

16 complaints closed with BBB in last 3 years | 2 closed in last 12 months

| <b>Complaint Type</b>           | <b>Total Closed Complaints</b> |
|---------------------------------|--------------------------------|
| Advertising / Sales Issues      | 5                              |
| Billing / Collection Issues     | 2                              |
| Problems with Product / Service | 9                              |
| Delivery Issues                 | 0                              |
| Guarantee / Warranty Issues     | 0                              |
| Total Closed Complaints         | 16                             |

[Definitions](#) | [BBB Complaint Process](#) | [File a Complaint](#)

### **Complaint Breakdown by Resolution** [About Complaint Details](#)

Complaint Resolution Log (16)

**Resolved** - [The complainant verified the issue was resolved to their satisfaction. \(3 complaints\)](#)

Advertising / Sales Issues | [Read Complaint Details](#)

[X](#)

#### **Complaint**

I had an air condition leak that caused a small amount of mold and the dry wall needed to be dried out.

I was leaving for xmas so the company put a lock box on my door and in it were 2 keys. The FOB that accesses the whole building was also given.

Mid January rebuilding came out and I asked that the lock box be taken off. We looked inside and only 2 keys were in the box. --- the FOB to the entire building was missing.

02/04/2016 I called the company 3 times since asking for my fob. I had to start the hunt by telling them who put on the box/took the keys: Peter K\*\*\*\*\*, Technician.

One time I called and the man who answered said... "Oh that might be in X's truck," I asked them to find the fob - never heard from them.

I called again and spoke the receptionist and she guaranteed me that she would check with the manager and they would get back to me. THEY NEVER call back even if they are threatened with me coming to the BBB.

I left another message - NO CALL BACK.

At this time I feel my building is compromised. The lock is for safety - they have the key.

I WANT THAT FOB NOW!  
Product\_Or\_Service: MOLD REMEDIATION  
Order\_Number: N/A  
Account\_Number: N/A

**Desired Settlement**

Bring me the FOB ASAP.

**Business Response**

Contact Name and Title: Joanthan Ranney  
Contact Phone: 3864926904  
Contact Email:\*\*\*\*\*

As soon as I received this complaint I called the Op Manager for Ms. \*\*\*\*\*'s job. He assured me he would find out what happened. It seems one of the tecs had the Fob in their truck and had forgot to return it. The op Manager will personally take it to her on Thursday. I apologize for any inconvenience to Ms. \*\*\*\*\*.

**Consumer Response**

From:\*\*\*\*\*  
Sent: Thursday, February 04, 2016 1:57 PM  
To: Better Business Bureau  
Subject: (SPAM) Re: BBB Complaint  
Case#\*\*\*\*\*  
Importance: Low

Resolved - they brought back key and properly installed the air vent.

thank you.

\*\*\*\*\*  
\*\*\*\*\*  
\*\*\*\*\*  
\*\*\*\*\*  
Phone:\*\*\*\*\*  
\*\*\*\*\*  
\*\*\*\*\*

Problems with Product / Service | [Read Complaint Details](#)  
[X](#)

11/09/2015 **Complaint**

United Water Restoration Group failed to fulfill their contract for work charged vs. work actually performed. I am disputing/refusing to pay balance.  
On July 21, 2015 UWRG was hired to remove the smoke smell from my home in

addition to heavy cleaning of ductwork and repair due to mold found in the AC area and ductwork areas per the home inspector on June 12, 2015 when I purchased the home. The UWRG crew started the job on 7/21 through 7/30 with an additional paint fix day on 8/8/2015. On August 4, 2015, the original home inspector came back to re-inspect the ductwork and AC areas and found that the areas were not "cleaned or disturbed", side by side dated pictures are attached with my letter. The breakdown of charges that were originally signed and provided were being questioned throughout the process and then I was given a "new" breakdown of charges that "omitted" the original questionable charges. I am disputing paying for work that has not truly been performed on my property. I have sent certified letters and documentation on 8/7 and 8/12 to UWRG informing them of my decision and findings. They have now contacted me today, 8/18, sharing that they will deduct \$500 from my remaining balance in good faith to a customer. I shared that I have proof they did not perform the work that I am being charged for so I will not pay them the balance of the invoice.

### **Desired Settlement**

The work that I am being charged for has not been performed. My resolution is not to pay another dime to this company for being dishonest about their services.

### **Final Consumer Response**

Resolution was made to my complaint by the Business Partner for UWRG.

\*\*\*\*\* came to my home and witnessed work that was never performed.

He had a paint crew come back and add some touch ups to the Kilz job to try to make up for what the ventilation company did not touch but charged for services.

