

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Columbia, SC



Customer Feedback Summary

Of 380 customers surveyed, 129 responded



6904 North Main Street,
Suite 108
Columbia , MD 29203
(803) 339-8460

GUILDMEMBER SINCE 2016

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

We have surveyed customers on behalf of Jenkins Restorations - Columbia, SC in Columbia, SC; Lexington, SC; Elgin, SC; Irmo, SC; Blythewood, SC; Hopkins, SC; Chapin, SC; West Columbia, SC; Lugoff, SC; Newberry, SC; and 22 other cities in South Carolina, North Carolina and Georgia.

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Recent Reviews & Published Comments

- REVIEW
Msg R.
Columbia, SC
Nov 21, 2019
★★★★★
I am still waiting for them to come fix the wall they put a hole in.
- REVIEW
Spc M.
Lexington, SC
Nov 14, 2019
★★★★★
The roofers were courteous and quick.
- REVIEW
Col E.
Columbia, SC
Oct 22, 2019
★★★★★
They were always so cooperative in everything that they did. We had no problems whatsoever. If anything happened they took care of it.
- REVIEW
Lcdr N.
Columbia, SC
Sep 30, 2019
★★★★★
They did a wonderful job and we really appreciated it.
- REVIEW
Carrie S.
Columbia, SC
Sep 23, 2019
★★★★★
I would like like to congratulate Chris and his crew for the job they did for fixing my house. If I need anyone to come to my house again, I will call Jenkins.

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REVIEW

Larry J.
Cayce, SC
Jul 25, 2019



The Jenkins representative said they would repair molded wood under my shower. They tore out my shower and said that it was too big of a job to do and referred me to another company Then they packed up and left me with a hole in my floor and said call them when I get the molded wood replaced (which is what they were hired to do to start with). They were paid in full by insurance money and I cant get it back. **NOT RECOMMENDEED FOR ANY WORK!!!**

REVIEW

Margaret C.
Gaston, SC
Jul 19, 2019



They were very efficient and I am completely satisfied.

REVIEW

Lcdr N.
Columbia, SC
Jun 21, 2019



Jenkins Environmental did an excellent job. Aaron Cupp was professional, friendly, efficient and thorough. It was a pleasure having him work in and under our home.

REVIEW

Sgt J.
Columbia, SC
Jun 14, 2019



Outstanding service here! I am extremely pleased with the end result.

REVIEW

Robert H.
Cayce, SC
May 22, 2019



Kelee signed a contract for 150K...then contacted my Mayor (Employer) to see if there was any Grant monies to support my under insured house rebuild of 255K. Why sign a contract if the rebuild cost 105K over the agreed contract. She never told me that the house would be 255K. Not Recommended.

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REVIEW

Jane T.
Columbia, SC
May 12, 2019



Chris Thornhill is an excellent manager-in-charge. He resolved all issues in a professional and courteous manner.

REVIEW

Msg N.
Blythewood, SC
Apr 24, 2019



Knowledgeable staff with a professional approach. Answered all our questions and addressed our concerns promptly with our interests at heart. Recommend their services if you are in need of home restoration.

REVIEW

Natasha D.
Elgin, SC
Apr 09, 2019



I was very disappointed, not in the quality, but the timeline. There's no reason it should've taken so long.

REVIEW

Jane M.
Columbia, SC
Jan 23, 2019



Chris Jenkins is very personable, easy to work with and very kind. He made it a good experience.

REVIEW

M.J.R.
HOPKINS, SC
Aug 10, 2018



Very professional, fast-working, and high quality company!

REVIEW

Phoebe S.
Columbia, SC
Aug 06, 2018



The staff was very professional at all times and was considerate of my work schedule. There was minimal disruption of my family's daily routine. Whenever I had questions, they were promptly answered.

REVIEW

S.M.G.
Columbia, SC
Jul 10, 2018



I will definitely call this business (Jenkins Restorations) in the future if a calamity strikes again.

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REVIEW
G.S.S.
Lexington, SC
Jul 04, 2018
★★★★★

The mitigation work was done timely, but the repair work didn't start for two months. The flooring job was done poorly. Slats of vinyl plank could be picked up long after the job was "completed." The ceiling repair and painting was sloppy. The transitions were installed poorly and cause a tripping hazard. In April I requested USAA to reimburse me for the sloppy work so I could get another contractor to finish the work properly. I still haven't received the check for \$3500 that Jenkins agreed to pay me. It has been six months since the damage originally occurred, and I want my money!

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REVIEW
Msg J.
Elgin, SC
Jun 18, 2018
★★★★★

It was an easy transition.

REVIEW
Po E.
Lexington, SC
Mar 26, 2018
★★★★★

Our experience with Jenkins Restoration was a complete nightmare. With false promises, unprofessional service and poor craftsmanship; Jenkins has made our situation even worse than it was to begin with. A lack of respect was shown to not only me, but also to my home through their careless business tactics. I do not want anyone else to experience the same horrible results, so I will be reporting Jenkins' classless behavior to the Better Business Bureau and hope for a dismissal of their "preferred vendor" status with USAA.

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REVIEW

Robert S.
Lexington, SC
Feb 07, 2018



We were very satisfied with this company that did our restorations.

REVIEW

D.A.S.
Lexington, SC
Jan 08, 2018



We are very pleased with Chris Thornhill. He did everything he possible could in a attempt to make the process as less painful as possible.

REVIEW

D.A.S.
Lexington, SC
Oct 24, 2017



As this was the first time we had to address a restoration project of this size, we weren't sure what to expect. Working with Chris Thornhill from Jenkins Restoration was extremely helpful. Vinny Flooring Inc. and Williams Remodeling were extremely professional contractors with very personable representatives who did a marvelous job at our home. We would use all three of these firms again, and would be happy to refer them to anyone.

REVIEW

C.D.R.
Lexington, SC
Oct 08, 2017



Nothing quite ever happened on time, but the delays minor and did not affect my overall satisfaction.

COMMENT

Additional Comment
Sep 05, 2017

They completed it with the schedule we agreed to and adjusted a few times. It had nothing to do with Jenkins. It had everything to do with our insurance agent at USAA that didn't know what he was doing.

COMMENT

Additional Comment
Sep 05, 2017

I would like to recognize. Matt Owens.

COMMENT

Additional Comment
Sep 05, 2017

I don't think they fell short at all.

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COMMENT
Additional Comment
Sep 05, 2017

I was most satisfied with their initial responsiveness and the inner phasing with our insurance company to make sure we were literally taken care of.

REVIEW
Christopher V.
Chapin, SC
Sep 05, 2017
★★★★★

Jenkins Restoration is responsive, honest, and friendly. They are always willing to work with the homeowners so that the proper steps are taken. They worked with our insurance company. Matt Owens, the local manager, is superb to work with.

COMMENT
Additional Comment
Sep 05, 2017

Everyone was very upfront about the process and what it would take.

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