

# Acclaim Renovations & Design

## Customer Feedback Summary

Of 295 customers surveyed, 203 responded



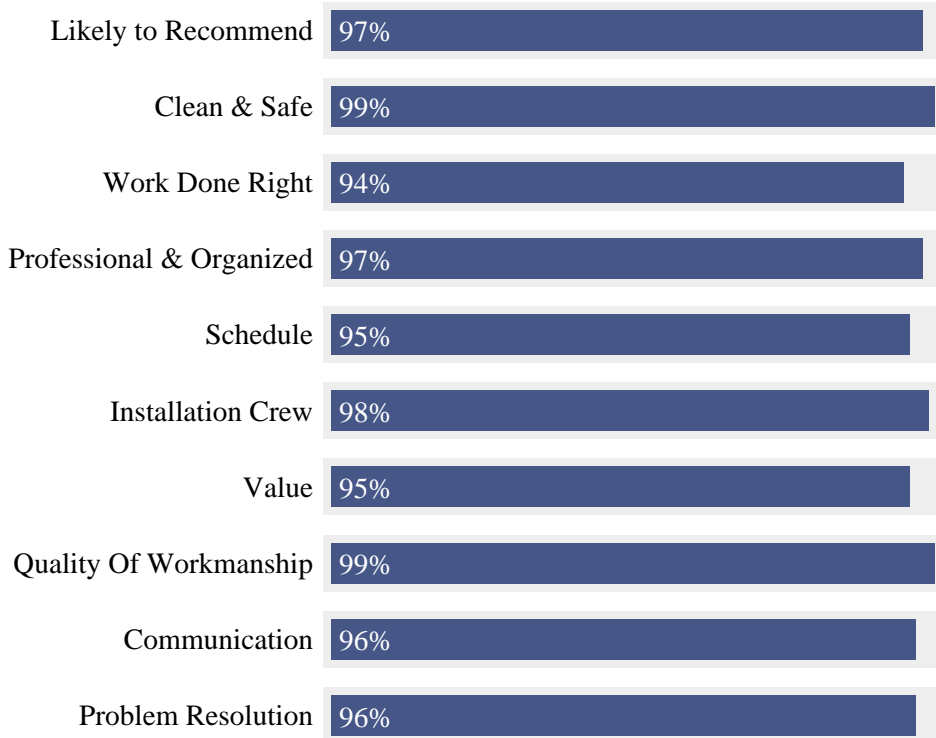
8550 East Avenue  
Mentor , OH 44060  
(440) 974-7978  
[www.AcclaimReno.com](http://www.AcclaimReno.com)

### GUILDMEMBER SINCE 2014

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We have surveyed customers on behalf of Acclaim Renovations & Design in Mentor, OH; Euclid, OH; Concord Twp, OH; Cleveland, OH; Mentor On The Lake, OH; Willoughby, OH; Lyndhurst, OH; Painesville, OH; Chesterland, OH; Beachwood, OH; and 57 other cities in Ohio.

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## Recent Reviews & Published Comments

### REVIEW

Chris D.  
Macedonia, OH  
May 04, 2019



Acclaim combined their professional experience and our preferences to make the design process enjoyable and the results phenomenal. Every step of the way, there was constant communication, quality workmanship, and true professionalism. Both the workers and office staff were a pleasure to work with. We...

### COMMENT

Additional Comment  
Mar 01, 2019

I can not say enough about everyone involved in this project from the owner, to the designers, to the workers completing the work. This was by far the most positive experience I have had in completing a major project at our home.

# Acclaim Renovations & Design

REVIEW

Art I.

Mentor, OH

Mar 01, 2019



This was by far the best renovation experience I have ever had. Acclaim does an excellent job. The workers are prompt every day and obtain a very high level of excellence in completing the job. I can not say enough about this organization.

Comment from Acclaim Renovations & Design

Art, Thank you for taking the time to post your comments. You & Cheryl were wonderful to work with and I hope we do it again some day. Your kitchen is AWESOME! Please be sure to mention Acclaim to your friends & family.

COMMENT

Additional Comment

Jan 19, 2019

Everyone from the president Bob Gallese, his office staff and the professional installers

COMMENT

Additional Comment

Jan 19, 2019

The craftsmanship and professionalism. They scheduled us for demo and installation and were on time

REVIEW

Gino L.

Painesville, OH

Jan 19, 2019



Acclaim Renovations & Design did a fabulous job remodeling our kitchen. The workmanship was fantastic, the professional attitude was awesome. I highly recommend them for any remodeling in your house. We were very happy with the outcome of our kitchen. Thank you Acclaim Renovations & Design

Comment from Acclaim Renovations & Design

Gino & Cherie, Thank you for taking the time to post your comments as it helps me to understand what we are doing right and what corrections are needed. It was a pleasure working with you to update your kitchen. Thank you for placing your trust in my team & I.



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REVIEW

Dave N.  
Mentor, OH  
Jan 17, 2019  
★★★★★

I've worked with other contractors in the past. Acclaim was our best experience. We have other projects under consideration and will be contacting Acclaim when we are ready to move forward.

COMMENT

Additional Comment  
Jan 02, 2019

One of the most professional companies I've ever dealt with.

COMMENT

Additional Comment  
Jan 02, 2019

I would like to recognize Dennis, the finisher. Very fine craftsman and jack of all trades. Mark, the designer gave us great advice. Debbie, who we communicated through, she was very east to deal with and professional. Bob, the owner was very fair in pricing and did a fabulous job in steering the ship....

