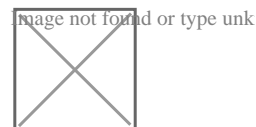


CUSTOMER FEEDBACK REPORT *for* Georgia Water and Fire (Association)



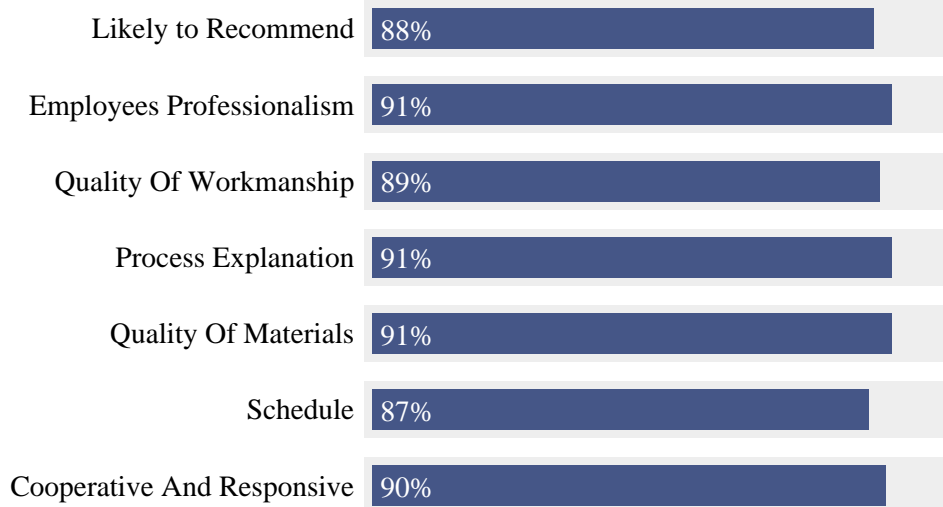
Customer Feedback Summary

Of 389 customers surveyed, 163 responded

2705 Pine Grove Road
Cumming, GA 30041
(770) 840-7000

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire (Association) relies on our customer surveying to help them deliver an exceptional customer experience.



Recent Reviews & Published Comments

REVIEW
Daniel F.
ALPHARETTA, GA
Jul 07, 2021
★★★★★

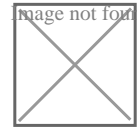
They did a fine job.

REVIEW
CHRIS G.
CANTON, GA
Jun 16, 2021
★★★★★

They were always on time. Even with the issue in the attic, they came back and cleaned it up. They were very professional.

REVIEW
Johnny P.
WINDER, GA
Jan 20, 2021
★★★★★

They were nice and courteous.



CUSTOMER FEEDBACK REPORT *for* Georgia Water and Fire (Association)

REVIEW
Rhonda F.
BETHLEHEM, GA
Dec 21, 2020
★★★★★

They were just very good. The guys that came out here were wonderful, explained everything to me, and cleaned up after they finished. I was very satisfied.

2705 Pine Grove Road
Cumming , GA 30041
(770) 840-7000

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire (Association) relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW
Wade A.
DACULA, GA
Sep 08, 2020
★★★★★

They have exceeded my expectations!

REVIEW
Jeanette L.
COLUMBUS, GA
Aug 28, 2020
★★★★★

Georgia Water & Fire- LaGrange responded immediately, listened to our questions and concerns, and completed the job on time and in a professional manner.

REVIEW
Maurell A.
COLLEGE PARK, GA
May 21, 2020
★★★★★

Brian was a very nice person. I appreciate that they answer my calls and questions.

REVIEW
Chad H.
GAINESVILLE, GA
Apr 08, 2020
★★★★★

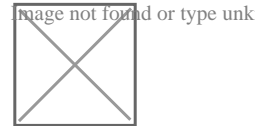
They finished the work ahead of time, and the quality of the workmanship was superior.

REVIEW
Michael H.
Columbus, GA
Jan 30, 2020
★★★★★

The company was awesome, but the subcontractors were not. The representative for the company was great.

REVIEW
James F.
Lagrange, GA
Jan 22, 2020
★★★★★

The floors are not level in the house. It should have been checked beforehand.



CUSTOMER FEEDBACK REPORT *for*
Georgia Water and Fire (Association)

REVIEW

Rhonda E.
Marietta, GA
Jan 08, 2018
★★★★★

We had a huge tree fall through our roof causing extensive damage. Georgia Water and Fire were there to advise us of what needed to be done. They were professional, fair, compassionate and thorough. We are very pleased with the outcome. I would highly recommend them to anyone!