\*\*\*\*\* was pursuing that issue with the contracted ventilation company and called it even for my balance. He shared that at this time, no balance is due for my property/invoice.

Billing / Collection Issues | [Read Complaint Details](#)

[X](#)

### **Complaint**

Technician submitted a false claim to his superiors and the billing department then submitted a claim to our insurance for work not completed.

We found a leaky pipe in my house and called my home warranty company. They sent a plumber who arrived on the 18th of February then referred UWR to provide a complimentary inspection of our issue. The technician arrived and had my wife sign a document allowing him to inspect the house and he told her it was complimentary. My wife called me and I told her not to let them do anything else but inspect as it was complimentary and we wanted to make sure our insurance was involved. The next day our insurance agent arrived and performed their inspection of the damage. The UWR technician was also there to provide his input to the matter. The technician wanted to install equipment and start the process, but we told him we wanted to make sure the insurance was going to pay for it first. He then proceeded to tell four adults to include the insurance agent that the equipment would be placed here as a 24 hour complimentary curtesy while we find out what the insurance

04/01/2014

decided. The equipment was installed around 8pm on the 19th. The next morning around 10am we were informed by the insurance that they refused to approve the UWR work as they didn't agree with the rough quote submitted to them (for \$4600). I then called the technician and asked him to remove his equipment that day before the 24 hour time elapsed and he confirmed he would be at my house by 4pm. Around 5:30pm I called him again and he stated that he was stuck on a job for a Waste Management Building and couldn't come by that night. I asked him straight up if we would be charged for the equipment staying at my house since I wanted it picked up. He stated that we would not, as it was his fault for not being able to pick up the equipment on time. I then asked him specifically when he would pick it up and he said the next morning at 10:30am he would be by to grab it. The next day on the 21st my wife stayed home to meet the technician who never showed up and after two hours past the proposed arrival time, I called him back and he told me again that he was stuck on another job. But that he would be by around 4pm again to get the equipment. I informed him that he needed to be there and I would be home to meet them. I took work off and waited at home until about 5pm when I called him again and he stated that someone would show up in the next 30 minutes, because he was just running behind. Around 5:30pm another technician arrived and picked up the equipment and left. Then on the 3rd of March UWR submitted a claim to my insurance for work not performed and for material that wasn't actually left at my site. This work was not performed at all and I was told by the Technician that the first 24 hours was complimentary and then he decided to charge me for 3 days of work that was never performed. I have reached out to the corporate offices and spoke to the account representative who submitted the claim and she told me that they are trying to figure out the facts. Seven days have gone by since I originally contacted her and they still haven't figured out the facts enough to clear this false claim against us.

### **Desired Settlement**

All I am looking for from UWR is to clear this claim against my insurance as it was not a valid claim and the work was not performed as indicated by the technician. All services were supposed to be complimentary as indicated by the onsite technician and they were the reason the equipment stayed at our residence longer than 24 hours. I do not like companies that try to swindle either consumers or insurance companies from their money and this is what this feels like from them.

### **Business Response**

This letter is in response to the complaint filed by \*\*\*\*\* \*\*\*\*\*.

We responded to a call and upon arrival was informed by \*\*\*\*\* \*\*\*\*\* that the plumber said there was a leaky pipe behind the wall in the upstairs bathroom. We did take pictures of our moisture meter readings showing the drywall as wet. We placed equipment to start the drying process.

During the meeting with the adjuster, at the job site, he at first stated the claim would be denied because he thought it was due to a separation of tile from the wall.

He later changed his mind as he was unaware the damage was due to a leaky pipe. Ultimately the claim was denied by the insurance company.

Since the claim was denied and there was no work performed we explained that the equipment placed for the drying process would be considered a courtesy. We have already taken our bill and credited it off. There is no balance due. We sent Mr \*\*\*\*\* an email to this effect on March 14th.

### **Consumer Response**

(The consumer indicated he/she ACCEPTED the response from the business.)  
United Water has done as they have stated in their response with respect to closing the claim against our insurance. I am thankful we could come to an agreement on this issue and have no further complaints towards United Water. They stood by their word that this was a complimentary 24 hour service and i am satisfied.

