

## FEEDBACK REPORT *for* American Cleaning & Restoration

270 Carlton Dr.  
Carol Stream , IL 60188  
(630) 588-9100

### REVIEW

R.A.T.  
Oct 02, 2024



The customer service in good quality work in a timely manner

### GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, American Cleaning & Restoration relies on our customer surveying to help them deliver an exceptional customer experience.

### REVIEW

M.M.R.  
Chicago, IL  
Feb 13, 2024



American Cleaning worked hard on getting our home repaired from a water leak. We did have a few hiccups throughout the process but it came. together with the help of Jeff Hernandez. As always stay on top and key is the communication with any company.

### REVIEW

D.B.M.  
Hanover Park, IL  
Dec 14, 2023



easy to work with, very professional.

### REVIEW

TINA D.  
Aug 09, 2021



They did a good job.

### REVIEW

MARGARET S.  
CHICAGO, IL  
Jun 10, 2021



I felt disrespected by American Cleaning & Restoration. I feel as though because my home is older it did not receive respect. The same work had to be completed multiple times. I still have a crooked bathroom floor and I am not happy with the work but, I signed off on it because, if they can't get the job done right after four tries I don't believe they ever will and it is too stressful to keep having the work done over and over. Also, the cleaning staff stole items out of my home. I was reimbursed after signing the certificate of completion.

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### REVIEW

Oluwatosin O.  
GILBERTS, IL  
Mar 27, 2021



They're great!

### REVIEW

GREGORY E.  
CHICAGO, IL  
Feb 22, 2021



Very professional service.

### REVIEW

Robert M.  
ARLINGTON HTS, IL  
Jan 03, 2021



We worked with David Weinheimer (Project Manager) at American C&R. David was extremely attentive to our concerns. He would return our telephone calls/e-mails within 24-36 hours. And, on more important matters, he would stop by the house and talk to us directly. At all times, we knew he was doing his best to get the repair work completed to our full satisfaction.

### REVIEW

Doreen G.  
VILLA PARK, IL  
Nov 04, 2020



I think the communication between the project manager and myself could have been better.

### REVIEW

Ruth N.  
Boilingbrook, IL  
Sep 18, 2020



Most of the time the people where good. They didn't speak English but they were adequate in the work that they did.

### REVIEW

Donna P.  
Des Plaines, IL  
Jul 08, 2020



Limited communication between employees.

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### REVIEW

Angela F.  
CHICAGO, IL  
Feb 03, 2020



ACR has been a great company to work with throughout this process. They are responsive and flexible, and stand behind the quality of their work. Prior to beginning work, I would request reviews and additional information about the contractor who will be assigned to your job. They will work with you to get the right person on the job.

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### REVIEW

Marcia S.  
CHICAGO, IL  
Dec 04, 2019



Having new floors out in the thru-out entire home..They came and packed eeverything up and afterwards replaced it perfectly, I couldn't be more please with their work. The house was cleaned, and beds were made. highly recommend them...

### REVIEW

A.G.S.  
Chicago, IL  
Oct 14, 2019



DO NOT USE THEM

### REVIEW

Angela F.  
Chicago, IL  
Jul 19, 2019



American Cleaning & Restoration themselves were great to deal with. They were professional and responsive. I would advise you, the insured, to request information about the tradesmen that they contract before you are committed to using them. I wish we would have done that. I am continuously noticing things that were done sloppy.

### REVIEW

Linda K.  
Woodridge, IL  
Jun 24, 2019



The whole procedure from start to finish was not very professional except for the first group of workers. I made many phone calls starting with the claims adjuster (who did not do a very good job) to the people at American Cleaning. Two different people came to measure and neither one told the people gave the information on to the people going to do the work.

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### REVIEW

V.F.R.  
DOWNERS GROVE,  
IL  
Mar 27, 2019



They were timely, organized and just amazing to work with !

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### REVIEW

Christopher D.  
Oswego, IL  
Dec 06, 2018



They were very friendly, on time and provided a quality job well done in the time that they said they would.

### REVIEW

Conetta S.  
Chicago, IL  
Oct 30, 2018



They did an excellent job and I am very happy and satisfied with the work they did for me. There was a little bit they missed down in my basement. Other than that, they did a heck of a job. They forgot to put some drywall up under the stairs but I just left it alone. I was going to call them back but I do not want any more dust in the house because they just brought my clothes back today. I do not want the dust in my house anymore. It was a piece of drywall and I do not why they did not put it back.

### REVIEW

Sudhamohan M.  
Hawthorn Wds, IL  
Oct 25, 2018



I highly recommend them, I had no issues.

### REVIEW

Doris B.  
Mt Prospect, IL  
Aug 15, 2018



I can't thank the employees enough for their honesty with my belongings, concern for my needs and careful return of my things after a fire in my home. They did their best to satisfy all of my concerns.

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Joe T.  
Chicago, IL  
Jul 16, 2018



The representative and crew were very helpful in answering my questions. The crew was very careful not to damage any personal items as they were ripping out the drywall. The only thing I wish they've done better is check every area of the floor the work was being done to make sure all debris and drywall dust was cleaned up. I found in the corner of my room that there was some drywall dust still visible from a few feet away. It's no biggie.

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### REVIEW

T.S.J.  
Hoopeston, IL  
Jun 22, 2018



It is great to have a trade attend to details and carry out everything well. Obviously when something needs restoration, it is always stressful, but this company is way above the curve. What they say, they do and they do what is needed,

### REVIEW

Owais S.  
Naperville, IL  
Jun 11, 2018



Quick response, but damaged a bunch of stuff, were unresponsive to emails and did not reimburse for the damage they caused.

### REVIEW

Mark H.  
Downers Grove, IL  
May 29, 2018



They do great work.

### REVIEW

Tom K.  
Plainfield, IL  
Apr 17, 2018



The workmanship and quality of work was excellent. Need more help that speaks English. Mark was very helpful and always responded to my requests. Dave, on the other hand, not so much.

### REVIEW

Robert S.  
West Dundee, IL  
Apr 17, 2018



David Weinheimer was the construction project manager. He and his crew went out of their way to make sure that everything got completed.

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REVIEW

Stanley S.  
Chicago, IL  
Mar 06, 2018



Great people to do business with

REVIEW

James T.  
Addison, IL  
Mar 05, 2018



Very happy with the service.

REVIEW

Larry N.  
Chicago, IL  
Jan 17, 2018



They were very professional.

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