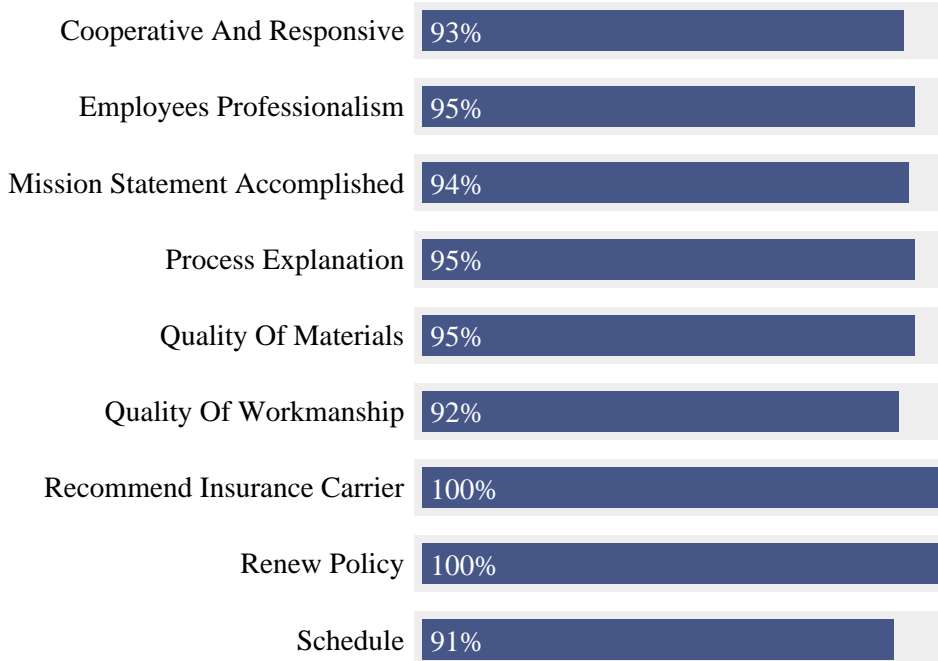


CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Fredericksburg



Customer Feedback Summary

Of 4,028 customers surveyed, 1,509 responded



109 Juliad Ct.
Fredericksburg , VA 22406
(540) 898-6809

GUILDMEMBER SINCE 2015

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We have surveyed customers on behalf of Jenkins Restorations - Fredericksburg in Woodbridge, VA; Stafford, VA; Fredericksburg, VA; Dumfries, VA; Spotsylvania, VA; King George, VA; Triangle, VA; Culpeper, VA; Locust Grove, VA; Ruther Glen, VA; and 98 other cities in Virginia, Georgia, South Carolina, New Jersey, West Virginia, and 2 other states.

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Recent Reviews & Published Comments

REVIEW

Joseph R.
Stafford, VA
Apr 06, 2020



I had extensive water damage in my house and Jenkins was the USAA preferred contractor. They came out that same day that I called & I was very pleased with the outcome.

REVIEW

Msgt D.
Milford, VA
Apr 06, 2020



They did everything they said they would do when they said they would!

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REVIEW

Braman D.
Stafford, VA
Mar 30, 2020



Jenkins snapped my flooring in half instead of removing the damaged pieces which resulted in ruining good planks of flooring. The same can be said with the baseboards. I specifically asked if they would remove the bad flooring and baseboards instead of just ripping them up and I was told that they would not "rip" anything up.

REVIEW

Kimberly E.
Fredericksburg, VA
Mar 30, 2020



Jenkins did a poor job cutting into my floor and walls. They caused more damage that has to be repaired. My floor is dry but the work was done done well.

REVIEW

Maj W.
Dumfries, VA
Mar 27, 2020



Chad Grover was the best project manager we have ever worked with and we are very satisfied with our work.

REVIEW

Lynette M.
Stafford, VA
Mar 25, 2020



Jeremy and his team are wonderful to work with. I truly appreciate their support through one of the toughest times for my family.

REVIEW

Sgt T.
Ruther Glen, VA
Mar 20, 2020



Everyone we have contact with from Jenkins Restoration was courteous and professionalism and they took the time to explain what they were doing and why.

REVIEW

Ashley M.
Locust Grove, VA
Mar 20, 2020



Bryce was super personable, he was really nice. He was talking about his kids, when my kids were watching cartons. We had an easy conversation.