Advertising / Sales Issues | [Read Complaint Details](#)

[X](#)

### **Complaint**

From: \*\*\*\*\* <\*\*\*\*\*@\*\*\*\*\*>

Date: May 16, 2014 at 1:51:59 PM EDT

To: "\*\*\*\*\*@\*\*\*\*\*" <\*\*\*\*\*@\*\*\*\*\*>

Subject: Complaint on United Water Restoration Group

To whom it may concern:

I live in Sunrise Lakes Phase IV, in sunrise, Fl. On January 30,I came back from work and a message was waiting for me, from my downstairs neighbor, that her apt was flooded and it was coming from mine. I ran downstairs( this was our second flood )and since then I, we had another one,to see how she was and a guy from United Restoration was already there ?Neither her nor I called that company, we had used \*\*\*\*\* of Sunrise before and they are meticulous and fair

07/14/2014 and have never heard of this other co.I waited for the worker to finish on thesecondfloor and come up to mine, on the third.to make a long story short, he checked for water, which was behind the wall, under my vanity. I had to ask HIM to please check behind the washing machine since I had had water before, reluctantly he got up and there was water. After a few hours, 2 guys came with TWO dehumidifiers and TWO fans that were old,dusty and one them had a few holes and wet my futon and myself, as I was standing up.the equipment was in my apt. For 3 days, a few weeks after the episode, I found roaches which I never Ever had before and so did my neighbor.

I was not comfortable with the whole ordeal and asked my insurance how much the charge was for the job, when USAA told me \$5,048.99 I told them NOT to pay them, that was highway robbery. United Water Restoration used 4 pieces of Antiquated and filthy equipment and had the audacity to charge such a high amount. The money was then deposited in my checking acct. and I have been fighting them to readjust their charge. I am not the only person in the development that has had problems with them, whoever had the misfortune of having them after a flood

caused by burst pipes had the same difficulties.

I am 66 years old, still work to survive, never asked for government assistance and I am SICK and tired of being abused by crooks.

Please, do something.

\*\*\*\*\*

Sunrise, Fl. XXXXX

XXX-XXX-XXXX

Thank you

\*\*\*\*\*

Sent from my iPad

Desired Settlement

Readjust charges.

Business Response

On the above referenced complaint, \*\*\*\*\* the Association called us as another unit (one of \*\*\*\*\*'s neighbors) was flooded and we are the association's preferred vendor for the building. Our company is long-standing in this industry and we have helped thousands of persons with their property damage. We would never take advantage of anyone, no matter their background and/or situation. United Water Restoration takes pride with the fact that we strictly follow industry standards and cannot start any work without first having a signed contract from the property owner. (Please see homeowner's signed contract, pages 3-4). A certified technician, along with a helper, came to the said property, consulted with the homeowner and the homeowner agreed to work with us, signing a contract for services to be rendered.

Once we start work on the said property, the homeowner is given a list of all equipment that they can visually see and they sign agreeing that all said pieces of equipment are on the property. The homeowner initials the equipment on the scope of work (See page 6), photos are taken by United Water Restoration and the insurance adjusters (Please see page 5 for Equipment and photos on pages 8-13.) and adjusters also take their own photos of the equipment. All signed documents (see all attached pages 3-13 were given to the insurance adjuster). The homeowner signed for nine pieces of equipment (not four) and again initialed for those nine pieces of equipment (not four) on the scope of work (work completed by certified technician). (Please see Scope, page 6). The equipment is made of plastic material and is less than a year in age. Roaches cannot live inside of the dehumidifiers and air movers due to the constant heat that they create. (Please see photos pages 8-13.) Also, we have a standard, industry, cleaning process; we decontaminate all equipment prior to bringing it back to our facilities. Any possible insects hiding inside said equipment would be eliminated and removed prior to ever being set inside a new property. A Supervisor must sign off that the equipment has been decontaminated prior to its next usage.

After the job was complete, (customer signed for four days of work, not three,

please see pages 3-4 and page 7), before we took our equipment out of the said property, the homeowner signed a "Customer Satisfaction and Completion" form stating they were happy and satisfied with the job United Water Restoration completed for the property. (Please see Customer Satisfaction and Completion form, page 7).

We use a program for invoicing called Xactimate (<https://xactimate.com/xo/>), (it is the industry's standard pricing set by insurance adjusters). \*\*\*\*\*'s insurance carrier, USAA, paid our invoice amount as they believe the price to be accurate according to industry standards, otherwise their insurance Adjusters would have called to request additional information from us before issuing a payment.

The homeowner was satisfied and we received zero complaints of service or of insects until USAA issued a check for United Water Restoration's services. The homeowner was to sign the check and mail it to us for services rendered. The homeowner took the check to her private bank and cashed the check. She has the funds and is now asking for United Water Restoration to change their invoice to a lowered amount so that she can pay us from the amount cashed. We cannot do this as it would be fraudulent. If the homeowner feels that the insurance check is too high, she must send the check back to its' owner, USAA, and request that they, the insurance carrier, review the invoice, the work completed, and then, decide to pay the amount or not.

We've worked on many units at this location in the past and none of the homeowners have complained. This is the only complaint received. Please see all provided documents for your review. As mentioned prior, we would never take advantage of anyone, no matter their background and/or situation. United Water Restoration is known for its honesty and work ethics.

#### Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)  
For starters, You are NOT the preferred vendor for the building, \*\*\*\*\* of Sunrise is. I had come back from work and there was a message from my downstairs neighbor, telling me about the flood that she was dealing with and was coming from my apt. Since that was our second time having to endure with the problem and had used \*\*\*\*\* before, in the midst of  
The chaos took it for granted that it was Them, and not you who was handling the matter. You claim you had no other previous complaints?? In my building alone , besides mine is Ms. \*\*\*\*\*

#### Final Business Response

In response to \*\*\*\*\* comments, United Water Restoration is an ethical company and does not take advantage of anyone, especially during stressful emergency situations.

As previously stated, United Water uses Xactimate pricing for our invoices which is the industry standard. Ms. \*\*\*\*\*'s insurance carrier paid our invoice in full without requesting additional information.

If Ms. \*\*\*\*\* is not willing to endorse the check and send it to us for services rendered, then she should return the check to her insurance company and we will take this matter up with them directly.

Problems with Product / Service | [Read Complaint Details](#)

[X](#)

#### Complaint

was not called by the homeowner but plumbing Company called them. I was deceived by form signed, never was left a copy of their form & what to expect. I had called my home warranty Insurance co. And they sent out a plumbing co. Who return called out United water restoration Gp. I was under impression they all was from the Home warranty Insurance service provider.

when this unity water restoration came into my home the man \*\*\*\*\*, rush me in getting the claim number, and said that he would help me get things started and I needed to sign their form giving them permission to start drying up the water. after I'd signed their form I had to return to work and not thinking his intent would not leave a copy of the work they were about to do. Over a week of having their equipment, which was support to dry up what little water and dehumidified the air, my complaints are those de-humidifies kept cutting off the power box all the time those things was there, on top of that there was no one to come as the claim they did to check on them we was the one who would call them to let them know our power keep cutting off . they never drilled any holes into the wall to put an Biocide or any sterilization to kill, off living organisms. when they removed their de-humidifies I

06/25/2014 were still left with the same problem but worse because now my carpets is pulled back baseboards around the dinner room is raw and ugly. in the hallway wood were still not dry. the plumber can states this true because he called some one informing them that the walls were still wet and under the Air conditioner unit is were most of the leakage is coming from and still there's a problem! Hello I still have the same problem. because no one really sort out the problem right.. as a home owner, there're companies, like those of united Water Restoration Group Inc. as well as This plumbing person who just look to rip off those who just expecting good and honest people who do good in all their affairs, I was not thinking standing in my house that day there stood heartless men there to take full advantage people like me and all those who they already deceived.

#### Desired Settlement

My whole complaint are to render what is due and nothing more or less, I'm disturbed by what they call work, my family and home was interrupted by so call professional service provider but in fact they're far from . they did not placed any holes in walls, no proper water drying, no clean up and no one came out to monitor equipment day or night , no Biocide to destroying of living organisms ,no estimate of charges and no clarification of services. Prices are extreme to beyond what reasonable. a good business practice never allow any company into your home unless you call them and never, never, ever sign without reading the whole form , it

would have been explained what to expect. it's costly and they are looking for people cheat.

#### Business Response

In regards to the complaint by Ms \*\*\*\*\* , United Water Restoration was unaware prior to this Better Business Bureau complaint that she was unhappy. Ms \*\*\*\*\* wrote a pleasant review at the end of our work completion (copy provided upon request). As soon as this complaint came through, United Water Restoration contacted Ms \*\*\*\*\* immediately to attempt to resolve any problems and sent a supervisor to her residence the next day to meet with her personally.

Ms \*\*\*\*\*'s main complaint was that the plumber contacted United Water Restoration to do the dry out process after her home had a leak. That should not be a complaint against United Water Restoration as we are not the plumbing company and Ms \*\*\*\*\* did agree to use our services after we initially came to her residence and explained the process.

United Water Restoration does have documentation and pictures that they were at her residence every day to ensure a proper dry out. The two days United Water Restoration was not at her residence was due to the homeowner not being available. United Water Restoration bills the homeowner's insurance company for work actually performed and uses the same invoicing program they do. United Water also works directly with the adjusters to provide all documentation required to show the work was actually performed as reflected on the invoice. Any questions or discrepancies are addressed with the adjuster. The adjuster issues all payments. United Water Restoration is an ethical company and does not take advantage of anyone, especially during stressful emergency situations.

#### Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)  
it's transparent to me unity water Restroration Group,won't admit their way of conducting business,there's dishonesty any lies being said in their attempt to justify what happen , there's two sides mine the home owner and then there's the contractor, they are out to make money no matter at what cost.

