expectations. Highly recommended.



CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Colorado Springs

REVIEW
Georg G.
Colorado Springs, CO
Oct 10, 2020
★★★★★

The gentlemen who did the smoke smell abatement were very polite and explained exactly what they were doing. Since we have no power to the house, however, it took a while to get started. Eventually they decided to use a generator to supply the power and perform their work.

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REVIEW
Lisa S.
Colorado Springs, CO
Oct 07, 2020
★★★★★

Philip my project manager was fantastic. He kept in close contact with me through out the process. He was polite, communicative, and sensitive to a difficult situation. Kudos to him!

REVIEW
Ssg C.
Fountain, CO
Oct 03, 2020
★★★★★

Work was completed on time and the time line was followed as expected

REVIEW
Col H.
Peyton, CO
Oct 02, 2020
★★★★★

Jenkins Restorations did an "Exceptional" job on the issues I had with my home. What in the past took other companies several weeks to complete, Jenkins Restorations took only 2 days from start to finish to complete the same work. Jenkins Restorations are true professionals who do nothing less then "Outstanding Work." I would not hesitate to call or recommend Jenkins Restorations again when then need arises

REVIEW
S.R.K.
FLORENCE, CO
Oct 01, 2020
★★★★★

I would not recommend Jenkins for restoration work.

REVIEW
James P.
COLORADO SPRINGS, CO
Sep 29, 2020
★★★★★

Jenkins Restorations did a great job and I'd recommend them!

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CUSTOMER FEEDBACK REPORT *for* Jenkins Restorations - Colorado Springs

REVIEW

DEBORAH H.
COLORADO
SPRINGS, CO
Sep 28, 2020
★★★★★

Phillip with Jenkins was just awesome to work with. I really thoroughly enjoyed working with him.

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REVIEW

Alan D.
Colorado Springs, CO
Sep 21, 2020
★★★★★

Jenkins Restoration was very prompt at assessing what work was required and coordinating around our schedule. They followed up with us at every step of repairing the damage to our home both inside and outside. The quality of materials and workmanship were the highest and they worked with us on some change orders we added. We are very satisfied with Jenkins and their staff.

GUILDMEMBER SINCE 2015

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REVIEW

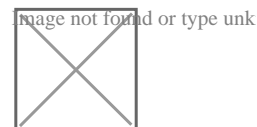
Maj F.
Colorado Springs, CO
Sep 19, 2020
★★★★★

Highly professional and prompt. They arrived within 2 hours of us notifying our insurance company to start the dry out process. Communication was excellent though out the entire process.

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CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Colorado Springs



REVIEW

Roger P.
Pueblo, CO
Aug 23, 2020



No. Jenkins Restorations served as a general contractor for a roof repair project due to a tree falling on my house. During this time, they managed to hire a roofing contractor that put trusses in the dumpster instead of using them, electricians that left live electrical wires dangling from the ceiling (for their final electrical inspection), HVAC technicians that took three business days to actually get the heat going during which time the radiators froze flooding my living room. Oh, and they also flooded the basement during a separate event and then failed to remove the water in time which caused the entire basement to fill with mold so that the previously undamaged basement had to be gutted and rebuilt entirely. The new roofers that they hired fell through the kitchen ceiling making two new roofer-sized holes in the one room of the house that up to that point was undamaged. If you would like to know how well Jenkins-hired personnel worked on my house, just watch any Three Stooges video. That is the level of competence and professionalism shown by most of the subcontractors hired by Jenkins Restorations. I had to escalate the situation to a vice-president of the company before any of these concerns were taken seriously, and even after that, it took five months for them to wrap up what should have been a two month job just trying to get them to repair the new damages they had caused, which they still failed to do.

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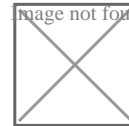
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CUSTOMER FEEDBACK REPORT *for* Jenkins Restorations - Colorado Springs

REVIEW
Charli R.
Colorado Springs, CO
Aug 17, 2020
★★★★★

I feel that Jenkins Restorations jerked me around and didn't do professional work. They tried to coddle me to appease me. I'm an adult and I know what the work is supposed to look like. My house does not look the same as it did before. It's supposed to look the same.

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REVIEW
Msgt P.
Colorado Springs, CO
Aug 05, 2020
★★★★★

Excellent work and customer service. I would highly recommend this company!

REVIEW
Deborah W.
Jul 10, 2020
★★★★★

Excellent work and a professional staff. Jenkins works with the Customer to ensure you are informed on the activity and explains the progress of the scheduled work. Attention to detail in all aspects of the job. We plan on using Jenkins for future efforts.

REVIEW
CPT M.
Castle Rock, CO
Jul 06, 2020
★★★★★

Phillip was great. Thanks so much.