



CUSTOMER FEEDBACK REPORT *for*
Arizona Fire and Water Restoration, Inc.

REVIEW

Man W.
Dublin, CA
Mar 11, 2021
★★★★★

This was the worst experience i've had by far and i've worked with many with my real estate rental units. It was difficult to get hold of the supervisor Doug Shobe, overseeing this project. I had a major water damage and they ripped everything out, left my tenants with a temporarily living conditions for over 5 months. I ended up having to credit my tenant back 2 months worth of rent due to their delays. I was not provided with any updates and was even informed on why there was a delay. Turns out the delay was due to their inability to build their own cabinets for the kitchen. Which they failed to communicate to me until I finally got a call from Doug after escalating. I finally escalated to the Frank who redirected me to their general manager Dean Hamilton, who pretty much did nothing except that he doesn't know what's going on and will find out. I never received a call back from anyone. After numerous emails, texts, calls, I finally received updated schedule and restore was completed over 6 months later. I'm not even sure how this company can stay in business with this type of customer service.

4645 S 36th St
Phoenix , AZ 85040
(480) 775-8000
www.azfirewater.com

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Arizona Fire and Water Restoration, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Arizona Fire and Water Restoration, Inc. in Phoenix, AZ; Mesa, AZ; Glendale, AZ; Chandler, AZ; Gilbert, AZ; Tempe, AZ; Scottsdale, AZ; Sun City, AZ; Litchfield Park, AZ; Apache Junction, AZ; and 14 other cities in Arizona, California and Michigan.

REVIEW

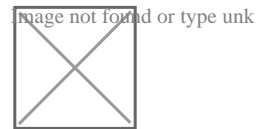
Leonardine T.
PHOENIX, AZ
Jan 18, 2021
★★★★★

I was happy with the service!

REVIEW

SSGT C.
Phoenix, AZ
Jul 26, 2016
★★★★★

This contractor did not show up on time, had horrible personnel problems and took far longer to finish than originally promised.



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REVIEW

Marla M.
Phoenix, AZ
Jun 24, 2015



They did an awesome job and I would recommend them to anyone looking to have their home painted.

REVIEW

George A.
Phoenix, AZ
Jun 20, 2015



They are very professional.

REVIEW

Barb M.
Gilbert, AZ
Jun 15, 2015



When our issue happened, they were here immediately. The first person showed up when the fire department was still here! It was pretty amazing. They did an awesome job.

REVIEW

Arlene C.
Mesa, AZ
Jun 15, 2015



The lead carpenter, Brian Levering, was great!

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