



CUSTOMER SATISFACTION

Thank you for your business. We would appreciate it if you would please fill out this short survey and email, mail or fax it back to us. On the email just hit reply and type. Your satisfaction is very important to us.

Name: John and Vera Weinszen
Address: 54 Washington Ave Dover, NJ
Phone: (973) 607-1827

Was the office staff courteous, polite and helpful?

Yes, very

If you had Mold Remediation, did we complete your job to your satisfaction?

Actually- IAQcare cared the most about our condition. The mold was on the wood used originally when the house was built, not from the 2 recent floodings. The other companies quoted all sorts of expensive needs. I feel this industry needs to be regulated so the used-car types we met cannot prosper through fear laying techniques.

Was the crew neat, courteous and timely?

The estimator (Tom who is actually licensed) was timely and honest about the future of my 2 family home. All was ok in his judgement. My wife and my concerns were put to rest.

Would you recommend Advanced Indoor Air Quality?

I would definitely refer them for their honesty alone.

May we use you as a reference?

Yes

Additional Comments:

We are glad we found this group, we did not appreciate the drumming up of business through obvious fraudulent claims that the other salesman made. We even mentioned the civil case made that would have my neighbor pay for this after blocking the federal waterway behind us. They could have "taken us to the bank", but they were honest. With the size of decision financially, people should beware that honesty is rare, our opinion would have to be that Tom and his group should be the first call one should make if there is a concern of this type in someones home.