

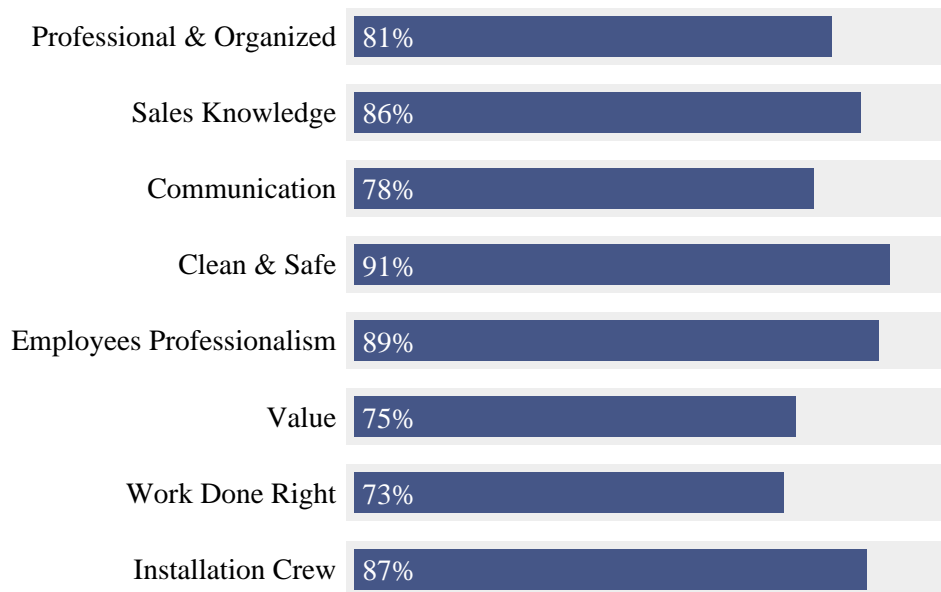
Alliance Disaster Kleenup



2350 Foster Avenue
Wheeling , IL 60090
(847) 205-2100
www.alliancedk.com

Customer Feedback Summary

Of 199 customers surveyed, 70 responded



GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Alliance Disaster Kleenup relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Alliance Disaster Kleenup in Chicago, IL; Highland Park, IL; Plainfield, IL; Aurora, IL; Vernon Hills, IL; Woodstock, IL; Crystal Lake, IL; Buffalo Grove, IL; Libertyville, IL; Northbrook, IL; and 82 other cities in Illinois, Texas, Wisconsin, Florida, Mississippi, and 1 other state.

In this report, Alliance Disaster Kleenup has published a summary of the customer feedback they've received since they joined GuildQuality in April 2017. In that time, 70 out of 199 customers (35%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

Recent Reviews & Published Comments

REVIEW

Doris N.
Vernon Hills, IL
May 03, 2019



The people at Alliance were uniformly professional, courteous and friendly, and seemed very caring. However, their systems are a mess. The staff seemed terribly overwhelmed, understaffed, and sometimes poorly trained. They are seriously in need of some investment in software to help them manage larger...

REVIEW

Adam S.
Northbrook, IL
Jun 22, 2018



They were great to work with, were professional, and I would recommend them to anyone. I would work with them again.



Alliance Disaster Kleenup

REVIEW

Lynn P.
Libertyville, IL
Jun 18, 2018



Ryan, my project manager, was wonderful to work with. He was extremely courteous & responsive to my needs. There were a couple of blips along the way, but they were dealt with in a timely fashion. I really am pleased with the results & would use Alliance again.

REVIEW

Scott B.
Libertyville, IL
Apr 26, 2018



I was very pleased. They did a good job. The adjuster did a great job, he was very helpful and we had a lot of changes along the way. He was very accommodating. Then Ron, the project manager, was phenomenal. He came in and provided a lot of supporting info because it was a tough time and a very big...

REVIEW

Jeanne S.
Lake in the Hills, IL
Dec 14, 2017



They were just wonderful.

REVIEW

Linda G.
West Dundee, IL
Dec 12, 2017



We were very pleased with their professionalism and thoroughness. I would recommend them to anyone.

REVIEW

Mike D.
Greenfield, WI
Oct 24, 2017



Things were sufficient for the situation.

REVIEW

Patricia K.
Joliet, IL
Oct 04, 2017



The people who work in the office and came to my home were courteous and helpful. It took a very long time, however, to begin the work.

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REVIEW

David K.
Loves Park, IL
Aug 08, 2017



My home repair was originally scheduled to be a 3-week job. It took 12 weeks to complete, mostly because work stopped on my repair multiple times and for weeks at a time after the job began. Once the initial drywall work had been completed, the subcontractors doing the remaining work left job after job...

REVIEW

Suzanne G.
Gulfport, MS
Aug 05, 2017



I live in south Mississippi and the home is in Algonquin, IL. Katie Guzzo and Ron Garbett were professional, friendly and very easy to work with via email or phone. Kept me up to date with the entire process until the job was completed, with photos along the way. My tenants are satisfied. Painless!!!

REVIEW

Daniel N.
Kenosha, WI
Jun 20, 2017



It was a big project. I didn't expect it to be finished in time, but I didn't expect it to be two and a half months late. They got paid top dollar, but in the end I don't think I got my money's worth.

COMMENT

Additional Comment
Mar 28, 2017

Everyone at Alliance Disaster Kleenup who worked on our project was great.

COMMENT

Additional Comment
Mar 28, 2017

I was most satisfied with their interaction and communication.

COMMENT

Additional Comment
Mar 27, 2017

I am most satisfied that they did a great job. They got everything done and were professionally.

REVIEW

DAVID B.
Chicago, IL
Mar 27, 2017



Alliance Disaster Kleenup did a great job. They are very efficient and did what they said they were going to do in a timely fashion.

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REVIEW

M.R
Cary, IL
Jan 26, 2017



I would advise anyone to do their homework before you hire this company.

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REVIEW

Ernest B.
Joliet, IL
Nov 07, 2016



Of all the scenarios that might have happened, it was the best possible scenario. We are extremely happy.