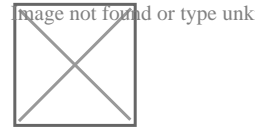
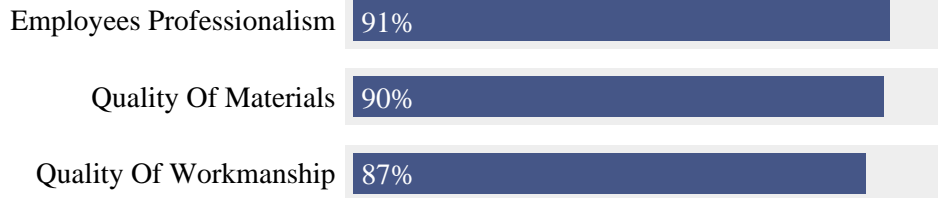


CUSTOMER FEEDBACK REPORT *for* Jenkins Restorations - Raleigh



Customer Feedback Summary

Of 2,420 customers surveyed, 839 responded



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GUILDMEMBER SINCE 2015

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Recent Reviews & Published Comments

REVIEW

Shrima J.
Raleigh, NC
Sep 17, 2021



Great customer service.

REVIEW

Stephen P.
Clayton, NC
Sep 14, 2021



5 star experience. They were prompt, professional and pleasant to deal with. Excellent workmanship. I would recommend them to all my neighbors and friends.

REVIEW

Chris Froesthner
Cary, NC
Sep 14, 2021



Mike did a great job keeping us updated throughout and was very responsive of our request.

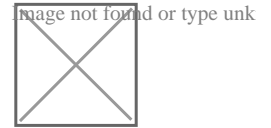
REVIEW

Cw H.
Spring Lake, NC
Aug 29, 2021



Having a lightning strike and fire on our home was stressful to say the least. Our house was hit by lightning at 11:17 PM on 28 July. At 13:15 on 29 July the JR team was on site and put the comfort of my family first. Once my wife and kids were set, we sat down and reviewed the path to success, all phases, and each JR rep that we would communicate with along the way. Simply put, my entire family is thankful for the JR team. They are the standard all others should be measured by.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Raleigh



REVIEW

Lori W.
Willow Spring, NC
Aug 03, 2021



I have known of and respected the value-based, people matter, work ethic of Jenkins Restoration for over 15 years. I was lucky to have experienced a minor leak, the crew did an exceptional job within the time they promised. Mike and Nate were wonderful.

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REVIEW

Timothy P.
FAYETTEVILLE, NC
Jul 29, 2021



Jenkins Restorations themselves did a good job, but the flooring contractor they used wasn't very good.

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REVIEW

John B.
Apex, NC
Jul 01, 2021



The emergency response team was wonderful to work with. I can't speak highly enough of Scott, who was the point of contact that we had. Because of him, we went with Jenkins for the rebuilding phase, which was horrible.

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REVIEW

Csm R.
Fayetteville, NC
Jun 30, 2021



The Jenkins Restoration Team are an awesome team of true professionals who definitely places the customer first and foremost. The entire team went out their way to help us feel comfortable during the entire restoration process. Even with the COVID 19 restrictions and challenges, this team of professionals provided 1st class support and services throughout the entire process. Without hesitation, I would recommend Jenkins to anyone of my friends or families.

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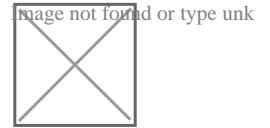
REVIEW

Josh P.
Clayton, NC
Jun 22, 2021



Jenkins took care of our needs and did so in a timely manner with great quality.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Raleigh



REVIEW

Robert B.
Fayetteville, NC
Jun 14, 2021



It was great and everything worked out real well.

REVIEW

Ssgt A.
Cary, NC
Jun 09, 2021



The only thing I had issues with was getting in touch with someone. Other than that, everything else was fine.

REVIEW

Evangeline S.
Raleigh, NC
May 20, 2021



I appreciate their attentiveness to my questions, and they are very professional.

REVIEW

Jenny T.
Carrboro, NC
May 20, 2021



It was a pleasure working with Jenkins, both high quality, knowledgeable, and skilled staff on hand. Thank you

REVIEW

Laurel W.
Raleigh, NC
May 03, 2021



Jenkins Restorations charged me \$150.00 to remove and replace a few plastic storage boxes from my attic area in order to do the work required in that space. I found out after the work was done and the workers were gone that NONE of the boxes were put back in the attic, but left in my daughters bedroom. I thought \$150.00 was a high price for that bit of work, but when I found out they didn't even do the work I was charged for, I was very unhappy!! Additionally, the painters that were in my home were less than tidy with the work. They did not use enough coverings on the floors of my home and porch. I was cleaning foot prints for several days following their visit.