I still disagree with their responses , I never completed a review questions are any form at the end of their work!.I had been told By" \*\*\*\*\*" who came out last week,Since my complaint they're now using this so call review, that is the first: lie. the Second: no one came out to my home the next day or follow up on anything, so in fact when Unity Water Restoration Gp. Came out was on May 7 2014 . Third: if they would be honest I call two times to complaint to their office with \*\*\*\*\* and again with a supervisor.she did listen but stated to me there wasn't anything they could do call the Adjuster who never follow up whether it was done. Now that I see there's no Fair and True Honesty with Unity Water Restoration Gp. I will go further to the State of Florida Business Professions Regulation / Division of Regulation with \*\*\*\*\*. and The State of Florida office of Financial Investigations. to file more disputes against this contractor'

Yes, I signed a form that wouldn't explained what their process was at that time, and if I had been given a chance by Law! and if a copy had been left , after work that evening I should had been able read what I signed. immediated the process would had been stop! I had within Three days to ask Unity Water Restoration Gp. to leave my home, if I been given that opportunity" to stop there service. Their price is unfair and there's no way I would allow them to do any work at my home." NEVER AGAIN " If I don't Call a contractor they will not be allow to do work at my home!

#### Final Business Response

During the initial meeting with Ms \*\*\*\*\* on May 7, 2014, it was brought to our attention that the a/c company did not fix the leak until 2 weeks after United Water Restoration removed the equipment from proper dry out, therefore the leak continued. This should not be held against United Water Restoration due to the fact we did our job properly.

The phone number provided to the Better Business Bureau during the initial compliant was XXX-XXX-XXXX, which is the phone number United Water Restoration was attempting to call without any success. The Operations Manager contacted the homeowner with a new phone number provided and set up an appointment to meet with Ms \*\*\*\*\* on Thursday, June 12, 2014 based on her availability.

Per the meeting on June 12, 2014 with the Operations Manager \*\*\*\*\* and Ms \*\*\*\*\* , her toilet overflowed the day before so United Water Restoration agreed to place 2 dehumidifiers, 1 air scrubber and spray anti-microbial only at no additional cost to the homeowner. United Water Restoration also is sending a contractor out to Ms \*\*\*\*\*'s residence to reinstall baseboards, carpet pads and touch up paint for the a/c leak due to the insurance company not paying out enough to cover her loss completely.

After this is done, and Ms. \*\*\*\*\* is satisfied, she has agreed to pay United Water for services rendered.

#### Final Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.) In response to United Water Restoration Group, I have not received any follow up phone calls or emails from their company. I was blind sited by UWR and was never given a copy of the agreement nor a itemized billing of their charges. The claim was automatically submitted to my insurance company without any acknowledgement on my behalf. I find out the information once my insurance company mailed me the detailed information. By law I have 3 days to accept any services from a company. Because UWR did not leave any carbon copies of the paperwork I was unaware which was negligent and misleading on their part. I never called this company out to my home to provide any type of service. I was under the impression that my

warranty company sent them out to investigate the problem which is why I signed the paperwork authorizing them into my home. No charges was never presented to me for the services. I never would have agreed to charges of this magnitude for work that is still unfinished. The problem and or repairs has not been addressed and yet I'm being billed for their services. UWR states that \*\*\*\*\* reviewed and signed off on the services which she is not authorized to give anyone permission or sign off on any work for my home. If UWR wants to get in touch with me I am always available for a resolution to this problem. I can be reached via cell, home phone, or email. If this a resolution is not agreed upon then this matter will be addressed in court. Please do not hesitate to contact me. thank you

\*\*\*\*\*@\*\*\*\*\*

XXX-XXX-XXXX Cell

XXX-XXX-XXXX Home

Problems with Product / Service | [Read Complaint Details](#)

[X](#)

### Complaint

The company representative verbally miss lead me about the service and the cost, and would not provide an estimate.

The representative verbally assured me that they were 20% less expensive than any other contractor, and that they would accept the amount the home owner's insurance company would pay for the restoration. I ask for an estimate and copy of the contract, but did not receive either until 4/7/2014, after they had completed the work.

This was a small and recent leak, entirely contained in the small bathroom which has a tile floor. The bathroom is 69 by 122 inches at it's maximum dimensions. The representative removed the baseboards, filled the entire floor space with equipment, 2 dehumidifiers, 4 fans, and then stuck an air filter in one of the adjoining room, and then left. The representative was at my home for less than one hour.

06/11/2014

The representative then returned on 3/28/2014, preformed some sort of quick moisture check, and removed two fans, and left. The representative was at my home for less than fifteen minutes. The bathroom doors were closed, so the air filter in one of the the adjoining rooms was effectively useless.

