



# CUSTOMER FEEDBACK REPORT *for* Premier Pools & Spas of Sacramento

REVIEW

Rich C.  
Placerville, CA  
Jan 09, 2021



Outstanding presentation and sales guidance. The construction crew overall was 5 star. The finished product is another 5 star. We are very happy.

REVIEW

Michael S.  
Elk Grove, CA  
Dec 19, 2020



They exceeded my expectations. They promised it by my wife's birthday on the 4th of July and they delivered.

REVIEW

Rodolfo G.  
Elk Grove, CA  
Dec 02, 2020



I am extremely happy with the quality of work. We love our pool.

REVIEW

Lorraine M.  
Roseville, CA  
Nov 25, 2020



They were wonderful! I would highly recommend Dan for his knowledge and accommodating the customer and their plans.

REVIEW

Marwan A.  
Carmichael, CA  
Oct 15, 2020



Their design was good, the details and the finishing are suboptimal.

REVIEW

MITCH B.  
Lincoln, CA  
Oct 13, 2020



It is an amazing pool. They did a great job and exceeded our expectations.

REVIEW

M.J.T.  
Rocklin, CA  
Oct 12, 2020



The sales and supervising team at Premiere Pools and Spas are amazing. They communicate very well with the customer and follow through with what they say they are going to do.

11250 Pyrites Way  
Rancho Cordova , CA  
95670  
(916) 852-0223

**GUILDMEMBER SINCE 2012**

As a GuildQuality Guildmember, Premier Pools & Spas of Sacramento relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Premier Pools & Spas of Sacramento in Roseville, CA; Sacramento, CA; El Dorado Hills, CA; Elk Grove, CA; Rocklin, CA; Folsom, CA; Lincoln, CA; Rancho Cordova, CA; West Sacramento, CA; Woodland, CA; and 71 other cities in California.



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REVIEW

Roseann H.  
Lone, CA  
Oct 12, 2020



Great company to work with, job got done early, everyone was professional & easy to deal with and we were kept apprised during the entire project of what was coming next, etc. Highly recommend them !!

REVIEW

J.S.O.  
Lincoln, CA  
Oct 02, 2020



On our project, our salesman, project supervisor and the supervisor in charge of pouring the deck. The entire team that worked on our project was fantastic! Along with the results!

REVIEW

John D.  
El Dorado Hills, CA  
Sep 30, 2020



I think Premier Pools & Spas did a good job. They ran into some challenges but they overcame them. In the end I am very happy with what we got. I recommend them to anyone looking to put a pool in.

REVIEW

Michelle L.  
Pilot Hill, CA  
Sep 30, 2020



We love our pool. They did as great job.

REVIEW

Mark S.  
El Dorado Hills, CA  
Sep 18, 2020



I was very pleased with the service and final product. I would recommend Premier Pools & Spas to anyone considering building a pool.

REVIEW

Jeff S.  
Sutter Creek, CA  
Sep 17, 2020



Premier Pools & Spas were very professional and knowledgeable. They got the job done and kept it clean. I couldn't be more satisfied with the experience.

REVIEW

Rick C.  
El Dorado Hills, CA  
Sep 17, 2020



They are an outstanding company with outstanding ownership. I highly recommend.

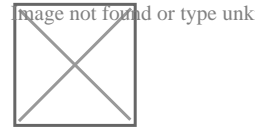
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REVIEW

Regina C.  
Sacramento, CA  
Sep 17, 2020



I was very happy with their service!

REVIEW

Elizabeth L.  
Citrus Heights, CA  
Aug 14, 2020



I have already referred a co-worker to get a pool installed due the high level of professionalize, quality of work, and the speed in which it was done.LOVE PREMIER POOLS!!!

REVIEW

Sandy E.  
Woodland, CA  
Jul 22, 2020



It's been MONTHS after a terrible concrete deck application, with calls, meetings, promises and failures to perform. At this point I just want my money back. On top of this- now they want us to pay to re-apply for our permit because the project has dragged on for so long. They really do take your money, force you to pay, and never follow up.

REVIEW

A.R.E.  
Folsom, CA  
Jul 21, 2020



I moved into a new home community. This is the second pool Premier Pools & Spas has installed for us. Many of my neighbors have selected other companies but hands down our pool was completed in a shorter amount of time. Premier provides excellent customer service, quality installation and reliable follow-up. They listen to what you want and provide it. I could not be happier with the end result and value to cost.

