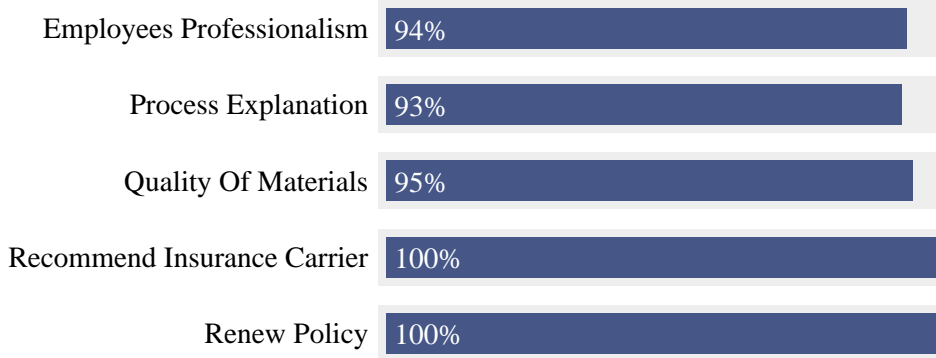


CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - San Antonio



Customer Feedback Summary

Of 2,715 customers surveyed, 991 responded



4710 Perrin Creek Suite 340
San Antonio , TX 78217
(210) 571-1960

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Jenkins Restorations - San Antonio relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jenkins Restorations - San Antonio in San Antonio, TX; Converse, TX; San Antonio,, TX; Schertz, TX; New Braunfels, TX; Cibolo, TX; Boerne, TX; Helotes, TX; Universal City, TX; Floresville, TX; and 96 other cities in Texas, Maryland and Georgia.

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Recent Reviews & Published Comments

REVIEW

Ssgt C.
New Braunfels, TX
Dec 13, 2019



Jenkins was incredibly kind and courteous throughout the time it took them to complete the removal of black mold from my garage and bathroom. Steve was incredibly thoughtful and instructed his workers to create an expansion connection for my water heater so we could still have hot water while they were working. Jesse Mixon and Jonathan Miller were the gentlemen that worked on my house. Not only did they do everything that Steve asked, but they were incredibly thoughtful and kind over the week that they worked at my house. They also made sure to explain everything to me and why they were doing what they were doing. I would highly recommend Jenkins services to anyone who may need them, they truly care about the customer and their work.

REVIEW

Marcus M.
San Antonio, TX
Dec 13, 2019



I was most satisfied with the project manager, Chris Foster. He was very thorough and walked us through everything step by step. He was right there with us every step of the way.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - San Antonio



REVIEW

Sgt L.
San Antonio, TX
Dec 10, 2019



very friendly and courteous

REVIEW

Alice C.
San Antonio, TX
Nov 27, 2019



Jenkins Restorations did a good job.

REVIEW

Paul P.
San Antonio, TX
Nov 26, 2019



Thank's for a great job!

REVIEW

Tsqt B.
Schertz, TX
Nov 26, 2019



Had a shower leak, Jenkins Restorations was recommended by my insurance company. I'm glad I went with this company. They were very professional made sure everything was dry and keep me at ease during the process. Thanks for your help. Would like to give a shout out to the Mitigation Tech Michael Vought! He was awesome!

REVIEW

Q.P.D.
San Antonio, TX
Nov 26, 2019



I was most satisfied with Jenkins Restorations because they were very easy to work with.

REVIEW

C.C.Q.
San Antonio, TX
Nov 26, 2019



I was most satisfied with Jenkins Restorations because they were very easy to work with.

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Jenkins Restorations - San Antonio



REVIEW
Q.P.T.
San Antonio, TX
Nov 26, 2019
★★★★★

I was most satisfied with Jenkins Restorations because they were very easy to work with.

REVIEW
Q.P.H.
San Antonio, TX
Nov 26, 2019
★★★★★

I was most satisfied with Jenkins Restorations because they were very easy to work with.

REVIEW
Elizabeth W.
San Antonio, TX
Nov 11, 2019
★★★★★

All the workers were very professional and on time. They did a very good job. They looked very neat when they came to work. They were not sloppy.

REVIEW
Carolyn M.
San Antonio, TX
Nov 08, 2019
★★★★★

The workmen, Matt and his crew were excellent, professional and courteous. However, the person, Chris this who came out to access and oversee the project fell short. He did not keep up with the project. I went without a kitchen for 3 months. Had I not gone out and checked on a portion of the portion of the the project and reported it to my insurance company, I might still be waiting for an end result. I WILL not recommend or use them again!