2705 Pine Grove Road
Cumming , GA 30041
(770) 840-7000

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire (Association) relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

F.H.R.
Atlanta, GA
Nov 09, 2017
★★★★★

I thought they did a professional job and all of the workers seem to know what they are doing. They got the job done and did so in the rotation that it needed to be. Everything was just fine.

REVIEW

Ronald M.
Gainesville, GA
Jul 11, 2017
★★★★★

They were very professional and showed up as promised. Would use them again.

REVIEW

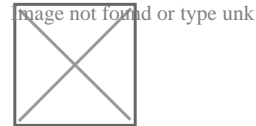
Sandra F.
Hilton Head Island, SC
Jun 12, 2017
★★★★★

The contractors that were used were not respectful of our property and they caused damage to our property that Georgia Water and Fire were not willing to take responsibility for. It caused us additional damage and work that had to be done that they refused to complete

REVIEW

Robin A.
Homer, GA
Jan 30, 2017
★★★★★

All workers sent to my home were non-english speaking so communication difficult. Must always be aware of what materials are being used to avoid substandard quality of replacement materials. Some agreed upon things were not honored by contractor even with a second reminder. Once job was completed I have not had any response to 2 requests (for the same thing) to the contractor.



CUSTOMER FEEDBACK REPORT *for*
Georgia Water and Fire (Association)

REVIEW

Rodney B.
Marietta, GA
Sep 07, 2016
★★★★★

They have quality people that do quality work and have an excellent manager who delivers on his promises!!!Great job Aldo!!!!

2705 Pine Grove Road
Cumming , GA 30041
(770) 840-7000

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire (Association) relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Deborah B.
Buford, GA
Jun 15, 2016
★★★★★

Very professional staff. The work was done as promised and on schedule. Great workers.

REVIEW

Susan A.
Roswell, GA
May 10, 2016
★★★★★

Georgia Water and Fire made an otherwise difficult time much easier and smoother than I expected.

REVIEW

Kathleen H.
Lawrenceville, GA
May 04, 2016
★★★★★

I was very happy with the quality of the work done and my interactions with Steve, our project manager Cody and all of the contractors. They went out of their way to work with me to get the damage from my 2nd story hot water heater break and damage repaired. Have already shared with others that they are the company to call!!

REVIEW

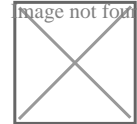
Trisha C.
Cumming, GA
Apr 27, 2016
★★★★★

Georgia Water and Fire were very professional and punctual. They were able to make the process stress free for me and they got the work done very quickly.

REVIEW

Bob T.
Lawrenceville, GA
Apr 11, 2016
★★★★★

We have used Georgia Fire and Water on two projects and have been very satisfied with their work.



CUSTOMER FEEDBACK REPORT *for* Georgia Water and Fire (Association)

REVIEW

Jared C.
Marietta, GA
Apr 11, 2016



They were very professional and it was well done.
They did what they said they would do and did great job.

2705 Pine Grove Road
Cumming , GA 30041
(770) 840-7000

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire (Association) relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Lynn J.
Gainesville, GA
Apr 01, 2016



I really liked them and I trusted them. I would have that same crew in my home again.

REVIEW

Eula S.
Roswell, GA
Apr 01, 2016



The company was very professional, considerate, and thoughtful. I have a handicapped husband and they really took that into consideration.

REVIEW

Kelly N.
McDonough , GA
Mar 31, 2016



Georgia Water and Fire did everything they said they would and they did a great job doing it.

REVIEW

Penny T.
Lawrenceville, GA
Mar 01, 2016



I think they did a great job. I was happy with the results!

REVIEW

Yolanda M.
Fayetteville, GA
Feb 15, 2016



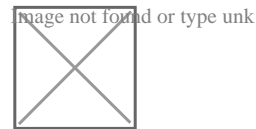
In one specific area I would refer them, not overall.

REVIEW

Maria P.
Lawrenceville, GA
Feb 01, 2016



Cody Freeman from Georgia Water and Fire made the best experience for me.



CUSTOMER FEEDBACK REPORT *for*
Georgia Water and Fire (Association)

REVIEW

Jodie H.
Marietta, GA
Jan 16, 2016
★★★★★

We have used Georgia Fire and Water with two home owner claims and we have been totally satisfied.

2705 Pine Grove Road
Cumming , GA 30041
(770) 840-7000

REVIEW

Jerome D.
Fayetteville, GA
Jan 05, 2016
★★★★★

refinished my floors the wrong color and had to be redone. they were way over schedule and now my floors are all cupped.

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Georgia Water and Fire (Association) relies on our customer surveying to help them deliver an exceptional customer experience.