CUSTOMER FEEDBACK REPORT for
Mid-Atlantic Waterproofing

Customer Feedback Summary
Of 5,700 customers surveyed, 2,526 responded

- Clean & Safe: 90%
- Installation Crew: 91%
- Quality Of Materials: 95%
- Quality Of Workmanship: 91%
- Professional & Organized: 91%
- Schedule: 92%

Recent Reviews & Published Comments

**REVIEW**
Steven M.
East Stroudsburg, PA
Oct 18, 2018

Mid-Atlantic Waterproofing was helpful and organized. They did a great job on my project and I would highly recommend them to anyone.

**REVIEW**
Tom W.
Dover, PA
Oct 16, 2018

They did an excellent job. I would have had a flooded basement several times this year, if I hadn't used them. They did a nice job and I would recommend them.

**REVIEW**
Vicki H.
Herndon, VA
Oct 04, 2018

Everyone was very friendly and professional. The job was very dirty for the workers, but they left everything clean.

**REVIEW**
Joe B.
Laurel, MD
Oct 03, 2018

Very knowledgably, isolated the issue, developed a plan, scheduled the work....No basement water since completing and a transferrable warranty!
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REVIEW
Ron O.
Moon Twp, PA
Oct 03, 2018
★★★★★

Very easy to work with and they followed the time line provided.

REVIEW
Michael M.
Livonia, NY
Sep 27, 2018
★★★★★

Very professional crew, got the work done in timely manner with no mess. I would recommend them to anyone needing waterproofing

Upon receiving my estimate I was told that my job would start that coming Monday. After the workers weren't there when stated I called and was finally told that their truck had broken down and they would be there the following day. Tuesday came and still no workers; when I called I was told again that...

REVIEW
Peggy S.
Philadelphia, PA
Sep 26, 2018
★★★★★

When we had the last hurricane, our whole yard was flooded, I patched a couple of holes in the wall. I had some water in the basement.

I was impressed with the workers themselves. They were polite and top notch. I never heard a foul word come out of their mouth and it was nasty job. The two men that we had, were just top notch.

REVIEW
Robert M.
Hyde, PA
Sep 25, 2018
★★★★★

I am happy with the end result, I would absolutely recommend them to anyone to who is looking for basement fixing or waterproofing.

REVIEW
Janet M.
Washington, PA
Sep 24, 2018
★★★★★

The job was performed well and no problems even in rainy weather. Mid-Atlantic Waterproofing solved the problem.
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REVIEW
Andrew T.
Plymouth Meeting, PA
Aug 02, 2018

The gentlemen who did the physical labor in my basement were very professional, courteous, nice, and efficient at what they did.

We got our money's worth!

REVIEW
John B.
Dover, DE
Jul 31, 2018

They do really good work but they're just a little expensive.

I need to get someone out here to look at something.

REVIEW
David M.
Swedesboro, NJ
Jul 25, 2018

They did a great job! It was a 2-day schedule that they finished in an afternoon.

I am very happy with it. I haven't had any leaks at all in several years now.

REVIEW
Myles G.
Dallastown, PA
Jul 25, 2018

I regret that I allowed Mid-Atlantic to do the work. Their schedule means nothing. Since the installers arrived unannounced they moved many objects {tools, clothing, Rubbermaid cabinets, boxes of various objects, washer, dryer, among other things). They quickly put things anywhere as long as it was...

REVIEW
Paul P.
Aliquippa, PA
Jul 25, 2018

REVIEW
Terry C.
Slate Hill, NY
Jul 25, 2018

REVIEW
Jim P.
Philadelphia, PA
Jul 24, 2018

9145 Guildford Road, #180
Columbia, MD 21046
(800) 643-2852
www.basements.com

GUILDMEMBER SINCE 2013
As a GuildQuality Guildmember, Mid-Atlantic Waterproofing relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Mid-Atlantic Waterproofing in Baltimore, MD; Washington, DC; York, PA; Philadelphia, PA; Wilmington, DE; Pittsburgh, PA; Silver Spring, MD; Alexandria, VA; Harrisburg, PA; Newark, DE; and 1716 other cities in Virginia, Maryland, Pennsylvania, New York, Delaware, and 4 other states.

In this report, Mid-Atlantic Waterproofing has published a summary of the customer feedback they've received since they joined GuildQuality in June 2013. In that time, 2,526 out of 5,700 customers (44%) responded to a GuildQuality satisfaction survey, with the most recent response in October 2018.
CUSTOMER FEEDBACK REPORT for

Mid-Atlantic Waterproofing

REVIEW
Randy Y.
Elizabethville, PA
Jul 18, 2018
★★★★★

We were satisfied with the job.

REVIEW
James S.
Martinsburg, WV
Jul 16, 2018
★★★★★

The foreman on the job (he had an Hispanic background) was absolutely fantastic in leading this non-speaking-English crew to do the job effectively and worked them long hours. It showed me he had tremendous leadership skills.

We had a problem with a sump pump and they fixed it. They were professional.

They were very pleasant, professional, and answered all of my questions regarding this Orlandoproject. So far, I still have a dry basement!

REVIEW
Karl S.
Annapolis, MD
Jun 26, 2018
★★★★★

Mid Atlantic Waterproofing was very organized and did a great job for me. I recommend their product.

REVIEW
Mary J.
Cheltenham, MD
Jun 22, 2018
★★★★★

The Mid-Atlantic Waterproofing professionals did an excellent job and thanks to them we are high and dry!

REVIEW
Jason P.
Ithaca, NY
Jun 22, 2018
★★★★★

The staff was professional and efficient. They did a fantastic job solving our problem with the flooding basement.

REVIEW
George I.
Carlisle, PA
Jun 22, 2018
★★★★★

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Visit www.guildquality.com to learn more about the customer feedback in this report. Visit www.basements.com for more about Mid-Atlantic Waterproofing.
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REVIEW
James W.
Plainsboro, NJ
Jun 22, 2018
★★★★★

Great job! Our basement is dry as a bone. Highly recommend, very professional.

REVIEW
Jeffrey S.
Stamford, CT
Jun 22, 2018
★★★★★

Great work, I highly recommend Mid-Atlantic!

REVIEW
Bob W.
Jersey Shore, PA
Jun 21, 2018
★★★★★

They did the job quickly. They were in and out with no problems

REVIEW
James S.
Lock Haven, PA
Jun 20, 2018
★★★★★

It is a dirty, dusty job but the workers went beyond to control and restrict the dust and dirt to the basement area.

REVIEW
Tony C.
Claryville, NY
Jun 20, 2018
★★★★★

We were very satisfied with the work. We have not had water down in the basement since we had it installed.

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