The representative then returned on 3/29/2014, removed one dehumidifier, one fan, and left. Again, the representative was at my home for less than fifteen minutes.

The representative then returned on 3/31/2014, removed the remaining dehumidifier,fan, and air filter and left. The representative was at my home for less than 10 minutes.

I was then billed for \$3,576.36.

### Desired Settlement

A reasonable bill. I had similar work done on a carpeted area with much more water that included re installing and cleaning the carpet. The total bill for that service was \$460.

### Business Response

In response to the claim filed by \*\*\*\*\* \*\*\*\*\* , United Water Restoration Group, Inc. was called to his home in regards to water damage. We went out and evaluated the job and showed the homeowner where the water was resting under the tile and in the walls. We removed drywall and baseboards as part of our drying process and to prevent mold growth.

We also explained the entire process and he filed a claim with his insurance company.

Using our moisture meter and infrared camera, we set the equipment and also explained why it was needed. We left a piece of the drywall in the garage for the insurance adjuster to see.

We still have the pictures taken with the infrared camera. The technician continued to go back and check the progress, each time taking out equipment no longer needed.

Throughout the entire process the homeowner never had a complaint or said anything to us. The homeowner was made aware that an accurate invoice could not be provided until the job was complete, as every job is different based on the size and nature as well as equipment needed.

United Water Restoration Group is always in discussion with homeowners insurance companies regarding our invoice, which is generated by the scope of work. Our prices are within industry standards and guidelines. We have made several attempts to discuss this claim with the adjuster and will continue to make every effort to resolve this matter.

### Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)  
First, there was no water in the "walls", just in one area of one wall, and that wall was to be replaced since it had been necessary to create a large hole in the drywall to access the shower faucet that was leaking. There was no water in any other walls, and yes, I have pictures that clearly show the location of the leak.

Second, the statement "he filed a claim with his insurance company" is inaccurate. I had not intended to file a claim, but the representative pressured me to file a claim, and he actually went so far as to place the call my insurance company on his cell phone to initiate the claim. I'm sure the phone records for his cell phone can easily be checked.

As for the statement "The technician continued to go back and check the progress, each time taking out equipment no longer needed." This ignores that fact that redundant and superfluous equipment was used in the first place. Why would it ever be necessary to use two commercial dehumidifiers in a closed bathroom that is only 10 feet by 6 feet, with an 8 foot ceiling, when there was no standing water, just a

small amount of wet dry wall, and perhaps some of moisture between the tile and concrete slab? And what purpose was served by adding an air filter to an adjoining bedroom, when the door between the bathroom and bedroom was closed? I would suggest that neither the extra dehumidifier nor the air filter served any useful purpose, other than to pad the bill. And as for

I was never informed that "an accurate invoice could not be provided until the job was complete", nor was I informed of the pricing structure. To the contrary, I asked for an estimate when the representative arrived at my home and was assured that one would be provided. The representative even wrote my email address on the contract so that he could send me the estimate. And I asked for the estimate when he returned to my home, and also noted on the "customer survey" that neither the estimate nor a copy of the contract had been provided.

And finally, as far as the "accurate invoice", it contained at least two errors, charging for 8 days of dehumidifiers when there were only 6, 2 dehumidifiers for 2 days, and 1 dehumidifier for the remaining 2 days, and 4 days of monitoring when the technician did not come on one of the days.

Bottom line, did they remove the moisture? Probably. Was the bill many times what it should have been? Absolutely! Was the company representative honest? No. This is a scam to talk homeowners into signing a contract that assigns their rights under their homeowner's policy to "United Water Restoration Group Inc.", and giving them a blank check to charge whatever they want. The insurance companies know about the scam, as does the Florida Division of Insurance Fraud.

#### Final Business Response

UWR is an ethical company. Not manipulative and deceptive. As previously stated, we've addressed the homeowners insurance adjusters concerns, they issued payment and the \*\*\*\*\*'s endorsed the check to UWR.

However, in the interest of customer service UWR is willing to reimburse Mr. \*\*\*\*\* his deductible in the amount of \$356.25.

Please advise if this acceptable.

#### Final Consumer Response

(The consumer indicated he/she DID NOT accept the response from the business.)

I remain extremely unsatisfied with the actions performed by United Water Restoration Group representatives.

I believe their actions were manipulative and deceptive. The simple fact is they convinced me to sign a contract that I should have never signed that relinquished my rights as the policy owner of my insurance, and they were dishonest regarding the cost of the service provided.