COMMENT

Additional Comment  
Jan 02, 2019

I was most satisfied with the help they gave in the planning part. Coming up with colors and styles. Improvements over previous plans. The workmanship was exquisite. We bought some top shelf stuff. They did an extremely professional job.

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CUSTOMER FEEDBACK REPORT *for*

# Acclaim Renovations & Design

REVIEW

John W.  
Mentor, OH  
Jan 02, 2019



They did a fabulous job, their designer Mark was excellent he came up with design we didn't even think about. The workman were great, they were masters. Everything was level and clean. We could not have been more delighted.

Comment from Acclaim Renovations & Design

Debbie, Thank you for taking time to post your comments. I know that you and John dealt with another company early on in the planning stage which did not go well and you were leery. I recall our first meeting when you stopped in my showroom because you wanted you get a feel for Acclaim Renovations. The rest is history! I can't express how happy I am that you chose my company and what a delight it has been getting to know you and John! Both of you always engaged our ideas and comments as we did yours. In the end, the decisions made were spot on concerning all aspects of design, material selections, finishes, etc. The end result is a home with a kitchen, dining room, and family room that flow from one to the other seamlessly. We are very proud of what was accomplished in your home as I know you and John are, also! Both of you are super people which is difficult to find in this day and age. Thank you for placing your trust in my team and I. We LOVED every minute working with you both.

COMMENT

Additional Comment  
Nov 14, 2018

None at all



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### REVIEW

Jim S.  
Eastlake, OH  
Nov 14, 2018



All work was completed as described, on time and on budget

### COMMENT

Additional Comment  
Nov 13, 2018

The door is exactly what we'd ordered, and even though we live in an old house, Bill made the needed adjustments, and before he left, Bill made sure the old door fit into its new space like a glove.

### REVIEW

Gary S.  
Euclid, OH  
Nov 13, 2018



We had a second floor storm door replaced. When the installer arrived, he had the exact door we had ordered and quickly and professionally took out the old door and put in the new one. He'd obviously done this before. We're very pleased with our new door.

### COMMENT

Additional Comment  
Nov 13, 2018

It's really a great team effort.

### COMMENT

Additional Comment  
Nov 13, 2018

I am a repeat customer. They have always done a good job.

### REVIEW

Jerry J.  
Euclid, OH  
Jun 19, 2018



The quality of the design, materials and workmanship is terrific. We were able to work within our budget. The work was completed in a shorter time than was expected. We have a fantastic new kitchen!

### COMMENT

Additional Comment  
Jun 04, 2018

We really enjoyed all the people that worked on the renovation. Mark was very helpful in his role as designer and Brian was so skilled in cutting and placing of the tile and cabinet molding.

# Acclaim Renovations & Design



COMMENT

Additional Comment  
Jun 04, 2018

They didn't fall short of our expectations, but we were hesitant about spending so much money on the renovation. We may have been able to find another company to do the work for less, but the result may not have been as exceptional in quality, so we are glad we made the decision to have Acclaim do the renovation.

COMMENT

Additional Comment  
Jun 04, 2018

We enjoyed working with Mark in designing the kitchen renovations and the Co-Construct website was extremely helpful in communicating back and forth with all the choices we needed to make.

REVIEW

Tom P.  
Mentor, OH  
Jun 04, 2018



We were very happy with the kitchen renovation that Acclaim did for us. The price was high, but the workmanship was top quality and the people were friendly and responsive to our needs and desires.

Comment from Acclaim Renovations & Design

Tom & Debbie, Thank you for taking the time to post your feedback. Your kitchen looks amazing due to the excellent choices made! It was a pleasure working with you. I'm surprised to see the 3-star rating for Likely To Recommend. What do you feel we could have done better? Lower price? Fit and finish? I always want to learn what we can improve upon in order to make us a better company. Thank you, again, for choosing us for your project.

COMMENT

Additional Comment  
May 11, 2018

Very impressed and comfortable with their recommendations

COMMENT

Additional Comment  
May 11, 2018

Every day before they left everything was cleaned and put away. They laid the floor protection in the house where they walked.

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COMMENT

Additional Comment  
May 11, 2018

considerate and pleasant

REVIEW

Ron S.  
Harpersfield, OH  
May 11, 2018



The entire process was professional, organized, and well run. Everything was very clear up front so we encountered no surprises throughout the project. materials and options were discussed up front and entire decor and layout reflected our wants and their experience. Very satisfied and will recommend to others.

Comment from Acclaim Renovations & Design

Ron & Julie, Thank you so much for your kind words! All of us enjoyed working with both of you while transforming your bathroom into a spectacular looking room. Julie, great job on turning the old dresser into a vanity, looks phenomenal. Ron, thank you for helping us learn the ins & outs of the home before we began the work. It made our job a little easier.

COMMENT

Additional Comment  
May 08, 2018

I was most satisfied with how we were not dealing with subcontractors. They employee their own craftsman and we knew these guys from previous projects. We know they will do their very best and we appreciate that.

COMMENT

Additional Comment  
May 08, 2018

Absolutely!

REVIEW

Fred A.  
Highland Heights, OH  
May 08, 2018



We have used them before and we will definitely use them again in the future as project needs arise.

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COMMENT

Additional Comment  
May 03, 2018

I was most satisfied with the quality work.



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