REVIEW
Janice T.
Oct 25, 2019
★★★★★

Professional and quality workmanship, along with integrity.

REVIEW
Moeed O.
Oct 23, 2019
★★★★★

It was great service and the guys were professional. I was very satisfied.

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REVIEW

Spc F.
San Antonio, TX
Oct 21, 2019



I am Mr. Flores and wanted to take this approach and talk about fine work Jenkins Restorations did. Mr. Eric Bostamante, the Project Manager, as well as the other workers he assigned to the job, were fine and competent. I am very satisfied. This is the second time they have done work for me and both times it was a very pleasant experience. The reason I am giving him the top rating is that anyone needing to get something restored should go through Jenkins Restorations.

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REVIEW

Marc Z.
New Braunfels, TX
Oct 17, 2019



They made it really easy, and they got everything done really quickly and thoroughly. We had one thing that didn't look right, and they came back quickly to fix it.

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REVIEW

Theresa M.
San Antonio, TX
Oct 07, 2019



It really was accomplished quickly and relatively painlessly. Overall, a good experience.

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REVIEW

Po M.
San Antonio, TX
Oct 03, 2019



Our restorations started out very good. But the site manager was very rude, he did not work as well with me as I would have liked, or around my work schedule. Based on his choice of contractor and the lack of his work with them our project took much longer then it should have. Based on my experience with the site manager, I would not recommend Jenkins Restoration to anyone. In any of my past projects, it is understandable that things go unexpectedly. But in the timeframe it took was unexplainable and the communication process was inappropriate. They could do better in that aspect.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - San Antonio



REVIEW

T.C.M.
SAN ANTONIO, TX
Oct 01, 2019



My wife and I were very pleased by the overall services and the outcome provided by Jenkins Restoration in the restoration of our home due to an unfortunate flooding. Special kudos to Eric Bustamante (Project Mgr), Matt Munoz (Team Lead) and their restoration team for maintaining communications throughout the project and their exceptional professionalism. We would highly recommend their company/team without hesitation. Thank you all for a job well done.

REVIEW

Daniel R.
Helotes, TX
Sep 28, 2019



Jenkins Restoration handled our Hail damaged roof with urgency and professionalism. Eric Bustamante, our representative went way above and beyond the call of duty to serve our needs. I highly recommend them.

REVIEW

Christina R.
Converse, TX
Sep 23, 2019



They were very professional and on time with all of the restorations and repairs, my home looks better now then it did before.

REVIEW

T.C.M.
SAN ANTONIO, TX
Sep 17, 2019



The Jenkins Restoration mitigation team were professional, courteous and met our needs after an unfortunate flooding event in our home. Tony and Russell were very respectful and considerate during my interaction with them. This customer would highly recommend Jenkins Restoration for your water mitigation needs.

REVIEW

Linda G.
San Antonio, TX
Sep 11, 2019



We were very upset about having to have all of this work done. He came out to talk to us and we were very relieved and pleased with everything that he did. He made us feel so relaxed and happy that somebody was honest. Kevin was terrific. He was very patient, very kind, and always on time. Manu's team was very excellent also.

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Jenkins Restorations - San Antonio



REVIEW

John B.
Sep 03, 2019
★★★★★

The employees at Jenkins are very nice. They completed their work in a timely manner and were always available to talk when I needed something. Denise B of San Antonio, TX.

REVIEW

Jillian T.
San Antonio, TX
Aug 22, 2019
★★★★★

This company sucks they do not care about u our u family. They will steal your items.

REVIEW

Tatiana N.
San Antonio, TX
Aug 13, 2019
★★★★★

Staff is very professional and very informative. The only problem I had was it taking long to be completed because the wrong color was ordered for my wood flooring. Other than that everything else went well. Please with the work.

REVIEW

Cpt W.
San Antonio, TX
Aug 12, 2019
★★★★★

Professional and thorough

REVIEW

Maj B.
San Antonio, TX
Jul 25, 2019
★★★★★

They were extremely courteous and on time but they didn't check their work to make sure it was good.

REVIEW

Sandra V.
San Antonio, TX
Jul 17, 2019
★★★★★

Everyone was wonderful to work with!

REVIEW

Michael A.
Universal City, TX
Jul 15, 2019
★★★★★

Outstanding company to do business with. Should the need arise, I will ask for this firm and particular employee to handle our service call.

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