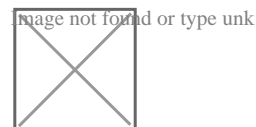
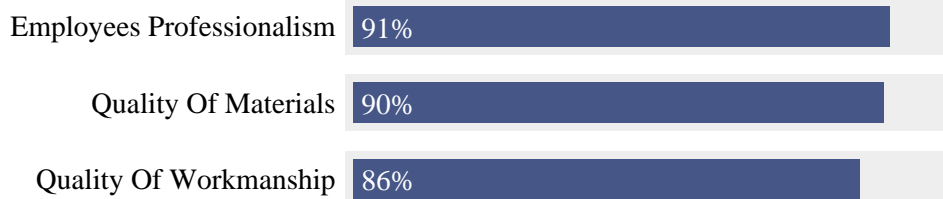


CUSTOMER FEEDBACK REPORT *for* Jenkins Restorations - Raleigh



Customer Feedback Summary

Of 2,132 customers surveyed, 755 responded



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Recent Reviews & Published Comments

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.

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.

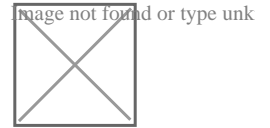
REVIEW

Msg G.
Fayetteville, NC
Feb 19, 2021



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

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Raleigh



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.

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.

REVIEW

Ziyan Z.
Durham, NC
Jan 18, 2021



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

REVIEW

Ziyan Z.
Durham, NC
Jan 18, 2021



Jenkins Restorations is an amazing company. If I ever had any issues with my house (which I hope I won't) then I'll definitely be contacting this group again. They were prompt and responsive.

REVIEW

Alexandra H.
Raleigh, NC
Dec 19, 2020



Very professional group of people. Managed a lot of activity in a short period of time. Points of contact were helpful, responsive and communicated well with us.

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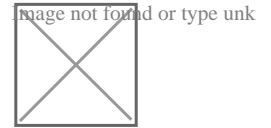
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CUSTOMER FEEDBACK REPORT *for* Jenkins Restorations - Raleigh



REVIEW

Edith H.
Raleigh, NC
Dec 08, 2020



Jenkins was referred to me by Nationwide and I can't say enough positive about their work. The craftsmen were "spot on" and the supervisor Josh was very communicative and friendly and supportive.

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REVIEW

Dudley F.
Raleigh, NC
Dec 01, 2020



The service was of the highest quality.

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REVIEW

Daniel S.
Durham, NC
Nov 30, 2020



The guys were efficient, prompt And knowledgeable. I would happily recommend them.

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REVIEW

Kerin K.
Raleigh, NC
Nov 30, 2020



Jenkins Restorations treated me with the utmost respect and courtesy. They answered my questions and made excellent suggestions to help me because of the stress of the situation. They definitely KNOW what they are doing and impressed me with their organization between workers and the necessary work to be done. They will NOT let you down and they are a terrific group of people.

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REVIEW

Lanny E.
Fayetteville, NC
Nov 30, 2020



The Restoration was after a fire next door damaged my house. Jenkins did an excellent restoration job.I am Paulette Ealey. My husband Lanny died last year. Would appreciate records be in my name.

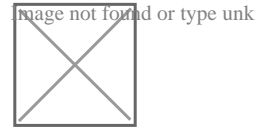
REVIEW

Shelly B.
Durham, NC
Nov 24, 2020



Water mitigation happened within hours of me calling my insurance company. They were quick, thorough, and respectful of our home. Definitely recommend.Haven't had the repairs done yet; hoping for another great experience.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Raleigh



REVIEW

Daniel B.
Cary, NC
Nov 04, 2020



Jenkins has proven to be consistently courteous, professional, and skilled in their work.

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REVIEW

Donnie P.
Hillsborough, NC
Nov 01, 2020



Overall the work was done professionally and promptly (allowing for Covid 19) I would call them again if ever a need arises.

