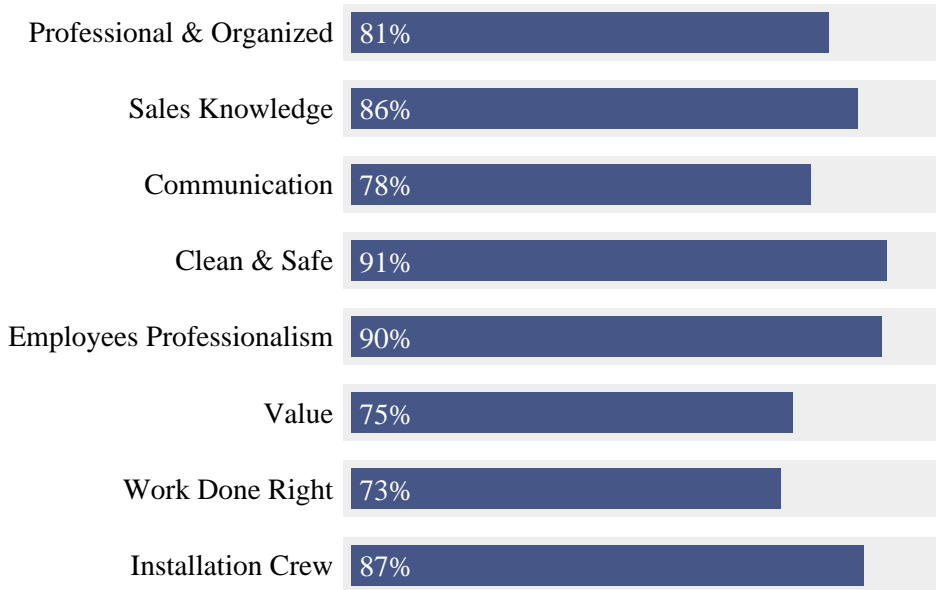


Alliance Disaster Kleenup



Customer Feedback Summary

Of 233 customers surveyed, 76 responded



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

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; Aurora, IL; Plainfield, IL; Highland Park, IL; Libertyville, IL; Buffalo Grove, IL; Woodstock, IL; Crystal Lake, IL; Vernon Hills, IL; Naperville, IL; and 97 other cities in Illinois, Texas, Florida, Wisconsin, Louisiana, and 1 other state.

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Recent Reviews & Published Comments

REVIEW

Sheila P.
Oak Brook, IL
Jul 16, 2019



Alliance is one company that does an excellent job with hand offs. It's a seamless transition between the experts, which is unique and special about this company. I really like that and how they handled the work.

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.

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.



Alliance Disaster Kleenup

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 mess. He was very helpful, heard what we asked for, and help us out a lot. If there was anything he wasn't able to do he explained very well and the original cleanup was great. Nothing but good things to say.

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 incomplete. I had to intervene and request the work be completed. I also had to point out obvious issues, like incomplete paint jobs and all sorts of details, such as replacing shelving in closets, etc.

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.

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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.

REVIEW

M.R
Cary, IL
Jan 26, 2017



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

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.

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