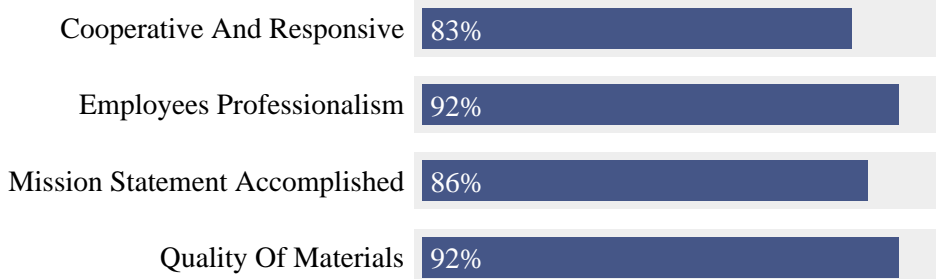


CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Denver



Customer Feedback Summary

Of 408 customers surveyed, 144 responded



3370 Peoria Street
Aurora , CO 80010
(720) 492-1760

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Recent Reviews & Published Comments

REVIEW

Lcdr S.
Englewood, CO
May 11, 2020



I have already referred a friend to Joe Edwards [Jenkins].

REVIEW

P.R.J.
LITTLETON, CO
Mar 24, 2020



The employee's of JENKINS are terrific.

REVIEW

Sg B.
Aurora, CO
Mar 18, 2020



After a traumatic attempted break-in at our home, and an insufficient meeting with an estimator who did not even do an emergency Board-up, Jenkins Restoration came to the rescue. Thank you for a good job done.

REVIEW

Msgt D.
Aurora, CO
Mar 03, 2020



Great job done by very professional and courteous staff.

REVIEW

Cpt H.
CENTENNIAL, CO
Feb 19, 2020



I was very pleased with the whole interaction with Jenkins. They responded quickly, communicated well and connected me to high quality contractors.

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REVIEW

Michael I.
Jan 31, 2020



The employees were friendly and appeared professional. Upon seeing the invoice, I have my doubts. They always seemed to show up after hours (and they definitely charged for this.) I don't care who pays for this (me or insurance), purposely showing up after hours, without it being my decision, seems a bit deceptive and unprofessional. The insurance company set up the first meeting, which happened after hours, and since then I was always presented with late arrivals and excuses as to why they couldn't have come earlier. All these late arrivals were priced at after hours prices even though none if was confirmed with me. This alone makes feel cautious and uneasy about all the charges that seem to be on the invoice. There were unexplainable charges on the invoice that didn't seem to be valid. After the initial cleanup, I was left for multiple weeks without any kind of acknowledgement of finishing the job and putting the unit back together. At this point I await for decisions to be made that I am apparently not a part of. In the interim I find my trust for this company failing.

REVIEW

P.R.J.
LITTLETON, CO
Jan 24, 2020



Our repairs are still ongoing, but so far we are very pleased with all aspects of Jenkins.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Denver



REVIEW

Jennifer C.
Evergreen, CO
Jan 09, 2020



Jenkins completely blows. I published a prior response and some 'owner' responded with a complete gloss-over, glad-handing response. He obviously hadn't even fully read, or couldn't understand my plain comments. I wouldn't recommend Jenkins to my worst enemy, if I was the one getting paid the bill.

REVIEW

Kelly H.
ERIE, CO
Jan 04, 2020



Very professional, very communicative, available for questions and answers. Would definitely use them again!

REVIEW

MSGT D.
Aurora, CO
Dec 23, 2019



The individuals on the team were extremely knowledgeable and professional!

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REVIEW

Craig N.
LITTLETON, CO
Oct 25, 2019



I just could not in good conscious do that to my friends or family. If I had known Jenkins was having such problems getting quality workers for them for our project, I would have insisted my insurance company went with somebody else. I only found that information out recently, when we were finally able to get a successful resolution from them. When I took the time to go online and look for reviews, every one that was in the section for project windows that we were in was treated the same--no communication, no call, and no shows on agreed upon meetings and workdays. I'd take days off from work, and nobody would show up. Our project manager was atrocious. He bad mouthed my wife on more than one occasion as being sub-intelligent and not understanding construction work. His manager Andrew was even less helpful at getting these things going--but once those two were out of the picture, Steven was wonderful to work with. He was pleasant and responsive. It was just painful. I wish I could be polite.

REVIEW

Brian F.
Denver, CO
Sep 29, 2019



Jenkins provided a premium service--couldn't ask for a better experience

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REVIEW

Marc S.
Commerce City, CO
Aug 20, 2019



AWFUL company service-they delayed our job so long we actually lost a contract on the house we were selling, repairs were promised in 2 weeks, 6 weeks later a subcontractor appeared to patch a leak in our kitchen ceiling-did a half-ass job-no mold mitigation, no slopped on sheet rock and tape without replacing isolation and left without painting/clean up --then charged us \$1300 for the job that was billed to insurance as \$66. still trying to get our money back and had to move to another contractor to actually get the original work completed. Basically fired them.