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REVIEW

Virginia A.
Dumfries, VA
Mar 11, 2020



Great Company to deal with, very easy to work with. I wouldn't hesitate to use them again.

REVIEW

William A.
Dumfries, VA
Mar 09, 2020



Jenkins was recommended by my USAA after an upstairs toilet cracked and flooded two bedrooms, and damaged the ceilings in the downstairs living room, powder room and den. They responded the same day as my call to USAA and started drying out the mess. Planning and Scheduling where thorough and I was allowed to adjust schedule around several prior commitments. Marvin, my PM was always responsive via TXT while in the field and would provide add'l updates by email once back in the office. I would use this firm again for major home repairs.

REVIEW

Edward O.
Spotsylvania, VA
Mar 04, 2020



Very accommodating and performed excellent workmanship.

REVIEW

Ssg B.
Stafford, VA
Mar 02, 2020



My Jenkins Restorations Contractor Chris White, was personable courteous and a awesome professional. I have used and request him to manage a few projects and the workmanship has always be excellent.

REVIEW

Capt C.
Bowling Green, VA
Feb 10, 2020



Great company to work with, did what they said they would do.

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REVIEW
Nancy J.
Woodbridge, VA
Feb 05, 2020
★★★★★

We were very pleased with the gentlemen--the roofers. Everyone was courteous.

REVIEW
Shauna S.
Woodbridge, VA
Jan 24, 2020
★★★★★

They were the best. They bent over backward to accommodate us which was greatly appreciated. I couldn't ask for anything more.

REVIEW
Henry S.
Fredericksburg, VA
Jan 11, 2020
★★★★★

They were very courteous. They were understanding of scheduling issues. They did a very professional job.

REVIEW
A.W.
Triangle, VA
Jan 07, 2020
★★★★★

The quality of the subcontractors was not where it needed to be.

REVIEW
Capt S.
Orange, VA
Jan 06, 2020
★★★★★

It was a good experience. They were timely and professional.

REVIEW
Christine R.
Fredericksburg, VA
Jan 06, 2020
★★★★★

They were here early and finished quickly.

REVIEW
Maj V.
Woodbridge, VA
Dec 27, 2019
★★★★★

Marvin is a perfect manager, he is professional, knows his business, knows all forms of contracting work, and was good with the workers he had visit. He was responsive to our needs, and worked well with my wife Lorraine (who oversaw the project with him).

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REVIEW
John H.
Woodbridge, VA
Dec 16, 2019
★★★★★

They were fantastic.

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REVIEW
Msg R.
Woodbridge, VA
Dec 11, 2019
★★★★★

Jenkins Restorations did a very professional job. Very satisfied with their workmanship and their professionalism.

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REVIEW
Col G.
Woodbridge, VA
Dec 10, 2019
★★★★★

Joe Edwards was my representative. He was very knowledgeable, friendly, and professional. He kept me informed during the whole process. We did a followup walk through inspection that was very thorough. He had the team come back to make sure things were done correctly. They were top notch and I appreciated that.

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REVIEW
Susan M.
Bealeton, VA
Nov 23, 2019
★★★★★

They exceeded my expectations.

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REVIEW
Kathleen W.
Stafford, VA
Nov 22, 2019
★★★★★

I am very pleased with the end results of the project and I would definitely recommend Jenkins Restorations to others.

REVIEW
Ssg D.
Dumfries, VA
Nov 21, 2019
★★★★★

The project manager was impossible to get a hold of. The only way to get them to call you back was to call his boss. This happened about 4 times throughout the process. The two men who actually did the repair were amazing (but they were subcontractors)!! I would not use Jenkins again and am disappointed in USAA for recommending them.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Fredericksburg



REVIEW
Po B.
Woodbridge, VA
Nov 16, 2019
★★★★★

Very easy to work with your Project Manager Chad Grover ,Thanks

REVIEW
Sgtmaj S.
Nov 13, 2019
★★★★★

Outstanding communication and outstanding work.

REVIEW
C.E.B.
DUMFRIES, VA
Oct 29, 2019
★★★★★

Professional, courteous, knowledgeable, understanding, listen to customers

REVIEW
Regina W.
Woodbridge, VA
Oct 26, 2019
★★★★★

I was very pleased with the work done by Jenkins on my home.

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