



CUSTOMER FEEDBACK REPORT *for*

Pinnacle Home Improvements

REVIEW

Monica B.
Stone Mtn., GA
Sep 03, 2022



The service exceeded my expectations from start to finish. My roof was past the stage of repair and Pinnacle was able to find me great low cost financing in order to completely replace my entire roof. Suprisenly the roof on my shed was replaced too. This company went beyond the basic service over and over again. They were in contact with me through every step and even replaced wood on my chimney siding that was damaged due to my old leaky roof. Thank You, Thank You, Thank You for being honest, fair, and going over and above ensuring all my needs were met.

REVIEW

Andrea H.
Decatur, GA
Mar 01, 2021



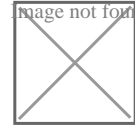
Back in December we had siding installed on our home and are extremely pleased with the work! In spite of COVID, to our surprise, our order arrived a couple of weeks ahead of schedule and was completed just in time for Christmas! Our representative Robert, was prompt for all appointments, friendly, professional and readily available for our questions or concerns. We received the same great treatment from the project manager and sales manager as well. The contractors were absolutely amazing! They started early each morning and worked practically non-stop until the end of day to ensure the work was done correctly. Our home now looks brand new! We are over the moon! Pinnacle Home Improvements exceeded our expectations!

4080 McGinnis Ferry Rd
Alpharetta , GA 30005
(770) 343-6181

GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, Pinnacle Home Improvements relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Pinnacle Home Improvements in Knoxville, TN; Alpharetta, GA; Lawrenceville, GA; Atlanta, GA; Suwanee, GA; Johns Creek, GA; Cumming, GA; Buford, GA; Marietta, GA; Athens, GA; and 256 other cities in Georgia, Tennessee, Missouri, North Carolina, Kentucky, and 1 other state.

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Laurie S.
Marietta, GA
Jun 26, 2017



We had attic insulation put in. The sales person showed us a product I really liked but when they installed it was a completely different product. My husband looked it up and it showed as possible being better but when he called the manufacture they said it was not put in correctly. They are suppose to send someone out to inspect it but we had to call and get someone out and when my husband asked does this look like it was done correctly the inspector said I really don't know I do roofing!! We were also told we could pay half once the product was put in and then the rest After the inspection but they demanded it all at once! I called to report everything and they did call back (after saying I was going to the Better Business Bureau) and they did complete the project and give us some money back. A couple weeks later I notice our inset lighting in the bathroom was slightly pushed down (this is under part of what they did) I called reported it - no call back. My husband then called talked to a manager around the end of May and sent a picture per his request and said someone would call back as of today June 20th, still no response and the lighting fixture is slowly falling further down. A nightmare from start of job to - I was going to say finish but it still isn't!! Next letter to Better Business Bureau and every media place I can place this!

REVIEW

Richard A.
Jackson, GA
Nov 19, 2016



They were clean, professional, and the job started and finished on time.

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T.H.M.
Braselton, GA
Nov 15, 2016



The Pinnacle representatives were always upfront and professional. My roof was covered under my insurance and I had no idea I had tiles that were recalled a number of years ago along with some hail damage. All I had to pay was my deductible and with a wave of the wand I had a new roof. It was very simple and fairly quick. The representatives walked us through everything every step of the way. Thank you Pinnacle, I like my new roof and it will help add value when we decide to sell.

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REVIEW

Wayne R.
Dandridge, TN
Nov 08, 2016



They did a very professional job.

Comment from Pinnacle Home Improvements

Thank you so much! Please let us know if we can do anything else for you!

REVIEW

Johnnie F.
Jonesboro, GA
Oct 25, 2016



They were quick to respond to any issues that I had.

Comment from Pinnacle Home Improvements

Thank you so much! We are so happy you are pleased! Please let us know if we can do anything else for you!