The cost to fix the leak was \$280, the cost to fix the drywall and baseboards was \$125, the cost to repaint the entire bathroom walls and baseboards was \$200, the cost for the moisture removal after the negotiations was over \$2000. My insurance adjuster indicated that the negotiated settlement was still excessive, but that they were willing to cut their losses. That doesn't make the charge legitimate.

A reasonable cost for the service provided would have been in the \$300 to \$500 dollar range. If United Water Restoration Group is willing to refund the \$1500 difference from the reasonable charge to my insurance company, then I will be satisfied. Getting away with deceptive behavior is not the same as ethical and honest behavior.

Advertising / Sales Issues | [Read Complaint Details](#)

[X](#)

#### Complaint

Company came out to clean water; never indicated I was signing a contract. Company came out to clean up water; never indicated it was a contract, never explained anything. Since then they state there is a 30% penalty for non compliance. Not able to receive any answers from company, was constantly ignored. Never received estimate until august after having to jump thru hoops even though estimate that was finally received was dated may 13th.

It appears the company under bid this problem and now doesn't want to do the work, even though a check for 4,100 was given to them they still won't start work. Have finally reached out to a lawyer.

#### Desired Settlement

I want out of the contract and want my 4100 dollars back

#### Business Response

Customer does have a signed contract with United Reconstruction Group, Inc. (URG) A representative drove out and met with her personally.

11/11/2013

United Reconstruction Group had every intention of doing the work contracted for by customer but the customer refused to pay her deductible.

Customer's insurance company issued a check (based on our estimate) for \$4100.00 which had both her name and ours on it.

When the customer received the check she went to the bank and stated that she wanted to pocket the money. Therefore her bank requested a copy of our invoice which we supplied them with. At this point, customer had to provide us with the actual check.

Still refusing to pay her deductible the customer sought legal representation, as did URG. As of today, and upon advice of our attorney, URG will write a check to the customer's attorney for the \$4100.00.

No work was performed because the customer refused to pay her deductible.

#### Final Consumer Response

(The consumer indicated he/she ACCEPTED the response from the business.)

#### Consumer Response

Consumer called and said she is still waiting for the \$4100.00. Please advise on the status.

#### Business Response

United Reconstruction Group (URG) issued a check for \$4100.00 and mailed it to their attorney on 10/18/13. URG's attorney will then mail check to customers attorney.

Customer should check with her own attorney.

Problems with Product / Service | [Read Complaint Details](#)  
[X](#)

#### Complaint

The provided service was not done to written and verbal communication. Then they stopped communicating.

#### Description Of Work:

They were suppose to

- A. set up negative air scrubbers. (didn't see this)
- B. 2 Dehumidifiers. (they did bring these)
- C. Remove AC vents x7 (they did)
- D. Seal AC cans to plaster (they did)
- E. HEPA Vacuuming (they did this through the front door)
- F. Wipe down mold around AC vents. (they did)
- G. Reset AC vents. (they did and one missing screw)
- H. Clean AC coil (not sure)

11/01/2013 I Fog AC unit. (After I called and complained about unfinished job)

J. HEPA Vac walls (maybe finished, we had to go outside)

K 2 Techs 1 Cleaning girl 4 hours wipe down all flat surfaces and floors. (On Wednesday 2 people came because they forgot.)

#### Member Comments:

The first appointment was scheduled for May 20th 2013. No one showed I called and it had not been set up. New appointment June 3rd 2013. Again by 9am no one showed and I called again they sent out two techs by 10:30a to start the work on the a/c vents and no cleaning girl. Called again and was told the cleaning girl would be out on Wednesday (good thing there was someone that was going to be home).

I had set up a contract to make payments. On the first day the 2 techs showed up We adjusted the dated for payments and I gave them a check for half. After the cleaning people left on Wednesday June 5th. I was not satisfied with the work done. I called and complained about 1 vents hanging of the ceiling, and the multitude of surfaces that did not get clean and the fogging that never took place. Scheduled again for 2

techs and cleaning people. They came out and cleaned, and reattached the hanging vent (backwards), Then fogged, so we had to stay out of the house for 1 hour.

On June 27th I sent an installment payment as scheduled even though they had not completed the job to my satisfaction. By July 1st We saw the mold growing around the vents again. This was suppose to have been fixed by the plastering. So we called again, \*\*\*\*\* was suppose to come to the house July 17th and never showed. Since then our calls are not returned and I sent a letter with a copy of a cashiers check for the final payment and have not received any response. The check is going back to the bank before the 90 days is up.

Since July 17th we have called August 20th and September 4th since sending the letter. We have had no response.

### **Desired Settlement**

Total bill was \$1170.

Under the contract I paid \$585.00 the first day they started to work.

On July 27th I sent an installment payment of \$292.50. In total I have paid \$877.50 of which I want refunded as I will now have to find another company to do the same work all over again.

