

# CUSTOMER FEEDBACK REPORT *for* JACOB FAMILY 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 State Route  
161  
Fairview Heights , IL 62208  
(800) 222-6676

## GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, JACOB FAMILY INC relies on our customer surveying to help them deliver an exceptional customer experience.

## REVIEW

Bill H.  
Granite City, IL  
Dec 27, 2019



This was to be installed several weeks earlier, and our order was found on a desk and had not even been ordered.

Comment from Jacob Sunroom & Exteriors

Our apologies. This happened at the manufacturer so was out of our control.

## 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

Donna G.  
O'Fallon, MO  
Dec 23, 2019



I felt they did everything right for me and tried to make e happy. I am happy and thought it was a good deal.

Comment from Jacob Showers & Baths

Thank you!

CUSTOMER FEEDBACK REPORT *for*  
**JACOB FAMILY INC**



REVIEW

Richard B.  
Medora, IL  
Dec 19, 2019  
★★★★★

We are always very happy with their work.

Comment from Jacob Sunroom & Exteriors

Thank you for the kind words.

9723 West State Route  
161  
Fairview Heights , IL 62208  
(800) 222-6676

**GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, JACOB FAMILY INC relies on our customer surveying to help them deliver an exceptional customer experience.

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

Ray B.  
O'Fallon, IL  
Dec 18, 2019  
★★★★★

We love our sunroom, the Jacob employees were great, wish we would have done it years ago.

Comment from Jacob Sunroom & Exteriors

Thank you. We are happy you love it!

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

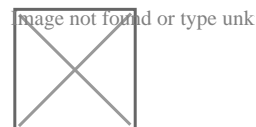
Thank you for the kind words.

REVIEW

Dan B.  
Kirkwood, MO  
Dec 12, 2019  
★★★★★

Installation was on-time. The tub-to-shower conversion transformed the entire shower experience. I especially like the safety bars and fold-down shower seat!

CUSTOMER FEEDBACK REPORT *for*  
**JACOB FAMILY INC**



REVIEW

Bill H.  
New Athens, IL  
Dec 06, 2019



I had difficulty getting a contractor to come out to my little village, two came out and never called back. The team at Jacob responded well (I went directly to the office/showroom after doing an on-line search and check). They were on time, an important issue to this retired military man. The cost was at the high end of the scale but it truly has been a "get what you pay for" experience. I thought the deposit was reasonable. It was a cash purchase so the agreement was easy for all of us. I have two more projects for them to begin, one of which will start in 4 days (more to come).

9723 West State Route  
161  
Fairview Heights , IL 62208  
(800) 222-6676

**GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, JACOB FAMILY INC relies on our customer surveying to help them deliver an exceptional customer experience.

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.

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.

CUSTOMER FEEDBACK REPORT *for*  
**JACOB FAMILY INC**



REVIEW

Charles M.  
Granite City, IL  
Nov 15, 2019



Our installer, Bob, was here for 12 hours n never once stopped. I would give him 5 stars+, he was friendly, courteous n efficient. Gave us a beautiful new walk-in shower n installed a new toilet n sink faucets for us.

9723 West State Route  
161  
Fairview Heights , IL 62208  
(800) 222-6676

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?

**GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, JACOB FAMILY INC relies on our customer surveying to help them deliver an exceptional customer experience.

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!

REVIEW

Art Y.  
Staunton, IL  
Nov 06, 2019



I thought they were excellent. It was an excellent job. Joe was very nice and personable. He did a super job. I went from a bathroom I couldn't use to one that I could, and I love it.

REVIEW

Nathan K.  
Freeburg, IL  
Oct 29, 2019

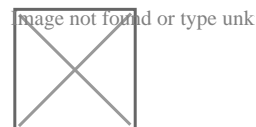


Their communication was great with the schedule. They got delayed on some jobs but were always communicating with us and letting us know!

Comment from Chesley Fence Inc

Thank you!

