

CUSTOMER FEEDBACK REPORT *for* Chesley Fence Inc



REVIEW

Susan M.
Maryville, IL
Dec 28, 2019



This is the third fence that Chesley has installed for me. They do a fantastic job! I would highly recommend them.

Comment from Chesley Fence Inc

THANK YOU!

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 236-2229

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Chesley Fence Inc relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Chesley Fence Inc in Belleville, IL; O'fallon, IL; Edwardsville, IL; Mascoutah, IL; Troy, IL; Collinsville, IL; Swansea, IL; Glen Carbon, IL; Maryville, IL; Shiloh, IL; and 78 other cities in Illinois and Missouri.

REVIEW

J.D.D.
Belleville, IL
Dec 24, 2019



The Chesley Fence team of two men, Craig and Dave were professionals. their attention to detail and the exact measurements to complete this massive deck of 800 square feet was a true accomplishment. Congratulations to Tom, Kevin, Craig and Dave for a job well done.

Comment from Chesley Fence Inc

Thank you for the kind words.

REVIEW

Tom B.
O'Fallon, IL
Dec 19, 2019



Satisfaction beyond my expectations. I am so pleased. They are the best.

Comment from Chesley Fence Inc

Thank you Mr. Brennan.

REVIEW

Dianna B.
Millstadt, IL
Dec 16, 2019



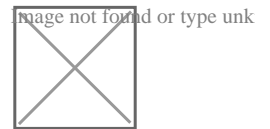
I only regret that I didn't have them do my other handrails. They were fantastic!

Comment from Chesley Fence Inc

Thank you for the kind words.

CUSTOMER FEEDBACK REPORT *for*

Chesley Fence Inc



REVIEW

Kyle M.
Glen Carbon, IL
Nov 23, 2019



The work was great, it's a pricey but very nice fence. It took months to get on their calendar to do the work and when they did come out and do it, there was only one guy who did almost all of the work. He was a rock star worker and I like the fence. Getting it was a difficult process.

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REVIEW

Roger S.
Freeburg, IL
Nov 19, 2019



They did a great job on our project and we were extremely satisfied!

Comment from Chesley Fence Inc

Thank you for the kind words.

REVIEW

Angie G.
Troy, IL
Nov 18, 2019



Chesley Fence did an absolutely great job. I will highly recommend them to anyone.

Comment from Chesley Fence Inc

Thank you for the kind words.

REVIEW

Joel S.
Mascoutah, IL
Nov 13, 2019



Overall workmanship was good. Some problems with arriving on schedule and communication. We weren't informed that a buried cable had been hit during installation. We had to call the cable company ourselves, and when I called Chesley the next day, they said they had been informed by the install crew. Why was I not informed?

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REVIEW

Harold S.
Belleville, IL
Nov 10, 2019



We had a great experience with Chelsey, they were very professional and courteous. The quality of the fence was high. I would definitely recommend them!

Comment from Chesley Fence Inc

Thank you!

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REVIEW

Nathan K.
Freeburg, IL
Oct 29, 2019



Their communication was great with the schedule. They got delayed on some jobs but were always communicating with us and letting us know!

Comment from Chesley Fence Inc

Thank you!

REVIEW

Chris A.
Waterloo, IL
Sep 30, 2019



Chesley Fencing did a wonderful job at installing my fence it looks great. My only complaint was scheduling. If you can be patient, it is a nice fence and they do a good job.

REVIEW

Richard W.
Smithton, IL
Sep 08, 2019



I signed a contract in May. The work was finished on Labor Day. The excuse for the delays was always "THE WEATHER." The CREW was a one man installer named Mike. He was OUTSTANDING and his work is FLAWLESS! Very happy with his work. Impressed me when he finished the job on Labor Day. Chesley is a well known company and I was disappointed with all the delays. I was so pissed with their excuses! Sorry Chesley that's my opinion..

