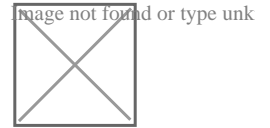


CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Newark



REVIEW

Diane T.
Nottingham, PA
Feb 16, 2021



Terrible "skilled" professional work; regret using them and will never recommend them to anyone. NO quality work done by this company.

REVIEW

Robert C.
North East, MD
Jun 04, 2020



Jenkins Restorations did a fantastic job.

REVIEW

Andre D.
Elkton, MD
Apr 30, 2020



Took a long time but once Jim Nolan took over my case, things began to move in a professional manner.

REVIEW

W.R.E.
Rising Sun, MD
Mar 09, 2020



Devon & Chris & Zack could not have been better. My wife would be happy to tell anyone that they are the people to take care of there home

REVIEW

Mark S.
Downingtown, PA
Mar 03, 2020



Very happy with the work Jenkins completed for us.

REVIEW

Bill V.
Downingtown, PA
Feb 06, 2020



Frank and Vick did tremendous work! They cleaned up and were very professional. I have nothing but good to say about them.

REVIEW

Greselda D.
New Castle, DE
Sep 05, 2019



The supervisor is always with you, he's always calling, he's always making sure everything is working and he is always there which is good.

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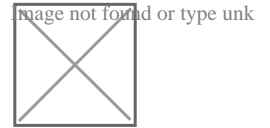
GUILDMEMBER SINCE 2016

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

We have surveyed customers on behalf of Jenkins Restorations - Newark in Wilmington, DE; Newark, DE; New Castle, DE; Bear, DE; Elkton, MD; Middletown, DE; Hockessin, DE; North East, MD; Dover, DE; Smyrna, DE; and 66 other cities in Delaware, Pennsylvania and Maryland.

In this report, Jenkins Restorations - Newark has published a summary of the customer feedback they've received since they joined GuildQuality in May 2016. In that time, 132 out of 408 customers (32%) responded to a GuildQuality satisfaction survey, with the most recent response in February 2021.

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Newark



REVIEW

Bradely P.
Chesapeake City, MD
Aug 27, 2019



Our basement flooded and Jenkins came out to do the repairs. The employees were professional and the work to be done was explained all beforehand. Our basement came out looking great, we ran into some minor hiccups and everything was corrected and finished perfectly.

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REVIEW

Ms G.
Wilmington, DE
Jul 26, 2019



I feel like the worker went above and beyond what he needed to do. I am completely satisfied.

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REVIEW

Barbara W.
Newark, DE
Jul 24, 2019



They worked underneath an insurance company which has guaranteed work. There were problems that were never addressed. It cost me an additional \$2000 that came up after the renovations and they didn't address the additional loses like they said they would do. I had to replace all my blinds and light fixtures. They don't keep their word like they said they were going to. They also said they would have their own guarantee on my HVAC and the concrete dust shut down the HVAC which is only 4 years old. Major disappointment.

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REVIEW

Kimberly G.
Magnolia, DE
Apr 03, 2019



Initial thought of Jenkins was promising but then it all went downhill. Horrible follow-up and never took the time to schedule the next service which was supposed to be repairing the damage!!!!

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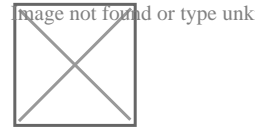
REVIEW

Steven Z.
Wilmington, DE
Mar 28, 2019



We're back to normal and the house looks great!

CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Newark



REVIEW

Michael H.
Hockessin, DE
Mar 10, 2019



Awful experience from beginning to end. They never even finished. They claimed to have a project manager assigned but he was MIA the entire time. They were completely unresponsive.

REVIEW

Khawaja
New Castle, DE
Mar 01, 2019



The mitigation process was 100% okay, and the associate was professional and cooperative. However, repairs were poor because of the manager and crew. I had to repeatedly call in and the schedule was not followed.

REVIEW

Diane M.
Dover, DE
Aug 27, 2018



It was a true pleasure doing business with Jenkins Restorations....the sub contractors were professional, on time and clean up the area when finished....will absolutely recommend them to friends and neighbors...

REVIEW

Leticia G.
Townsend, DE
Jun 27, 2018



I received a patch up job, which took a day or 2 to complete and I was charged for work and materials that weren't even used. I wasn't billed for months after the work. Very unsatisfied. Would not recommend to anyone.

REVIEW

Joan S.
West Grove, PA
May 17, 2018



The young men that came out to remove my kitchen ceiling were great.

REVIEW

Patti D.
Cheltenham, PA
Apr 13, 2018



The young man that came was very polite and professional.

REVIEW

Kandy A.
Warwick, MD
Mar 19, 2018



JENKINS CAME OUT BEFORE THE NEXT SNOW STORM

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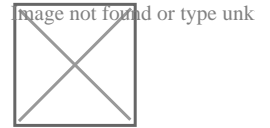
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CUSTOMER FEEDBACK REPORT *for*
Jenkins Restorations - Newark



REVIEW

Richard H.
North East, MD
Mar 14, 2018



This company is top notch in my opinion with customer service and communicating with the customer to make sure I knew what all the steps were in the process of putting the tarp on my roof.

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REVIEW

D.C.R.
Newark, DE
Jun 29, 2017



They did a great job. Did what they said they would do. Easy to get in contact with. The supervisor kept me informed as to what was going on and what I would need. Great about stopping by on multiple occasions.

GUILDMEMBER SINCE 2016

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REVIEW

J.W.R.
Bear, DE
Jun 23, 2017



Yes

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REVIEW

A.R.R.
Middletown, DE
Jun 05, 2017



Excellent communication and fine workmanship.

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REVIEW

A.C.R.
Felton, DE
Nov 15, 2016



Based on the damage, it appears that the water mitigation was not really required, but Jenkins went ahead and had two industrial fans running for three days/24 hours causing a strain on the electrical usage and increased the electric bill for this period of time. Additionally, they added to the damage and tried to charge the insurance company and myself more money to fix the damage they caused.