

CUSTOMER FEEDBACK REPORT *for*
Allstate Exteriors, Inc.



312 Lafayette St
London , OH 43140
(740) 506-6765
Allstate Exteriors

GUILDMEMBER SINCE 2019

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

We have surveyed customers on behalf of Allstate Exteriors, Inc. in London, OH; Columbus, OH; Springfield, OH; Chillicothe, OH; Dublin, OH; West Jefferson, OH; Galloway, OH; Dayton, OH; Marysville, OH; Westerville, OH; and 76 other cities in Ohio.

In this report, Allstate Exteriors, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in January 2019. In that time, 201 out of 486 customers (41%) responded to a GuildQuality satisfaction survey, with the most recent response in January 2019.

Customer Feedback Summary

Of 486 customers surveyed, 201 responded



Recent Reviews & Published Comments

REVIEW

Deb C.
New Carlisle, OH
Jan 09, 2019



Everybody was extremely polite! We could not have asked for a better experience! We are very pleased with the work.

Comment from Allstate Exteriors, Inc.

Thank you so much! Our goal is to give every customer the best experience possible! We are honored to help wonderful Central Ohio Homeowners like yourselves!!

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COMMENT
Additional Comment
Jan 09, 2019

Noah and the owner were exceptional. The lady in the office that I paid the deductible to was pleasant and professional. I think it was the owner's wife.

COMMENT
Additional Comment
Jan 09, 2019

I was the most satisfied with how they handled things. They were right there after I called. Noah really impressed me. I was happy with the owner too. He walked the roof for an hour and made them fix the issues.

COMMENT
Additional Comment
Jan 09, 2019

They are all over London. Everywhere you go you see their signs. You can't beat them. They know their stuff. They are very professional at it.

REVIEW
Sandra F.
London, OH
Jan 09, 2019
★★★★★

They did an excellent job. As far as the corning, it was excellent. There were a couple of issues, but the manager called them all back and made them redo the issues. My roof leaked on the inside and I had an issue in one of the bedrooms. In most places the ceilings are white but my ceilings are semi-gloss....

Comment from Allstate Exteriors, Inc.

While we make every effort to get the job done right the first time, there are human error issues that can come up. We take ownership of this flat paint issue, and would like to offer our sincere apologies for your inconvenience. We want to make sure all jobs get completed to perfection in the end. Please let us know if you experience any other issues, or have future needs.

COMMENT
Additional Comment
Jan 09, 2019

I was most satisfied with their professionalism. There was no high pressure. They just laid out the facts and that was what it was.

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COMMENT

Additional Comment
Jan 08, 2019

Everyone that I talked to, was very fine, polite, and courteous. I can't say anything negative at all.

COMMENT

Additional Comment
Jan 05, 2019

The salesperson was really good. He came out, met with my adjuster, and everything went smoothly.

COMMENT

Additional Comment
Jan 04, 2019

I was the most satisfied with Glen. He was our salesperson. He made sure that he documented everything and made sure they did everything that they were supposed to.

COMMENT

Additional Comment
Jan 04, 2019

The salesman and the crew were great! I will be calling them in a month, so I can have them install some new windows.

COMMENT

Additional Comment
Jan 02, 2019

I would use them again and definitely recommend them to anyone.

COMMENT

Additional Comment
Jan 02, 2019

I would like to recognize all of them, including the roofing crew. I didn't find one nail in my driveway or anything.

COMMENT

Additional Comment
Jan 02, 2019

They weren't pushy and they did what was best as far as venting, and heating cost. They explained everything.

REVIEW

Susan P.
Marysville, OH
Jan 02, 2019



The staff were very professional, friendly, like talking to an old friend. They steered me in the right direction, didn't lead me on and didn't make me buy something I couldn't afford. They went around my schedule because I work nights so they wouldn't be banging while I slept.

Comment from Allstate Exteriors, Inc.

We are so happy to hear you were pleased from top to bottom! This is exactly why we do what we do!
Thank You Susan!

COMMENT

Additional Comment
Jan 02, 2019

I was most satisfied with the quality of the product and the look, the improvement all around.

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REVIEW

Harvey C.
Columbus, OH
Jan 02, 2019



Check their work out before you sign off. I didn't find out about the hole until a couple months after that.

COMMENT

Additional Comment
Jan 02, 2019

I was most satisfied with the fact that we had a very significant rainfall during the installation and they very quickly covered the house. I was pleased with how quickly they responded to that.

COMMENT

Additional Comment
Jan 02, 2019

I was most satisfied with they were nice to work with and listened to my comment.

REVIEW

Linda W.
Centerburg, OH
Jan 02, 2019



They were very nice. Cleaned up properly and they were on time.

COMMENT

Additional Comment
Dec 22, 2018

Noah provided exceptional service.

REVIEW

Maureen S.
Springfield, OH
Dec 22, 2018



I'm glad I chose them!

COMMENT

Additional Comment
Dec 21, 2018

I would like to recognize Jeremy Woodruff.

COMMENT

Additional Comment
Dec 20, 2018

We had a gutter assembly that wasn't nailed completely to the fascia board, but they came out and fixed the issue within 24 hours.

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COMMENT

Additional Comment
Dec 20, 2018

I was most satisfied with how professional they were as far as clean up and addressing our issues right away. I had two follow up calls checking with us on their work after our issue was fixed. They follow up and communicate well. We had dealt with a window company issue from another company earlier...

REVIEW

Larry B.
London, OH
Dec 20, 2018



They were professional, cleaned up properly, and we really enjoyed their options for the shingles. The color and style of the shingles on the house look super nice!

COMMENT

Additional Comment
Dec 20, 2018

They did a great job and the clean up was amazing. There was nothing left in the yard, it was as if the roof just magically appeared!

COMMENT

Additional Comment
Dec 19, 2018

The agreed upon schedule was two days, but they took a week. Understandably so, because the construction for my building wasn't ready, so it's a compliment to them that they took longer. It's nothing against them; they actually went out of their way to complete the job better, but it did take longer.

COMMENT

Additional Comment
Dec 19, 2018

The foreman there did a very good job, and he did the job really well. He informed me of what was going on, and I already called the company about him, he did so well. Jeremy was good too, but he wasn't the foreman.

COMMENT

Additional Comment
Dec 19, 2018

I'm most satisfied with their troubleshooting; they just tackled several problems, and they saw through the end. They didn't cut corners. They did a professional job.

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REVIEW
Keith R.
Dec 19, 2018
★★★★★

They just did above and beyond. They were very good, and I'd recommend them to anyone.