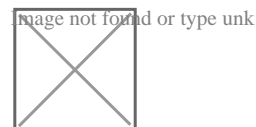
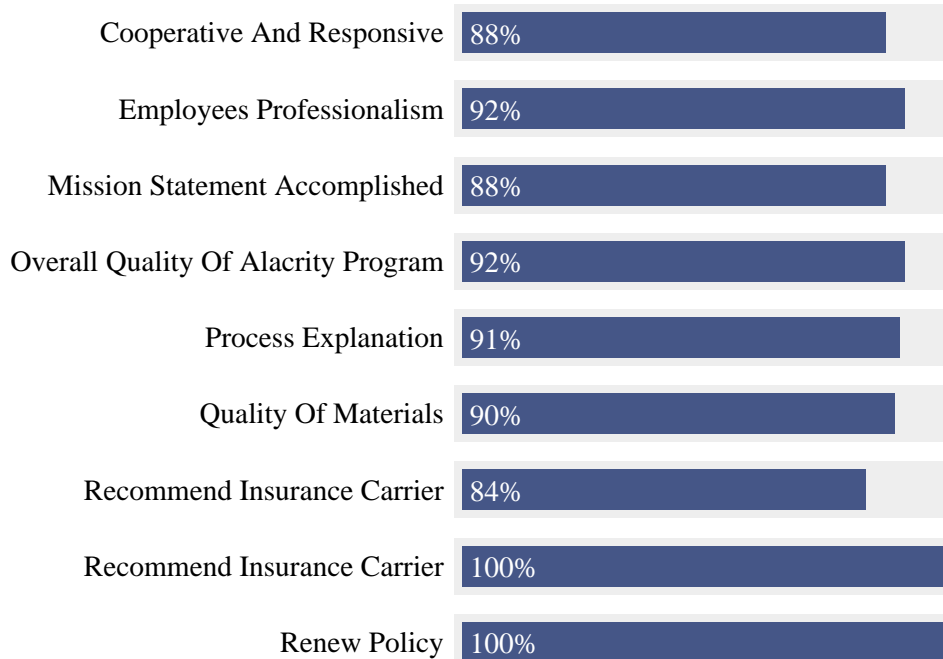


# CUSTOMER FEEDBACK REPORT *for* Jenkins Restorations - Richmond



## Customer Feedback Summary

Of 1,927 customers surveyed, 728 responded



340 Hill Carter Parkway  
Suite F  
Ashland , VA 23005  
(804) 592-2389

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## Recent Reviews & Published Comments

### REVIEW

J.D.M.  
Richmond, VA  
Feb 24, 2021



I,m is satisfy

### REVIEW

Michael C.  
Chesterfield, VA  
Feb 12, 2021



Jenkins did not provide a basic level of repair or customer service for our family during a very difficult time. Jenkins caused our family a great deal of stress. Buyer beware.

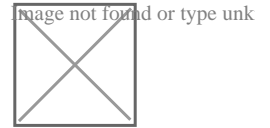
### REVIEW

Jennifer C.  
Mechanicsville, VA  
Feb 01, 2021



They were great.

CUSTOMER FEEDBACK REPORT *for*  
**Jenkins Restorations - Richmond**



REVIEW

Robert T.  
Richmond, VA  
Jan 26, 2021



Jenkins Restoration provided phenomenal service from the project manager, Michael Luckett, and the foreman Eric. We would not have gotten the project done without Mike's help.

REVIEW

Carolyn H.  
Richmond, VA  
Jan 14, 2021



Immediate response and accurate estimate given by informed professionals. We had a roof replacement and fence repair due to a fallen tree and although the start of the work was a bit delayed, that was mostly due to the holidays (Thanksgiving/Christmas). The work crews were friendly and meticulous and I enjoyed watching the rhythm in which they worked; they obviously knew their stuff! Jenkins was referred to us by our insurance company; however, I would personally recommend them simply due to the standard of work they accomplished for us.

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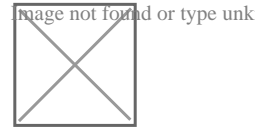
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REVIEW

Ron N.  
Henrico, VA  
Jan 14, 2021



This is the second time I have used Jenkins Restoration Company. Once was for fire restoration. The second was for mold remediation. Bobby Minor was the project manager for the fire restoration. They did excellent work and Bobby stayed in constant contact to keep me informed. That was appreciated. Later, I discovered a mold problem in the crawlspace of the same house. I contacted Bobby Minor and he referred me to Craig Johnson in their environmental division. Once again, I had a great experience. Craig stayed in touch throughout the work and was easy to work with during the project. I originally was drawn to Jenkins Restoration and Environmental because I found that they were vetted by the USAA company. I am glad that USAA recommends this company. If anyone needs quality work, I believe you will be pleased with the quality and speed of their work. Ron Neely

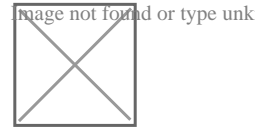
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**Jenkins Restorations - Richmond**

REVIEW

Cpt B.  
Mechanicsville, VA  
Jan 08, 2021  
★★★★★

Jenkins Restorations never contacted me when they were coming to my house. I had to keep calling them to find out when the project would be completed. Part of the project was done on a Monday and it took several weeks for the rest of it to be completed. I sent multiple emails and calls but never got a response, they would just show up when they wanted to without warning, and most of the time I was not even at home. I asked them to notify me before they were coming but they never did. The workmanship was fair but they poured white paint all over my front yard and left nails in the driveway. Overall, I am very dissatisfied and I would never recommend them to anyone. I told my insurance company as well to remove them from their recommendation list.