### **Business Response**

This is in response to the BBB complaint filed by \*\*\*\*\*  
\*\*\*\*\* on September 12, 2013.

-In regards to not setting up air scrubber, one air scrubber was used in the residence.

-In regards to cleaning AC coil, the coil was cleaned by our technician Aldo.

United Water Restoration Group, Inc. is an emergency services company. We have technicians readily available 24/7 for that reason. Unfortunately, during the time of the first appointment, an emergency job came through that we had to pursue. A call was made to the homeowner and we rescheduled for when the homeowner was available between 9am-10am. The cleaning girl was originally scheduled to come out the following day due to the fact she cannot do a proper clean up at the same time the work is being done.

The entire duct system was sprayed with microban due to surface mold growing from a leaking vent. All the mold was completely cleaned out at the completion of our work. The homeowner was advised to contact an A/C company to repair the leaking vent to prevent future mold growth. The condensation will continuously create mold growth on the surface if not properly fixed. Because the a/c has not been fixed, the mold has returned. We are not an A/C repair company and cannot repair the leak, we can only clean up the

mold it formed, which we did.

Calls that were made to \*\*\*\*\* were returned instructing homeowner to have the vents repaired to prevent additional mold growth. Unfortunately, we cannot afford to send out technicians and continuously clean mold each time it regrows for free when the source of the problem has not been properly fixed.

**Final Consumer Response**

This case is not closed. I received a letter October 5, 2013 stating as follows.

" As you are aware UWRG performed the remediation service May 14th 2013. There has been little communication in regards to your outstanding past due balance of \$292.50 due to your mold reoccurring. After speaking with the Operations supervisor, who did advise you, the issue of reoccurring mold stems from the condensation problem from the a/c in the attic and not as a result of us not performing our job correctly."

The tech or supervisor that came prior to the job getting started stated to the duct had separated from the plaster and that re plastering and sealing would solve the problem of the mold buildup on the ceiling with the exception of the bathroom which I expected as that vent always had mold because of the humidity of the bathroom.

The communication issue was not that I had not been trying to communicate with them we called weekly and sent a letter with a copy of the cashiers check for final payment for them to pickup with a appointment to review this issue. They chose not to send anyone out to examine the problem they want to assume they fixed and explained away the still existing problem I was told would be resolved with their service.

**Final Business Response**

\*\*\*\*\*.

This is in response to customer's rebuttal.

Sealing the a/c cans to the plaster does not fix the condensation issue; it is only a cosmetic fix for a short term solution to clean up the mold. This is why the homeowner was instructed to hire an A/C company to repair the actual leak, again to prevent further mold growth. In the signed service agreement, it does not state anywhere that we would continuously maintain an on-going problem. The customer signed a service agreement which states what work would actually be done and

has been done. The service agreement is in pdf format and we are unable to upload it here. However, it is available upon request.

Problems with Product / Service | [Read Complaint Details](#)

[X](#)

### **Complaint**

This company preformed services at our home BUT in the process ripped up molding that did not need to be ripped up.

Even the insurance adjuster who came out asked WHY it was removed. It was determined that there was NO damage to the bathroom yet they ripped the molding into the hallway and into the other walls. I spoke with \*\*\*\*\* on Thursday and she said someone would come out to inspect. I took the day off from work (WITHOUT PAY) and waited for someone to show up no one showed up and no one called! When I called the number I had no one answered!!

### **Desired Settlement**

NOW I am stuck having to repair and paint parts that the insurance company will not cover. I would like compensation to fix the molding.

### **Business Response**

This response is in regards to the complaint filed by \*\*\*\*\*. \*\*\*\*\*.

10/14/2013 Florida Peninsula issued a check in the amount of \$3919.91 for the water mitigation work performed by United Water Restoration. The customer is refusing to give us the check as she states we removed baseboards in parts of her house that did not need to be removed. We tried to explain to her that if that happened, we will definitely reimburse her insurance company - Florida Peninsula.

The customer asked if someone could come by to look at the space where the baseboards were removed. We stated we would have to contact the operations manager since he is the one who would come out or send a technician. We advised her we did not know his schedule and asked if she would allow us some time to get in touch with the Ops Manager and for him to make these arrangements.

The customer did not allow us sufficient time to respond to her concerns before filing this complaint and unfortunately our Ops Manager went home sick the day she called and was sick all weekend.

As of Thursday 9/26/13, we did speak to the customer but she was unavailable for us to come out. Friday 9/27/13 no one was home and even today (9/30/13) we are still trying to see if the customer will allow us to come out and look at the situation.

Once we assess the situation we will understand better how to proceed.