REVIEW

Bryan S.  
Sacramento, CA  
Jul 21, 2020



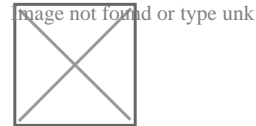
With Premier Pools & Spas, your expectations will be exceeded. The pool building experience was as important as the final result, and Premier exceeded all expectations. The pool was completed ahead of schedule, ahead of budget, and after install support has been world class. We made the right choice.

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REVIEW

S.D.K.  
Roseville, CA  
Jul 20, 2020  
★★★★★

Premier Pools made the process of building a pool easy. We were surprised by how smoothly the construction went and how efficient they were. Overall, communication with us through each phase was very good. If we noticed something that wasn't quite right, they fixed it immediately. The COVID-19 pandemic hit right as we started our construction, so we were home through the entire process and were able to watch each phase of the construction. If you are thinking about building a pool, we recommend Premier Pools. We did a lot of research of pool construction companies before we decided on Premier and we are pleased with the results.

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REVIEW

A.H.D.  
West Sacramento, CA  
Jul 16, 2020  
★★★★★

They did a great job. I didn't have to worry about anything, except for getting into the pool once it was finished.

REVIEW

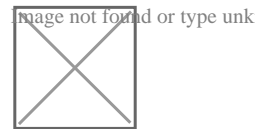
Denia P.  
Carmichael, CA  
Jun 26, 2020  
★★★★★

We had some long gaps and we didn't have very good communication for the entire project.

REVIEW

Robert C.  
Sacramento, CA  
Jun 26, 2020  
★★★★★

Premier set expectations early, gave us many choices in the design phase of the pool, and stayed on schedule, despite the challenges of the COVID pandemic. I'm very happy with the end product and would definitely recommend them if you're looking for a pool.



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**Premier Pools & Spas of Sacramento**

REVIEW

Todd L.  
Roseville, CA  
Jun 26, 2020  
★★★★★

It was great. We are happy with the pool. The color of the concrete is wrong but it worked out well.

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REVIEW

Don S.  
Ione, CA  
Jun 26, 2020  
★★★★★

They were completely professional from beginning to end.

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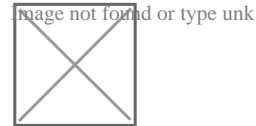
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REVIEW

R.S.W.  
Roseville, CA  
Jun 22, 2020  
★★★★★

They helped us with our HOA when a problem arose while getting their approval. It took an extra 3 months but we got it done with their help.

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REVIEW

Terry B.  
Sacramento, CA  
Jun 09, 2020  
★★★★★

I was out of town when they finished the patio deck. I was here when they laid out the framing and the rebar. When I came back, within days I had numerous cracks in the patio deck. I called and somebody came right out. They tried to mend it and fill in the gaps, but the cracks have gotten worse over time. The person that I recommended Premier to came and looked at it after they met with Premier and the first thing that they talked about was the cracks. They were surprised that it wasn't fixed. When the guy did the framing and the rebar, I was out working in the shed and I never heard the compacter being used to compact the soil, so that is why there are cracks in the pool deck. It has bothered me ever since it was done. The crew and their attitude was great and they tried to work with me, but it won't be replaced under the contract. Some are unsightly because of the size. For the price, I would have expected better quality. I would expect some cracks, but not the numerous cracks that I have in my pool deck.

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REVIEW

Matt L.  
Elk Grove, CA  
Jun 03, 2020  
★★★★★

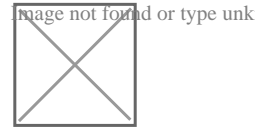
Premier was helpful and informative all throughout the process. I highly recommend them if you are looking for excellent quality.

REVIEW

Joanne J.  
Rancho Cordova, CA  
May 30, 2020  
★★★★★

We are so happy with the service that they did.

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REVIEW

Terry A.  
Plumas Lake, CA  
May 30, 2020



There was a huge breakdown in communication between the different crews. There were two correction notices where the next crew coming in didn't know about it, even though I was notifying them and taking pictures of it. There were two different instances of this.

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