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Chesley Fence Inc



REVIEW

Ingrid H.
Glen Carbon, IL
Aug 17, 2019



From Tom Chesley, Jim Peale to the foreman Pedro the customer service and work done was fantastic. Your receptionist is also very sweet and helpful! I am sorry I don't have her name. I really appreciated Jim's regular phone calls keeping me updated about the scheduling and Pedro's care to make sure he got the fence and gates in the way we wanted.

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REVIEW

Don S.
Millstadt, IL
Aug 16, 2019



I was very pleased with the service. They were timely and did exactly as we discussed. They did an exceptional job.

Comment from Chesley Fence Inc

Thank you!

REVIEW

Ray K.
Maryville, IL
Aug 09, 2019



The installation crew were awesome. Job was done in a timely manner Workmanship was great.. We were told 5 to 6 weeks. It took 12 weeks to get fence. Once you sign contract and pay half down they have you and can do whatever they want. We signed late March early April our fence was installed the last week of July. Not happy with that. If you can wait till they get around to you go for it.

REVIEW

Scott L.
O'Fallon, IL
Aug 05, 2019



Boards are starting to warp already and one of the boards is separating from the screws.

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REVIEW

Toni T.
Collinsville, IL
Jun 30, 2019



I love my new fence and would definitely go to them again for another project

Comment from Chesley Fence Inc

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REVIEW

Annalee B.
Dupo, IL
Jun 28, 2019



We were very satisfied. The installation crew was outstanding.

Comment from Chesley Fence Inc

Thank you!

REVIEW

Ron K.
Millstadt, IL
Jun 24, 2019



sal grosse ,electrician was very efficient and answered our questions and helped us avoid a mistake with a ceiling fan.

Comment from Chesley Fence Inc

Thank you!

REVIEW

Eric T.
O'Fallon, IL
Jun 17, 2019



Professional, courteous, and easy to work with.

REVIEW

Scott J.
O'Fallon, IL
Jun 12, 2019



LOVE our new fence! Staff was wonderful to work with, communication was great, product is amazing! Dog is happy so we are happy! Would highly recommend!

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REVIEW

C.B.J.
Troy, IL
Apr 15, 2019



Everything was done professionally. They kept in touch, contacted me every 2 weeks letting me know of the progress, and I was very satisfied.

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REVIEW

Bill E.
Troy, IL
Apr 15, 2019



They were outstanding people! The crew that came in here, they were really good. They brought in an extra man, and they worked on a Saturday. Those 3 men came out and got it done in 1 day. They were so polite to my wife and I, every one of them. They worked continuously. Just an outstanding crew!

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REVIEW

Elliott G.
Belleville, IL
Apr 02, 2019



They installed my privacy fence 29 years ago and it has withstood many of mother nature's wonders. I can not think of any better contractor then them. All the Best and continue the great work.

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REVIEW

Lisa M.
Waterloo, IL
Mar 31, 2019



We are very happy we chose Chelsey Fence Inc. for our fence. They kept in touch with us regarding the install scheduling due to the weather. We had the black aluminum 2 rail fence installed and it looks beautiful. We received compliments the day of the install from a couple of neighbors. I would definitely recommend Chelsey Fence Inc.

REVIEW

Donna M.
Maryville, IL
Feb 06, 2019



I have had to have fence and lock repaired. Less than 3 months after installation. I feel I should receive extended warranty for any future issues. Have had repaired at least 3 times. I would have been furious if my dog had gotten out. The main reason I installed fence was my dog.

CUSTOMER FEEDBACK REPORT *for*

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REVIEW

Lorraine W.
Waterloo, IL
Jan 15, 2019



I am very proud. The fence is beautiful. I love working with Chesley Fence.

Comment from Chesley Fence Inc

Thank you!

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REVIEW

David Q.
Belleville, IL
Dec 14, 2018



It was a very timely install as quoted and we had excellent customer service. It was installed quickly.

REVIEW

Crystal J.
Belleville, IL
Dec 01, 2018



The maintenance guys were all really nice and extremely friendly, and did a beautiful job.

Comment from Chesley Fence Inc

Thank you for your response.