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REVIEW

Colinda P.
Wake Forest, NC
Oct 29, 2020



Jenkins Restoration was very responsive, with genuine staff. Who were pleasant and patient in answering all of my questions, I really appreciated that!

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REVIEW

Daniel F.
Spring Lake, NC
Oct 28, 2020



Great repair work by the Jenkins team. Our home had water damage on the roof and ceiling. The repair team began work right away and worked hard to finish quickly. The workmanship and materials were top quality. Now, it is like the damage never happened.

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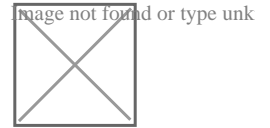
REVIEW

Michael R.
Louisburg, NC
Oct 27, 2020



I didn't get the user experience others apparently got from using Jenkins.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Raleigh



REVIEW

John M.
Cary, NC
Oct 21, 2020



Michael Young was helpful. Gerrod Speer needs to take a course in customer relations. He needs to recognize that this is my house and I am the customer. I had the audacity to question a 12 foot wide cut in my floor for a 30" wide stain. I questioned why cut 12 feet initially when the stain is so much shorter? Why not cut six feet? When I complained to Erie and him, his response was to ask me if I was a Restoration expert. Smart aleck remark. He said I was sending too many emails (three) and he was not going to do the recovery. I learned a long time ago that if something is damaged by a contractor, it must be put on the record immediately. He hung up on me.

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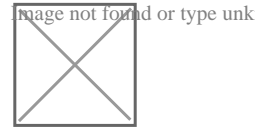
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CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Raleigh



REVIEW

Amber B.
Clayton, NC
Oct 21, 2020



The painters did a TERRIBLE job and were very careless. They got paint on tons of surfaces inside and outside of my home including newly sanded and stained hardwood floors. This being the only area that they tried to clean the paint off of and whatever they used stripped the stain and polyurethane off of a 4" square of my floor. When they demo'd the kitchen, they placed wooden trim work and plumbing materials on top of my brand new glass cook top stove. A "Stain blocker/sealant" was not used as indicated on the painting estimate for which there was a substantial fee added for and stains have returned within less than a month in my kitchen. Then when I tried to talk to the Project Manager about the paint on the floors; he insinuated that I was being deceitful by telling me that they take 3D pictures of everything before the work started and described an area of the floor that I was not even complaining about. (Not to mention the area he was describing was white and the areas I was describing were turquoise and coral.) They lost a few of my belongings, although they gave me a \$75 gift card for that.

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REVIEW

Gysgt W.
Fayetteville, NC
Oct 15, 2020



Great company. Very professional. Outstanding customer service.

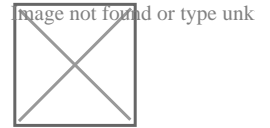
REVIEW

Teresa G.
Willow Spring, NC
Oct 07, 2020



It took way too long, 9 months

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Raleigh



REVIEW

Paulette S.
Durham, NC
Sep 29, 2020



I was very pleased with the response, professionalism and quality of service I received from Jenkins Restoration Services.

REVIEW

Linda M.
Angier, NC
Sep 27, 2020



Jose Alvarenga and his crew did an excellent job for us. We had a leak in the master bathroom that did some major damage. Mr Alvarenga was very professional, and answered all our concerns.

REVIEW

John B.
Fayetteville, NC
Sep 17, 2020



I appreciate the hard work. Jenkins Restoration did a good job.

REVIEW

Timothy R.
Holly Springs, NC
Sep 15, 2020



Overall, the project manager Robert was absolutely amazing. The communication and expectations were all we could ask for. Constant updates, continued pictures of progress, and a clear understanding of all the work that was involved. I would highly recommend them based on my experience with Robert.

REVIEW

M.S.B.
Louisburg, NC
Sep 15, 2020



Jenkins did an amazing job on our facilities! Highly recommend!

REVIEW

Daniel B.
Cary, NC
Sep 04, 2020



Professional, courteous, and easy to work with. Highly recommend them!

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