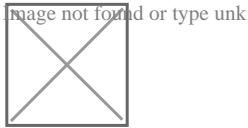
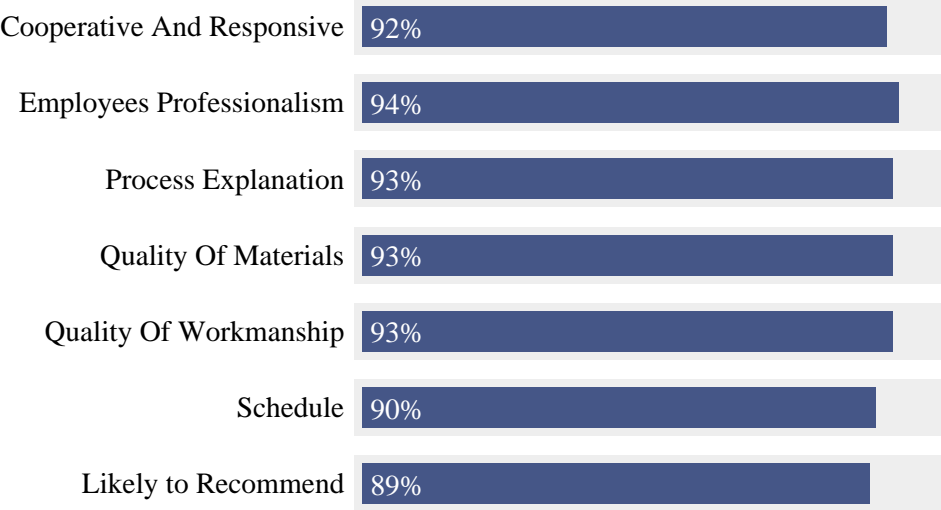


CUSTOMER FEEDBACK REPORT *for*  
**Georgia Water and Fire**



### Customer Feedback Summary

*Of 304 customers surveyed, 127 responded*



2705 Pine Grove Road  
Cumming , GA 30040  
(770) 840-7000  
georgiawaterandfire.com

**GUILDMEMBER SINCE 2015**

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We have surveyed customers on behalf of Georgia Water and Fire in Cumming, GA; Marietta, GA; Atlanta, GA; Alpharetta, GA; Gainesville, GA; Lawrenceville, GA; Roswell, GA; Smyrna, GA; Suwanee, GA; Lilburn, GA; and 67 other cities in Georgia, South Carolina, Ohio, New York, California, and 3 other states.

### 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.

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.



# CUSTOMER FEEDBACK REPORT *for* Georgia Water and Fire

REVIEW

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

They have exceeded my expectations!

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

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!

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

Jack L.  
Marietta, GA  
Oct 29, 2017  
★★★★★

Our project manager, Greg Sweetwood, did a fantastic job keeping our fire restoration on track. Greg was always available when I needed him. We are very happy with the quality of the workmanship on the restoration. I highly recommend Georgia Water and Fire Restoration and would use them again. Regards, Jack Lipasek

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# CUSTOMER FEEDBACK REPORT *for* Georgia Water and Fire

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.

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!!!!

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.

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# CUSTOMER FEEDBACK REPORT *for* Georgia Water and Fire

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!!

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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.

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.

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

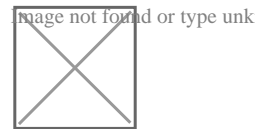
Eula S.  
Roswell, GA  
Apr 01, 2016  
★★★★★

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

REVIEW

Penny T.  
Lawrenceville, GA  
Mar 01, 2016  
★★★★★

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



CUSTOMER FEEDBACK REPORT *for*  
**Georgia Water and Fire**

REVIEW  
Maria P.  
Lawrenceville, GA  
Feb 01, 2016  
★★★★★

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

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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.

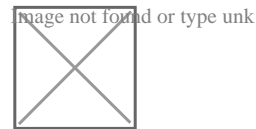
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REVIEW  
Mark S.  
Savannah, GA  
Nov 09, 2015  
★★★★★

I would highly recommend Georgia Water and Fire.

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CUSTOMER FEEDBACK REPORT *for*  
**Georgia Water and Fire**

REVIEW

George G.  
Kennesaw, GA  
Oct 25, 2015  
★★★★★

Unfortunately, We had a severe water leak two months ago. We had a plumber come in and make the repairs - actually repipe the whole house. After the leaks were repaired, we had our Insurance Co. recommend a contractor to repair the wallboard that was damaged in the 6 rom that were affected. When they were done we made a final inspection and found that the walls that were to be painted were not prepped - there were holes they just painted over and only one coat of paint was used when two coats were specified. We were also charged for replacing wall paper when wallpaper was removed and the walls repainted. I have had to hire another company to finish the project the way it should have been. The crew was very rude to my wife and she told them she did not want that crew back in the house - In fact I have fired them from this project. The crew's supervisor also called my wife a liar which really made her angry. I would not hire this company for anything any more.

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REVIEW

Margaret S.  
Hartwell, GA  
Oct 06, 2015  
★★★★★

They came out here in a timely manner. They looked at it, and they got the work done in the three days he told me they would. They also did their cleanup very well.

REVIEW

Victoria L.  
Lawrenceville, GA  
Oct 05, 2015  
★★★★★

I am a very satisfied customer.