CUSTOMER FEEDBACK REPORT for
Mid-Atlantic Waterproofing

Customer Feedback Summary
Of 6,198 customers surveyed, 2,758 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 B.
McVeytown, PA
Apr 18, 2019
★★★★★

It took them less time then they anticipated and I haven't had a drop of water since.

**REVIEW**
Darline R.
Milford, NJ
Apr 17, 2019
★★★★★

The gentleman that came out to tell us about it was really good. The workers were fine. They were good and very conscientious. The problem was that they tried to get it all done in one day. They worked into the evening and maybe rushed a little bit. No one really spoke English that could explain questions...

**REVIEW**
Michael L.
North Syracuse, NY
Apr 11, 2019
★★★★★

The installers were very quick and thorough. They did a great job overall, and they assured me that if there were any issues that I could call at any time to get the problem resolved.

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
Jeff R.
Sunbury, PA
Apr 10, 2019
The price was too high.

REVIEW
David S.
Rockville, MD
Apr 09, 2019
I am very satisfied with the work that was done on two different houses.

REVIEW
Peter J.
Bloomfield, NJ
Apr 03, 2019
I was very impressed by their professionalism. They came at 7:00 in the morning and did all the work by 4:00 in the afternoon. I am very happy with the service and performance of the system. I don't have to worry about my basement flooding now.

REVIEW
Terrence H.
Bound Brook, NJ
Apr 02, 2019
I was pleased with the end results.

REVIEW
Caitlyn H.
Palmerton, PA
Apr 01, 2019
They provided good service. Everything went as I expected.

REVIEW
Pasin S.
Pearl River, NY
Apr 01, 2019
The work was amazing, but there were a few issues along the way that were handled. It did take longer than they said that it would.

This was done several years ago, and I have never had a problem with it. They took care of water that came in from a broken pipe, and I am very happy with it.
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We entered our contract with Mid Atlantic Waterproofing in April, but they didn’t start work until December of the same year.

Professional from start to finish. From the first estimate to the crew being there. They were fabulous and walked me through every step of the way. They did a great clean up job. The follow up has been great from both an onsite person to several phone calls. I couldn’t be happier.

The person doing the work was professional, courteous, and seems to have done a good job. However, we did not appreciate the tactics of the salesman/estimator who tried to rush us into a decision with an option for $ off if we decided right then and there. The company did not communicate well with...

They were very good, they did what they said they would when they said they would. The team was very clean and organized, and worked hard. It was a big job, and subsequent to completion of the work, it has rained a bunch and the basement is dry and has no humidity. A class A job.

I am totally happy with the work! They were professional and clean.

We have not seen a drop of water in our basement since they did the work.
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REVIEW
Ronnie L.
Philadelphia, PA
Feb 25, 2019

Mid-Atlantic is the best. I am very satisfied with all the work and they exceeded all of my expectations.

REVIEW
Vincent G.
Bloomsburg, PA
Feb 23, 2019

Mid-Atlantic Waterproofing's crew was very good. They did a wonderful job and kept everything clean.

REVIEW
Ernest C.
Laurel, MD
Feb 23, 2019

They are outstanding! They have done excellent work for me.

REVIEW
Dennis S.
Dover, PA
Jan 29, 2019

They did a fine job.

REVIEW
David A.
McGraw, NY
Jan 21, 2019

They were quick and efficient. Only draw back was the dismantling of the wall they had to expose.

REVIEW
Hazel S.
State College, PA
Jan 19, 2019

It is very important to stay close to the office for schedules and staying close to the workers to make sure the work is quality.

REVIEW
Andrew H.
Mount Wolf, PA
Jan 18, 2019

This was a great experience from start to finish. Josh came out to give us our estimate and was extremely courteous and respectful. The crew that came out to complete the job made sure to clean up completely everyday, something I was not expecting. My house was always left clean, as they made sure to...
I have to start by saying I love, love my new basement. People thought I was crazy to pay so much. I have no regrets. Its like a whole new world in my basement. The gentlemen that installed it were very efficient, respectful of our property and did a wonderful job cleaning up.

I would recommend Mid-Atlantic. From beginning to end, the installation was a snap. The installers were professional and worked quickly to fix the problems in my basement. I have not had a drop of water since, even though we have experienced the wettest year in a long time. Thank you for your service...

Mid-Atlantic did a wonderful job. Done within budget and schedule. No water problems and it's been almost a year. Would definitely recommend them to friends.

The estimator, workers, and financial help were excellent. The sump pump is guaranteed for seven years and we are on our 6th year with no problems. We are very pleased with the service we received.

we had our basement waterproofed 7 years ago. Although it seemed expensive at the time, we have not had any water issues since. More importantly Mid-Atlantic is a company that is still around and not a fly by night and gone when you need them company that operates from the back of a pick up truck.I called...

I was surprised at how clean they kept everything and how quickly they did the work. I wish I had is done years ago.
I am very happy with the end result. The workers were professional and did a great job.