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REVIEW

Carole D.
New Tazewell, TN
Oct 20, 2016



The installation boss was very knowledgeable and did a good job as a whole. My low ratings are due to my dissatisfaction with the crew coming late and only working a few hours on the days they did show up; thereby extending the project a couple of weeks longer. Also I was asked to sign a statement saying that the project was completed and I was satisfied (so they could get paid) when it was not. I should not have been put in that position of feeling sorry for the installation crew. After that I was afraid they would not finish the job since I had signed that it was complete. The last day the crew of two pushed hard to finish the project and worked until almost 8:00pm so I did not ask them to come back one more day and completely do what the boss said they would do. My house needed a lot of repair work before siding could be put up in many places n they did an excellent job of doing that.

Comment from Pinnacle Home Improvements

I am so sorry your experience wasn't great. We strive to make our customers happy as best as we possibly can. Please give our office a call and we will try to do our best to satisfy you. Thank you!

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Vertis T.
Ellenwood, GA
Oct 19, 2016



I am very satisfied with the service and will use them again.

Comment from Pinnacle Home Improvements

Thank you so much Mrs. Turnipseed! We appreciate your review and if there is anything else you need please do not hesitate to call us!!

REVIEW

Jim T.
Jefferson City, TN
Oct 18, 2016



They did a good job. We were happy with the crew. They did an exceptional job.

Comment from Pinnacle Home Improvements

Thank you so much for your response! If there is anything we can do for you please do not hesitate to call us!

REVIEW

David G.
Dacula, GA
Oct 17, 2016



From start to finish Pinnacle was with me every step of the way, was very clear in their process and timeline, and everything was done as said and on-time. I would definitely recommend them.

Comment from Pinnacle Home Improvements

Thank you so much Mr. and Mrs. Guynes! If there is anything else we can do for you please let us know!

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Fred P.
Locust Grove, GA
Oct 17, 2016
★★★★★

I am the President of our neighborhood HOA. I know that our neighborhood has used Pinnacle Home Improvements, anywhere from 5-12 times already. We have all been extremely satisfied.

Comment from Pinnacle Home Improvements

Thank you so much!! Please let us know if you need anything else!

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REVIEW

Leon B.
Alpharetta, GA
Oct 17, 2016
★★★★★

I would recommend to anybody. They are a wonderful company. We will only deal with Pinnacle.

REVIEW

Craig B.
Knoxville, TN
Oct 17, 2016
★★★★★

Pinnacle Home Improvements, did a great job.

Comment from Pinnacle Home Improvements

Thank you so much! Let us know if you need anything!

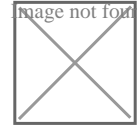
REVIEW

Dewayne H.
Powell, TN
Oct 17, 2016
★★★★★

They work fine and if there ever is a problem I know they would come out. As far as their work, they did a great job!

Comment from Pinnacle Home Improvements

We appreciate your response! Please let us know if you need anything!



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REVIEW

Marsha S.
Marietta, GA
Oct 16, 2016



This was my third home improvement project with Pinnacle. Work was done quickly and correctly, and the site was left perfectly clean. I'll definitely call them again for any future projects.

Comment from Pinnacle Home Improvements

Thank you so much! We are so happy your experience was great! Let us know if you need anything!

REVIEW

Amelia B.
Stone Mountain, GA
Oct 15, 2016



They were very effective in establishing and starting the claim process for the insurance company. They were great.

Comment from Pinnacle Home Improvements

Thank you! Let us know if you need anything else!

REVIEW

Lauren R.
Marietta, GA
Sep 27, 2016



The sales associates was knowledgeable and communicated well. Everything was done in a timely manner. I had an issue after installation and contacted them multiple times. I kept being told that I would get a call back and I never did. It has been over a year now and my concern/issue still hasn't been resolved.

Comment from Pinnacle Home Improvements

We apologize for any miscommunication, I have personally called and left message for you. Please contact us and we will resolve any issue.

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