



CUSTOMER FEEDBACK REPORT *for* The Brothers that just do Gutters (Virginia Beach)

REVIEW

Levi W.
Portsmouth, VA
Dec 14, 2020



Investor beware!!!!

REVIEW

Myung B.
Yorktown, VA
Oct 13, 2020



The quality of work was very disappointing. The office manager never returned phone calls and had to complain the quality of work to an office assistant.

REVIEW

Cathy T.
Virginia Beach, VA
Oct 10, 2020



Great experience! No hard sales pitch - Seth just told me what they were going to do and how much it was going to cost. Cliff and Kirk worked hard and did a great job with the install.

REVIEW

Jennifer B.
Suffolk, VA
Oct 10, 2020



The work done on the actual gutters was great, but the office was poor in communicating schedule changes and what work exactly would be done in a particular day. They did not, for instance, tell me that the gutter guards would need to be installed a different day.

REVIEW

William V.
Chesapeake, VA
Aug 09, 2020



Gutters are of better quality than existing. Had two issues: 1). Had a leak, which was quickly repaired upon notification. 2). For the inside corners they use some cheesy strip connector (looks like a headband made of metal), this takes away the finished look and makes it look like some patch job. Hate it so much considering calling someone else to have it changed.

REVIEW

Byron C.
Norfolk, VA
Jul 28, 2020



It took 5 appointments and over 2 months to get a simple job completed. The owner finally had to come do the install himself. The office manager should be fired on the spot as she does not manage anything!

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GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, The Brothers that just do Gutters (Virginia Beach) relies on our customer surveying to help them deliver an exceptional customer experience.

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REVIEW

Holger B.
Chesapeake, VA
Jul 28, 2020



Keep a good eye on the workmanship. Crew cuts corners and you are left with issues that the owner then fixes. Not worth the price you pay...

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REVIEW

Michelle P.
Chesapeake, VA
Jul 19, 2020



I called for a gutter repair and had to wait 2 weeks for someone to come out, who I THOUGHT was going to repair my gutter. The SALESMAN ONLY came out to try to sell me product. I had to wait ANOTHER two weeks to get my gutter repaired and it was ridiculously expensive - twice as much as I had ever paid before to clean and repair. I would not recommend or use again.

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REVIEW

Deborah R.
Newport News, VA
Jul 14, 2020



They do exceptional service. I Highly recommend there services.

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REVIEW

Jenifer G.
Chesapeake, VA
Jun 26, 2020



The men doing the job were behind, and when they came to my house, they did a great job! The manager in the office was absolutely awful, though! He didn't care that I had rescheduled twice, or that I had taken the day off work to be there while the work was done. He was so rude to me on the phone and never even tried to rectify the situation! His customer service skills need a TOTAL adjustment! I was going to send them more business, but I recommended them to someone else.

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REVIEW

Michelle G.
Yorktown, VA
May 13, 2020



I highly recommend The Brothers that just do Gutters to anyone who is considering installing gutters on their home. You won't be disappointed.



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REVIEW

Richard C.
Virginia Beach, VA
Apr 19, 2020
★★★★★

Seth was on time and ready to work at 8am on the dot! Very good job!

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REVIEW

Robin D.
Virginia Beach, VA
Apr 07, 2020
★★★★★

Very pleased. Pricing was good. Very professional. And installers showed up exactly on time!

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REVIEW

Gary P.
Chesapeake, VA
Mar 03, 2020
★★★★★

Had two scheduled appointments and no one showed up ! When they did show up they did an excellent job and were very professional! Everyone can relate to having unforeseen problems but not to have anyone call and let you know , TWICE is hard to appreciate when I had already payed the bill! If your company would look at your reviews (I didn't but probably wouldn't have chose your company if I had) then you could see what you need to work on! Your company did a great job but didn't show up , Twice, when you said you would and as a consumer with multiple options, I felt like I had made the wrong choice !When your guys finally showed up , they did an amazing job! Can't imagine being the owner of this company and being able to provide a quality service but having my employees show up in a timely manner, is what's causing all the negative reviews !! I believe Brian was his name and he was the one that finally reached out and sent a crew to finish the job ! I'm your defense they showed up one day and I didn't leave the back yard gate open and they had to come back and did it in a timely manner !