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REVIEW

F F.  
Henrico, VA  
Jan 06, 2021  
★★★★★

Too Expensive -- Over \$1,000 for minor ceiling repairs plus two coats or paint. Room = approximately 15 x 20.

REVIEW

Eugene K.  
Richmond, VA  
Jan 05, 2021  
★★★★★

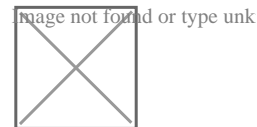
Jenkins Restorations did a good job!

REVIEW

Mrs. M.  
Richmond, VA  
Dec 31, 2020  
★★★★★

I was tremendously impressed with Jenkins, from the beginning to the end. Everything was handled incredibly well.

CUSTOMER FEEDBACK REPORT *for*  
**Jenkins Restorations - Richmond**



REVIEW

Lt M.  
Henrico, VA  
Dec 30, 2020



Jenkins provided quality and professional service in a timely manner.

REVIEW

Sfc P.  
Chesterfield, VA  
Dec 14, 2020



Thank you Jenkins Restoration for your quick response to my residence during my emergency need for water damage on Thanksgiving....

REVIEW

Mary P.  
Chester, VA  
Dec 14, 2020



Jenkins Restoration has cordial and professional employees who complete the work to your satisfaction. I felt comfortable having them in my home. They were thorough and skilled in their areas of work.

REVIEW

Sgm R.  
Prince George, VA  
Dec 08, 2020



Jenkins Restoration worked very well with my Home Owner's Insurance Company to quickly resolve the work and the claim for my home restoration project. I did not have to do anything! Thanks to Mr. Michael Luckett, Project Manager at Jenkins Restoration!

REVIEW

S.L.J.  
Chesterfield, VA  
Nov 30, 2020



The work was performed with speed and professionalism. The young man performing the work was an outstanding individual.

REVIEW

James R.  
Richmond, VA  
Nov 30, 2020



Thanks for a job well done!

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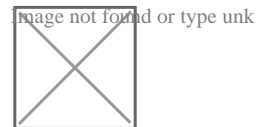
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**Jenkins Restorations - Richmond**



REVIEW

Mia G.  
Richmond, VA  
Nov 29, 2020  
★★★★★

I have had two big restoration projects after interior damage, and my insurance company recommended Jenkinks. I was so happy with Jenkins the first time I asked for them the second. Both times they were patient and professional, and made me feel very comfortable with the process - and their work is fantastic.

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REVIEW

Ssg P.  
Richmond, VA  
Nov 15, 2020  
★★★★★

There were multiple dehumidifiers in my home that did not work at all. I reported this to Jenkins and they were not replaced. Mold was growing everywhere on the first and second floor after the flood because of this. My dishwasher was put out in the garage where it rusted. Further damage was caused to the home. Areas that should have been exposed for proper drying to occur were left closed. Zach was really nice but he was only one person, and perhaps with the lack of additional help, he wasn't able to follow through on the things he said he would do that needed to be done. I knew early on, and through reading other reviews that I would not be giving Jenkins the job for contracting. I had no choice when it came to using them for water mitigation.

REVIEW

George L.  
Richmond, VA  
Nov 11, 2020  
★★★★★

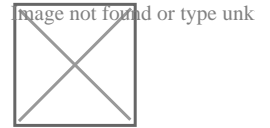
I was very satisfied with the work.

REVIEW

Edwin B.  
Midlothian, VA  
Oct 27, 2020  
★★★★★

They do a great job and keep you informed as to progress.

CUSTOMER FEEDBACK REPORT *for*  
**Jenkins Restorations - Richmond**



REVIEW

Cecilia C.  
Richmond, VA  
Oct 23, 2020



They were always available whenever I contacted them. They moved as quickly as possible. The coronavirus delayed a lot of it for several months but they did the best that they could.

REVIEW

Susan G.  
Henrico, VA  
Oct 21, 2020



We were very pleased with the responsiveness of the service

REVIEW

James H.  
Chester, VA  
Oct 15, 2020



I gave a business card to a neighbor because they liked what was going on with my project.

REVIEW

Valerie W.  
Henrico, VA  
Sep 21, 2020



Overall the work was very good. The people were very good. The only downfall was the carpet contractor, or the quality of the work. I was able to see every seam in the carpet. I wasn't too pleased with that part the project.

REVIEW

Maj S.  
Petersburg, VA  
Sep 15, 2020



From start to finish Jenkins communicated well and gave me a good feeling about having chose the the right company.

REVIEW

Wallace T.  
Richmond, VA  
Aug 20, 2020



I enjoyed the experience and they did what they were supposed to do. They had one part they had to come back and finish but it was overall a good experience.

REVIEW

Maj A.  
Ashland, VA  
Aug 12, 2020



Excellent customer service!

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REVIEW

Kinyata E.  
Petersburg, VA  
Aug 08, 2020



Jenkins Restoration personnel are very professional, courteous and on-time. However, the work was not complete and another contractor was hired to finish the work.

REVIEW

Daniel C.  
Aug 04, 2020



Bobby M. was very attentive about helping us through the process. He kept us informed. We are also very happy with Mr. Painter, the company that Jenkins had do the painting for our house. We were also very happy with Creative Flooring Solutions of Virginia.

REVIEW

Richard O.  
Richmond, VA  
Jul 28, 2020



Jenkins is a great company, but take pictures before the job and after the job. To make sure the job was done correctly and all the damages were corrected.

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