CUSTOMER FEEDBACK REPORT *for*  
**JACOB FAMILY INC**



REVIEW

Terri Z.  
Glen Carbon, IL  
Oct 27, 2019  
★★★★★

We have used Jacob Sunroom and Exteriors for two projects. They just make the process easy from the first contact to get the bid to the install of the product. We trust they will do the project right the first time and if we have any issues they will handle. The staff is wonderful to work with in all departments.

9723 West State Route  
161  
Fairview Heights , IL 62208  
(800) 222-6676

**GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, JACOB FAMILY INC relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Willie M.  
St Louis, MO  
Oct 21, 2019  
★★★★★

They did a wonderful job.

REVIEW

Frank W.  
Godfrey, IL  
Oct 21, 2019  
★★★★★

The installer was very informative as he did the work. We had a minor problem that someone had to come fix. He was very prompt and professional.

REVIEW

Adrienne C.  
E St Louis, IL  
Oct 21, 2019  
★★★★★

The work was done quickly, very organized, and they were very professional.

REVIEW

Patrick C.  
Belleville, IL  
Oct 21, 2019  
★★★★★

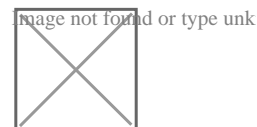
Very happy with my new windows installed by Jacob!! Had original windows that needed to go and the new ones totally transformed the area and I can't wait to put in more windows

REVIEW

Theresa H.  
Creve Coeur, MO  
Oct 18, 2019  
★★★★★

The crew at Jacob Sunroom & Exteriors came in as promised and did an excellent job with installing my fascia and soffit and completed the job in 2 days. Also, they did a great job cleaning up.

# CUSTOMER FEEDBACK REPORT *for* JACOB FAMILY INC



## REVIEW

Harriett K.  
Ofallon, IL  
Oct 17, 2019



They were very professional. They did an excellent job of installing a walk in shower for us. Thank you

Comment from Jacob Showers & Baths

Thank you for the kind words.

9723 West State Route  
161

Fairview Heights , IL 62208  
(800) 222-6676

## GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, JACOB FAMILY INC relies on our customer surveying to help them deliver an exceptional customer experience.

## REVIEW

William W.  
Glen Carbon, IL  
Oct 16, 2019



Everyone we dealt with was friendly and professional. The job was done on time and quickly. We love our new shower.

Comment from Jacob Showers & Baths

Thank you for the kind words.

## REVIEW

Michelle M.  
Belleville, IL  
Oct 15, 2019



I am very pleased with the windows used, the workmanship, and the installer! They did an excellent job!

Comment from Jacob Sunroom & Exteriors

Thank you for the kind words!

## REVIEW

Virginia H.  
Belleville, IL  
Sep 30, 2019

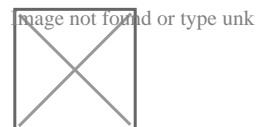


Joe was great. He was timely, worked hard (not sure if he even took breaks). Joe gladly accommodated my special requests and worked around my needs. When an issue was found a few days after the job was completed, he responded immediately. Joe went out of his way to use a material of my choice to revolve the issue. If all employees are like him, I will definitely call Jacob for future needs.

Comment from Jacob Showers & Baths

Thank you, Virginia, for the kind words.

CUSTOMER FEEDBACK REPORT *for*  
**JACOB FAMILY INC**



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.

9723 West State Route  
161  
Fairview Heights , IL 62208  
(800) 222-6676

REVIEW

Cameron S.  
Arnold, MO  
Sep 27, 2019



Keith, the installation manager goes above and beyond to make sure you receive the quality product that you need, even if it means bringing in a different manufactured tub.

**GUILDMEMBER SINCE 2018**

As a GuildQuality Guildmember, JACOB FAMILY INC relies on our customer surveying to help them deliver an exceptional customer experience.

Comment from Jacob Showers & Baths

Thank you.