

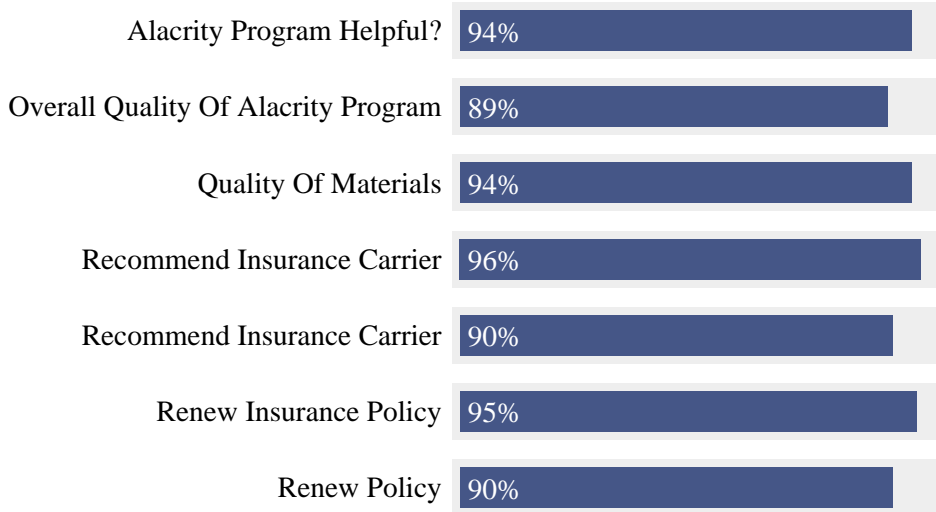
CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Sterling



22980 Shaw Road
Sterling, VA 20166
(703) 450-6580

Customer Feedback Summary

Of 4,277 customers surveyed, 1,603 responded



GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of Jenkins Restorations - Sterling in Alexandria, VA; Ashburn, VA; Leesburg, VA; Fairfax, VA; Sterling, VA; Manassas, VA; Reston, VA; Springfield, VA; Centreville, VA; Herndon, VA; and 134 other cities in Virginia, West Virginia, Florida, Texas, California, and 6 other states and provinces.

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Recent Reviews & Published Comments

REVIEW

David H.
Falls Church, VA
May 18, 2019



They were recommended by my insurance company and were friendly but highly disorganized once the actual project began. I had to ask the subcontractors themselves many times if they had any idea when the other subcontractors were coming next as Jenkins was MIA at times and it was difficult at times to...

REVIEW

Sunny T.
Vienna, VA
May 17, 2019



Jenkins was very responsive for emergency situations and took over the entire projects and handled very professionally. The staff member, Mike Sauer, was very easy to work with, flexible to my needs and responded immediately even on Sunday. I highly recommend Jenkins and I have already recommended...

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REVIEW

Denise R.
Leesburg, VA
May 13, 2019



They were very professional, they came out very quickly after I called, and the work was done in a reasonable amount of time.

REVIEW

Col W.
Lorton, VA
May 09, 2019



Outstanding service.

REVIEW

Dolores W.
Mclean, VA
May 09, 2019



The charges and scope of the work was in accurate from the beginning through the end

REVIEW

Richard C.
Fairfax, VA
May 03, 2019



Jenkins did a wonderful job restoring some very high end finishes on my property that had bee damaged. They even enlightened me on items that may have been covered that were not readily brought to my attention by the insurance adjuster.

REVIEW

Col G.
Burke, VA
May 03, 2019



i am very happy with jenkins and told USAA how pleased i was. the original restoration firm manipulated me and tried to get me to pay an unneeded \$25,000. i will use Jenkins again.

REVIEW

Jennifer R.
Fairfax Station, VA
Apr 29, 2019



They were fantastic. John Park was very attentive and got back to me right away. He took care of everything and worked with the insurance company. I really had to do very little, and everything was completed in a timely manner and well.

REVIEW

David F.
Leesburg, VA
Apr 26, 2019



Workmanship and customer service was top notch. They responded quickly and thing got fixed up faster than I could have imagined. Very happy with the service!

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REVIEW

Michael R.
Ashburn, VA
Apr 25, 2019



Jenkins Restorations is very professional. I appreciate the care that they took and the follow up was appropriate.

REVIEW

Teresa P.
Leesburg, VA
Apr 25, 2019



John Park was professional with listening to my needs and my timeline. He followed through with everything and beat the timeline that he had originally proposed.