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REVIEW

James H.
Virginia Beach, VA
Feb 24, 2020



The install crew was prompt and very professional. Work was completed in a timely manner and the work area was free of debris. I am pleased with the service. I would recommend.

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REVIEW

Brad B.
Chesapeake, VA
Jan 06, 2020



From start to finish the job was great. New gutters look and perform awesome.

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REVIEW

Monica B.
Hampton, VA
Jan 01, 2020



The Brothers are a well-oiled operation from the very first call. On the day of install, I saw from my security camera that they arrived on time. It was at that moment I realized that I had forgotten to leave the back gate open. I quickly called my dad to assist. In the 10 minutes it took my dad to get to my house, The Brothers had already figured it out and gone over the gate using a ladder. Not only that, they secured it from the inside and again used the ladder to exit when the job was done, ensuring the yard was secure. They cleaned when they were done. And my gutters look awesome! I highly recommend The Brothers to anyone. Oh and did I mention their price didn't break the bank.

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REVIEW

Randall B.
Virginia Beach, VA
Dec 19, 2019



Mr. Marvin is a very extraordinary installer with expert knowledge on installing gutters.

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REVIEW

Teddy B.
Chesapeake, VA
Dec 05, 2019



Impeccable service through and through! Highly recommend them.



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REVIEW

Rod M.
Virginia Beach, VA
Nov 11, 2019



They did an awesome job! Best quality and great price! Don't waster timing looking else where.

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REVIEW

Mike S.
Newport News, VA
Nov 05, 2019



I would recommend these guys if you are looking for any gutter service!

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REVIEW

Bryan B.
Virginia Beach, VA
Aug 12, 2019



Friendly office staff and professional service team put me at ease from the estimate to the service.

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REVIEW

Tim T.
Virginia Beach, VA
Jul 10, 2019



The Brothers did an amazing job from start to finish. The estimate was quick, and accurate. The rates were competitive to other companies I had received quotes from. I chose this company because of their quickness to respond to my request for a quote, and the thoroughness of their organization. Would definitely recommend to anyone in need of new gutters.

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REVIEW

Mike R.
Virginia Beach, VA
Jun 25, 2019



I was extremely happy with the service provided. From the initial setting of the appointment to the estimate and the completion was top-notch. I will be using them again for any future gutter needs



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REVIEW

Kenny C.
Chesapeake, VA
Jun 19, 2019



Sold me a \$800 job and turned out I only needed a clean-out. No ladder brought to initial visit so no real assessment to determine actual cause of problems. I relied on them as experts since that's all they do but they obviously misjudged what was causing the problems and then the work that was done is the worst gutter job I've had done or possibly seen. Complained to owner/manager and was assured it would be corrected but didn't happen. Company says it focuses gutters only in order to be best at one thing not average at several things. This is why I chose this company but it's definitely not expert service.

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REVIEW

Randy F.
Chesapeake, VA
Jun 17, 2019



From start to finish this was a job Well done, great people and a great crew.

REVIEW

Elizabeth S.
Virginia Beach, VA
Jun 12, 2019



My new gutters enhance the appearance of my house and will protect it from water damage. The staff was a pleasure to deal with.

REVIEW

Gordon D.
Virginia Beach, VA
Jun 10, 2019



Extremely pleased. Would certainly recommend.

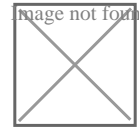
REVIEW

Charles D.
Virginia Beach, VA
Jun 07, 2019



Did not clean downspouts effectively-still getting heavy leaves/scraps. Still have water leaking from rear guttering at back door to den. They must of hauled all their debris away because we didn't see anything at the curb after work was finished.

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REVIEW

They did great work

Shaune H.
Portsmouth, VA
Jun 06, 2019
★★★★★

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