

CUSTOMER FEEDBACK REPORT *for* Assurance Cleaning and Restoration

3740 Stern Ave
St. Charles , IL 60174
(630) 444-3600

REVIEW

Linda W.
CHICAGO, IL
Aug 18, 2020



My work was done during the winter. In Chicago the winters are very hard. It's cold, there is ice and a lot of snow. They worked around all of this to get the job done. They did it in an efficient and professional way.

GUILDMEMBER SINCE 2015

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

REVIEW

Amber L.
CHICAGO, IL
May 15, 2020



The team is extremely helpful!

REVIEW

Sarah S.
CHICAGO, IL
Apr 07, 2020



They have been wonderful.

REVIEW

D.S.-.
NEW LENOX, IL
Oct 10, 2019



I do not feel that they were professional. They also did not communicate and acted that they did not know how to do the painting job. The project dragged out longer than it was supposed to.

REVIEW

Willy J.
GLENVIEW, IL
Oct 10, 2019



I enjoyed working with a lot of the workers. They were efficient and thorough, and took care of my stuff when packing it and bring back in.

REVIEW

Barbara D.
CHICAGO, IL
Aug 15, 2019



The contractor, Peter, was very professional, very nice and explained everything that would be done at my home. I would give him a raise.

REVIEW

Roberta H.
LA GRANGE, IL
Aug 08, 2019



I am satisfied with everything. Really, really proud of my new garage.

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Hector D.
JOLIET, IL
Mar 10, 2019



Incredible team, from the ownership to the entire team, the care to the detail was simply amazing

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REVIEW

Nick E.
Wheaton, IL
Feb 03, 2019



Unbelievable experience during a very hectic time. They were so friendly and empathatic to the disruption we we're experiencing in our lives. They did a great job remediating the smoke damage and cleaning our home. They have great people and I could tell their company cutlture was strong and people focused. Highly recommend them. Very responsive to our needs.

REVIEW

Mamta G.
Oak Brook, IL
Nov 23, 2018



It was a terrible experience working with Assurance Cleaning. They have the blessings of the insurance company so they don't feel responsible to the customer.

REVIEW

Leslie S.
Hoffman Est, IL
Oct 25, 2018



Allstate covered the problem and hired this contractor and I am satisfeid with the whole process.

REVIEW

Lula M.
Chicago, IL
Sep 12, 2018



Assurance Cleaning and Restoration, LLC is very unprofessional. It seems to me that they don't take their work seriously. Some of their workers admitted to me that they steal things when they go into peoples homes. I would never recommend them to anybody.

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Pat F.
Riverside, IL
Sep 07, 2018



I was very pleased with Assurance Cleaning and Restoration, I will hire them again. The work and clean up was exceptional. I have a small house and they had to move furniture everyday to work on the ceiling and did it very carefully. The work was great, to get a plasterer, and people to prep the area, and finish it was a task alone. And Lee did a super job he takes pride in his work, his company and respects his workers. He came out several times to check on the work, which I appreciated to see that he cared about the job. It makes a difference when the owner cares enough to follow up. I recommend Assurance Cleaning and Restoration and Lee very highly. Thank you for the new ceiling and great paint job.

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REVIEW

Gerald V.
Tinley Park, IL
Aug 13, 2018



Excellent and professional service. On time, courteous and did a fantastic job. Would highly recommend.

REVIEW

Christine S.
Oak Lawn, IL
Jul 10, 2018



I could not have been more pleased. They were so courteous. There's nothing I could complain about them.

REVIEW

Allentine R.
Chicago, IL
Jun 18, 2018



They were very professional and courteous. They do excellent work.

REVIEW

Donald E.
Cary, IL
May 23, 2018



We were very pleased with all the work that was done and would recommend them without reservation.

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REVIEW

Mcdonald K.
Elmhurst, IL
Apr 15, 2018



they screwed up my tile supports but I have no proof, but I will be contacting the BBB

REVIEW

Abed R.
Willowbrook, IL
Mar 10, 2018



I had an very large reconstruction of the entire home and was very nervous. Peter W. from Assurance is the person i would trust for any job. Honest, ethical and stands by his work. Really happy and will recommend.

REVIEW

Gabrielle T.
Chicago, IL
Feb 16, 2018



Friendly service and very professional. I appreciated the fact that they explained everything from the first day through the entire process. From the first phone call that I made to the office through the whole thing, they were very professional. They were great.

REVIEW

Dana B.
Naperville, IL
Feb 11, 2018



The team was extremely professional, courteous and accommodating. They did a great job with excellent attention to detail. Treated our home as if it were their own.

REVIEW

David K.
Loves Park, IL
Jul 07, 2017



They fulfilled my exceptions for recovery of my possessions due to my catastrophic event.

REVIEW

Charles B.
Chicago, IL
May 09, 2017



They didn't explained the process before beginning removing items from my garage. They was courteous. But they did not itemize all the items in my garage.

REVIEW

Joanne P.
Chicago, IL
Jan 18, 2017



They did excellent work. I have no complaints.

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REVIEW

Jacqueline C.
Chicago, IL
Aug 31, 2016



Assurance Restoration and Construction was professional, nice, and did great work. I would use them again.

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REVIEW

Manza F.
Oak Park, IL
Jun 09, 2016



Assurance Cleaning and Restoration is the best. I was amazed at the wonderful work that Assurance Cleaning and Restoration did. They cleaned everything beautifully.

REVIEW

Frank Z.
Riverside, IL
Jun 07, 2016



This was a horrendous experience. Bathroom tile was not properly installed, family room carpeting was not ordered correctly, had to call a superior to get things redone.

REVIEW

Rebecca O.
Glen Ellyn, IL
Jun 06, 2016



They were extremely professional and respectful.

REVIEW

Urias C.
Hanover Park, IL
Mar 15, 2016



Great job....