REVIEW

Leah K.
Arlington, VA
Apr 25, 2019



It is very difficult to find good workmen you can trust to do the scale of work that I needed in my home. Especially as a female, I felt comfortable with them and they did a great job.

REVIEW

Ltc P.
Centreville, VA
Apr 25, 2019



Excellent company to work with. Always available to answer questions.

REVIEW

Bob H.
Manassas, VA
Apr 19, 2019



They were very cooperative in working around my schedule.

REVIEW

Yeprem F.
Fairfax Station, VA
Apr 17, 2019



Jenkins Restorations rushed to the rescue of my home when I called. They were fantastic and sympathetic to my situation. I would highly recommend them to anyone at anytime.

REVIEW

Elena W.
ANNANDALE, VA
Apr 15, 2019



I like them very much. It was very nice. The guy was very gentle and proper. He did what I told him to do.

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REVIEW

Col H.
Arlington, VA
Apr 13, 2019



Honest, straightforward, and competent. Great customer service and dealt with minor repair problems without issue.

REVIEW

Sean G.
Alexandria, VA
Apr 10, 2019



This was an excellent process. Certainly having my basement flood to begin with was fairly devastating, but it went much smoother once Jenkins was involved. Further, we identified a second leak in our home almost a month after they were concluded with work. Even after proving it wasn't them, they...

REVIEW

Lt J.
Alexandria, VA
Apr 08, 2019



They did a great job, kept me updated on progress and were courteous. Only downfall was they were delayed in starting the project which was stressful.

REVIEW

Cpt Y.
Springfield, VA
Apr 08, 2019



The demolition of the damaged floor was not done properly. Flooring contractor needs to do extra work prior to installing the new flooring. The flood cuts were done in a manner that makes replacement more difficult and expensive.

REVIEW

Ltjg B.
Fairfax, VA
Apr 06, 2019



Jenkins was recommend by my insurance company. I worked with them in previous emergencies. Prompt, most capable and professional. Company is involved in the project at all levels

REVIEW

Sgt D.
Stephens City, VA
Apr 05, 2019



Andy does a great job and is always very professional and goes above and beyond his job and is always there to answer question you're a gentleman and a scholar keep up the good work. Work for a great company y'all do very good work and a cut above the rest and pay attention to every little detail...

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REVIEW

Col K.
Lorton, VA
Apr 05, 2019



Jenkins Restorations is the single worst contractor I have ever hired. Tim, my management point of contact, took four months to complete a simple roof leak/ceiling restoration. He was slow and incompetent in all aspects of management and I came to disbelieve his words. He actually tried to schedule...

REVIEW

Jessica H.
Ashburn, VA
Apr 03, 2019



Very professional and courteous and quick to respond to any questions. Peyton was great, pricing was fair and competitive, and the work done looks beautiful.

REVIEW

Joanna M.
Fairfax, VA
Apr 02, 2019



Very professional while keeping the personal touch. Not only did they finish the project in their estimated time frame; the product they delivered was far greater than it's original.

REVIEW

Col J.
Oakton, VA
Mar 23, 2019



Jenkins not only did a fantastic job for us, but when we told them they needed to close on the sale of our house within a month, they went above and beyond to make sure all their great work was done in time for us to close on schedule!

REVIEW

L.C.E.
Burke, VA
Mar 12, 2019



Mike and his team were, and are, very professional, explained the process, answered our questions, calmed our nerves, assisted and were accommodating with adjustments as the opportunity knocked, adjusted schedule to work around Holiday Season, completed job at or below estimated cost. Overall, a job well done!

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REVIEW

Cw B.
Leesburg, VA
Mar 08, 2019



The quality of work was less than expected. The work by Jenkins was for an insurance claim. Does Jenkins perform different levels of work depending on whether its paid by Insurance or the resident? I'm not sure I'd hire Jenkins if I was a paying for the work.

REVIEW

Katherine V.
Sterling, VA
Mar 07, 2019



Each person we worked with from the estimator, to the project manager, to the subcontractors was friendly, professional, and responsive. The completed work looks great and everyone involved made the process as stress-free as possible. They were very straightforward on price and procedures, open to changes...

REVIEW

Gary T.
Alexandria, VA
Mar 06, 2019



Highly recommend Jenkins. They fully explained all work, were always on time and did very good work.