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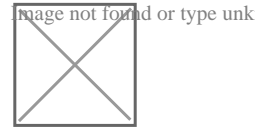
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CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Raleigh



REVIEW

Hollie P.
Durham, NC
Apr 20, 2021



I think they did a fantastic job. They were very professional. Michael and Eric did a fabulous job.

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REVIEW

Robert M.
Wake Forest, NC
Apr 12, 2021



Mike was fantastic and very responsive. This is a bad time with your house in disarray. He could not have been any better to work with.

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REVIEW

Mrs. H.
WAKE FOREST, NC
Apr 01, 2021



We had to live in a hotel room for four months. Then we had to live in our home for three months, with subpar work. We were ultimately satisfied. However, we had to push back to get the level of work completed to meet our expectations.

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REVIEW

Nick E.
Raleigh, NC
Mar 28, 2021



From the first employee to the last employee each one of them were courteous, knowledgeable, and very professional.

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REVIEW

Geraldine M.
Chapel Hill, NC
Mar 25, 2021



Worst experience I have ever had in my life

REVIEW

Linh N.
Cary, NC
Mar 18, 2021



Mike led the dry-out process, and he was excellent and compassionate. He took time to explain everything thoroughly, showed up timely, was very accommodated to ensure continuity of daily life as much as possible. Thank you Mike :)

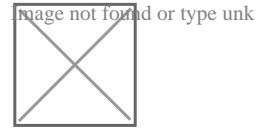
REVIEW

Maxwell A.
Stem, NC
Mar 08, 2021



Their work was top notch! They fixed the water damage in our attic.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Raleigh



REVIEW

Fred N.
Sanford, NC
Mar 04, 2021



Everything that I have seen looks great! Everything has been great!

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REVIEW

Csm R.
Fayetteville, NC
Mar 02, 2021



We are very thankful that we selected Jenkins Restorations during this traumatic event in our lives. Jenkins has performed above and beyond all of our expectations. The employees were very gracious during the entire process ensuring that all of our questions and concerns were handled in a very professional manner. Even dealing with the COVID protocols, all timelines and promises were met. I would highly recommend Jenkins as the "go to" professional with your restoration needs. This company is "awesome"!!

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REVIEW

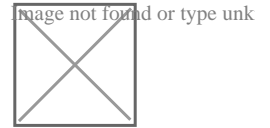
Karon S.
Apex, NC
Feb 26, 2021



Mike Bennett (my project manager) always responded to my communications in a timely manner and always kept me updated on the repairs being done to my house. He took the stress out of a very stressful situation!

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CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Raleigh



REVIEW

Lori J.
Durham, NC
Feb 23, 2021



When dealing with damage to your home that was completely unexpected and it was major, you just want to have reassurance that someone is there for you through it all. Jenkins Restoration (Scott P and Robert H) were the gifts. The lengthy timeframe only came from involvement with my Insurance Company, so no fault of Jenkins Restoration. When it came time to pack/move furniture, they were top notch: on time; diligent; gentle with making sure all items were protected. If I had any follow up questions (I did have a lot), Scott P was always attentive via text and never complained. I would definitely reach out to Jenkins Restoration again if I ever need them! I'm so appreciative of the care they provided.

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REVIEW

Kerin K.
Raleigh, NC
Feb 19, 2021



They are very understanding of our needs and strive to make us comfortable and happy with their efforts.

REVIEW

Msg G.
Fayetteville, NC
Feb 19, 2021



Timely response and very thorough. Thanks for the extra effort late in the evening.

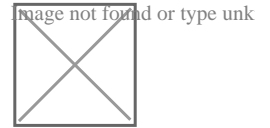
REVIEW

Maj H.
Fayetteville, NC
Feb 01, 2021



The company kept me informed at all times as to what was going on with the project.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Raleigh



REVIEW

Alexis R.
ZEBULON, NC
Jan 27, 2021



Almost everyone we dealt with in this company didn't know what they were supposed to be doing. It was a complete nightmare that we had to deal with for over 5 months. The project manager Trent in our opinion just didn't care and was trying to get as much as he could from our insurance company. I would NEVER recommend this company to anyone. In fact we are warning everyone we know to stay away. Never been so frustrated and disappointed in a company like this before. I don't know how they remain in business.

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REVIEW

Ziyan Z.
Durham, NC
Jan 18, 2021



Jenkins Restoration and Mike Bennett were amazing. He was personal, easy to communicate with, and prompt.