REVIEW

Cindy M.
Aurora, CO
Aug 13, 2019



Jenkins Restoration immediately responded and worked with me to get my repairs completed!

REVIEW

Carol S.
Denver, CO
Jul 17, 2019



We had an excellent experience with Jenkins for our home repair: they were responsive, on time, courteous, and professional, and the job was well done. I am happy to recommend them.

REVIEW

C.T.A.
LONE TREE, CO
Jul 01, 2019



Hayes was excellent - very helpful and friendly, he explained everything well and was patient with all of my questions.

REVIEW

Deanna A.
THORNTON, CO
Jun 11, 2019



Lee was very thoughtful and courteous. I work from home and he was very kind to consider my schedule and made sure I wasn't disturbed.

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REVIEW

L.J.M.
Boulder, CO
Apr 26, 2019
★★★★★

The fellow Jenkins sent out--in the middle of the night--was most welcome, congenial, competent, and professional. However, charging me \$102.60 for a common 9 X 12 blue tarp that I could buy retail anywhere in my region for \$14 was outrageous.

REVIEW

Joseph B.
Aurora, CO
Apr 11, 2019
★★★★★

Time schedule was totally off. A two day job ended up being seven days. Work had to be redone because it was sub par. Never showed up on the agreed upon time, constant adjustments were made that disrupted our families schedule all week. They made it seem like they were doing us a favor and not like they were being employed by us. Two thumbs down(I'd give more if I had more hands).

REVIEW

Charles N.
Denver, CO
Feb 14, 2019
★★★★★

They restored our floor to better than it was!

REVIEW

Po D.
Thornton, CO
Feb 13, 2019
★★★★★

Thank you,Jenkins you did a good job.

REVIEW

Lt C.
Louisville, CO
Dec 14, 2018
★★★★★

Jenkins restoration provided quick covering of a whole in my skylight due to hail. Their work lasted until the real repair was started.

REVIEW

Barbara R.
Denver, CO
Dec 12, 2018
★★★★★

We have never dealt with anything like the water damage we experience before. The whole experience was fast and professional. The Men were wonderful and we would recommend them to anyone. Thank you.

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Jenkins Restorations - Denver



REVIEW

Leslie A.
Denver, CO
Oct 31, 2018



Hayes and Jacob did an amazing job of communicating with us, making sure we were calm and even though it is a long process I feel confident they know what they are doing. I appreciate you a lot!

REVIEW

L.J.S.
ERIE, CO
Oct 11, 2018



Jenkins had some internal problems unrelated to our job. They were candid about this and eventually got the work done. It took longer than I think either of us expected, but they did not leave us hanging and were communicative throughout the project.

REVIEW

Mike S.
Morrison, CO
Sep 23, 2018



The first subcontractor Jenkins hired for floor installation was incompetent and deceitful. It was only after we called a halt to the incompetent hardwood floor installer did Jenkins get someone more capable, albeit it took two months to acquire another installer while we lived in the mess at our house.

REVIEW

Geraldine S.
Aurora, CO
Sep 06, 2018



Great to work with. Explained what they were doing and why. Showed before and after test results. On time and considerate of my time

REVIEW

Lanell M.
Littleton, CO
Aug 13, 2018



I spoke with Andrew first and then met with Jacob the next day. Both were very professional and explained things to me then answered all my questions. Jacob left for the evening and one of the fans went off. I called him at home and he took the time to walk me through turning it back on. They were awesome and I highly recommend them.

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REVIEW

C.R.J.
Highlands Ranch, CO
Aug 08, 2018



We had a burst of a pipe and flooding of water taking place in our basement. A disaster was looking me in the face. My insurance made the connection with Jenkins Restoration and within a short amount of time they arrived with all that was necessary to start solving our problem...including their expertise, their equipment and their willingness to jump into the problem and begin to solve the water issue we were facing. Jenkins Restorations stayed in touch with us daily AND came over to check on their equipment that was working the water in our basement. Within a few days their work was done and they left with their work expertly accomplished. 'What could have been a very unresolved mess, they informed us all along the way and completed their mission of restoring the basement to dry results. WE definitely will turn to them IF ever the need arises again.

REVIEW

James K.
Denver, CO
Jul 07, 2018



It's a long story, took a year to get completed, many repairs had to be redone and redone because of poor craftsmanship , i finally had to call them everyday to see if workers were going to arrive, i would be told yes and never see them. Oh their is so much more to the story, i was billed for work that wasn't done , had to correct that,i was billed 3 months as completed before the work was finished, ,the story goes on and on, the farming around the skylight were hanging down from the windows for5 months thinking they would fall on us, before getting repaired

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