

CUSTOMER FEEDBACK REPORT *for*  
**ARS Restoration Specialists-**

38 Crafts Street  
Newton , MA 02458  
(877) 461-1111

**GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, ARS Restoration Specialists- relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Ronald M.  
Chelmsford, MA  
Nov 01, 2019



Outstanding customer service and restoration event leadership!

REVIEW

Simi B.  
Brookline, MA  
Oct 14, 2019



Outstanding customer service!

REVIEW

Joel D.  
Oxford, MA  
Sep 11, 2019



Overall, they were excellent to deal with, both as a company and their subcontractors. They were professional, polite, and we had no problem with them coming in and out of our home when we weren't there. They were trustworthy and left the work space clean everyday whenever they left. They were thorough in reviewing the work that had been done or was ready to be done. I would refer them to family or friends if they were every in a position to need them.

REVIEW

Cathleen R.  
Bow, NH  
Jun 13, 2019



John and Jorge were wonderful

REVIEW

Samantha M.  
Maynard, MA  
May 29, 2019



So far, I've really appreciated the work by ARS. They've been timely and done a great job. I have a lot of confidence they will finish the project on time and without issues, which is not something I'd usually say about this type of project!

REVIEW

Kathy U.  
Holden, MA  
May 29, 2019



Great group of people, very respectful and professional!

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REVIEW

Jeff W.  
Haverhill, MA  
May 04, 2019



ARS Restoration are great. They took care of all the details of the restoration and informed me every step of the way. I would definitely use them again.

REVIEW

Stephanie H.  
Gardner, MA  
Apr 17, 2019



They have been great and everyone has been so helpful. Every one of my questions has been answered immediately and if they don't know the answer, they are back to me within the hour. I would recommend them to anyone.

REVIEW

Brenda H.  
Rutland, MA  
Apr 12, 2019



Prompt, courteous and very respectful of the property. I would recommend them to anyone.

REVIEW

Brenda H.  
Rutland, MA  
Mar 26, 2019



Couldn't say enough about the wonderful treatment I received from ARS. Every person I came in contact with was prompt, courteous and very respectful of my home. Great job to all!!! I hope I never need service again but if I do I will definitely use ARS!

REVIEW

Gail W.  
Arlington, MA  
Mar 21, 2019



ARS provided high-quality work, but a slow timeline.

REVIEW

Darryl R.  
Marlboro, MA  
Mar 15, 2019



After experiencing a flood in my bathroom the ARS team came in quickly and dried the area. I worked with them through the rebuilding of my tub area and the completed project exceeded my expectations. The team was very professional from the onset and I wanted to stay with them through the completion of the project.

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Steven B.  
Athol, MA  
Feb 16, 2019  
★★★★★

Fire happened Jan 11th. They have yet to begin repairing or house. Within first week they made holes in ceilings and walls covered them with plastic and that's how they left our home. Still waiting on project manager to call about repairs. It is now Feb 16th

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REVIEW

David B.  
Acton, MA  
Feb 07, 2019  
★★★★★

Mitigation process went fine, they failed to communicate and begin restoration in a timely manner. Was sent a blank contract to sign and never a detailed description of work to be performed.

Comment from ARS Restoration Specialists

Hello David - Thank you very much for your feedback and response to our Guild Quality survey. Based on your response we understand our communication did not meet your expectations. Our goal on every job is to meet, or better exceed, our customers' expectations. In reviewing your job and correspondence with your Project Manager we'd like to better understand how we could have met expectations for the future. Please reach out to [info@arsserv.com](mailto:info@arsserv.com) or to your Project Manager so we can discuss. Thank you, ARS Restoration Specialists.

REVIEW

Paul M.  
Blackstone, MA  
Jan 08, 2019  
★★★★★

The time period from my problem until work was completed was very long. The project wasn't that large but it took 3 1/2 months to complete.

REVIEW

Debbie V.  
Marlborough, MA  
Dec 12, 2018  
★★★★★

I have used ARS for several different projects and I have found them to be a pleasure to work with. They do very good work.

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REVIEW

Brian M.  
Waterbury, CT  
Dec 03, 2018  
★★★★★

ARS did an amazing job for our family. Our home looks better than new, and after the craziness of the fire that caused it, they were attentive and caring. They always returned phone calls and emails, and the crew that worked on our siding was second to none. Their workmanship was only bested by their smiles that greeted me every day. Great people to work with.

REVIEW

Roger D.  
New Boston, NH  
Dec 01, 2018  
★★★★★

I had a water leak that continued for at least a week while away on vacation, major damage. ARS Restoration was responsive, they were on site within a couple hours of being contacted on a Saturday night. Polite crew, respectful of the house and belongings, explained the process and followed through. Kept in touch while monitoring the dry-out process for a week. I would definitely recommend them to anyone who has to deal with a water damage emergency.

REVIEW

Thomas M.  
Chelmsford, MA  
Nov 20, 2018  
★★★★★

Everything about this project was handled with impressive professionalism and attention to workmanship and detail. Jeff was outstanding and Renaldo and his crew could not have worked harder to restore our home after the serious damage we experienced. We highly recommend ARS. Great job!!

REVIEW

John D.  
Orleans, MA  
Nov 18, 2018  
★★★★★

ARS responded promptly to our call after the water leak was discovered. The mitigation work began the next day and was thorough and done carefully. I highly recommend ARS if you have the misfortune to suffer damage to your home.

REVIEW

G.A.-.  
Belchertown, MA  
Jul 18, 2018  
★★★★★

I would never hire them again. I was disappointed in their service and I had to chase them. It took them six months to finish the apartment and that was a huge loss of rent.

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Andreana P.  
Winthrop, MA  
May 30, 2018



Overall, great service. Played phone tag more than I wanted to trying to set up an actual appointment.

REVIEW

Z.L.-.  
Quincy, MA  
May 16, 2018



They came on time and the staff is friendly.

REVIEW

Patrick R.  
Rockport, MA  
May 09, 2018



I went through my insurance so I don't know what the cost was but as far as their work is concerned they were very professional and thoughtful throughout the entire process. They did exactly what they said they would do when they said they would.

REVIEW

Eileen B.  
Weymouth, MA  
Apr 24, 2018



Very professional and hardworking. They did a great job!

REVIEW

AKEILEE M.  
Springfield, MA  
Mar 27, 2018



The two guys they sent were amazing, those guys came in and they were professional and they exceeded my expectations!

REVIEW

FRANTZ G.  
Seekonk, MA  
Mar 26, 2018



ARS is an excellent team if restoration specialists. I have used their services several times over the years. I do not hesitate to recommend them when problems arise with our home.

REVIEW

William H.  
Claremont, NH  
Mar 22, 2018



Winston was outstanding to work with, he went above and beyond. He is a great asset to the company.

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REVIEW

I am happy with the job.

Martha E.  
Brewster, MA  
Mar 01, 2018



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