

All States Home Improvement

Customer Feedback Summary

Of 632 customers surveyed, 367 responded



776 N. West St
Wichita , KS 67203
(316) 945-4389

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, All States Home Improvement relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of All States Home Improvement in Wichita, KS; Derby, KS; Mulvane, KS; Andover, KS; Bel Aire, KS; Rose Hill, KS; Winfield, KS; Hutchinson, KS; Goddard, KS; Valley Center, KS; and 56 other cities in Kansas.

In this report, All States Home Improvement has published a summary of the customer feedback they've received since they joined GuildQuality in August 2013. In that time, 367 out of 632 customers (58%) responded to a GuildQuality satisfaction survey, with the most recent response in January 2020.

Recent Reviews & Published Comments

REVIEW

Justin H.
Wichita, KS
Jul 31, 2019



We could not find a better quality job or price. They were fast and professional!

REVIEW

Scott E.
Wichita, KS
May 20, 2019



Lack of communication.

CUSTOMER FEEDBACK REPORT *for*

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REVIEW

Roger N.
Wichita, KS
Apr 26, 2019



I believe All States handles excellent products and do them all justice with there installation. From Sales to the Installation Crew, they were all professional and did what they said they would in a timely fashion. They operate with an old fashioned work ethic that takes care of their customer.

REVIEW

Albert M.
Benton, KS
Apr 24, 2019



All States Exteriors is an absolute joy to work with, everyone is professional, and their work is top notch. All work done in a timely manner. Definitely will invite them back to do other work.

REVIEW

Rob F.
Winfield, KS
Oct 16, 2018



Everybody was very nice and professional. It looks great, and they did a good job!

REVIEW

Mark S.
Wichita, KS
Sep 19, 2018



They do quality work and the products are better than I thought they would be. The warranties are worth it.

REVIEW

Danielle B.
Wichita, KS
May 03, 2018



The salesperson spent a lot of time listening to my needs and answered all of my questions.

REVIEW

Kim C.
Derby, KS
Apr 08, 2018



Excellent company. Staff was knowlegeable, friendly and well-trained.

REVIEW

Patricia H.
Wichita, KS
Mar 06, 2018



I totally recommend All States Exteriors all the way!

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REVIEW

Maynard R.
Wichita, KS
Dec 20, 2017



Overall, we're very impressed with them!

REVIEW

Cody V.
Wichita, KS
Nov 15, 2017



I am 100% satisfied with all aspects of the siding job on my house, from the first consultation through the final walkthrough.

REVIEW

Doug C.
Wichita, KS
Oct 27, 2017



Great communication, the crew on site was professional and the work looks great!

REVIEW

Don P.
Winfield, KS
Oct 24, 2017



We love our house and so glad we used the James Hardie product!

REVIEW

Clay S.
Wichita, KS
Aug 27, 2017



Professional from start to finish.

REVIEW

Taylor W.
Wichita, KS
Aug 25, 2017



This company doesn't even deserve a 1 star. They will rip you off and have you sign a contract that DOESNT include your down payment which isn't mentioned. Then they'll have the front desk lady harass you & leave rude voicemails. We won't be using this company ever again.

REVIEW

Robert R.
Wichita, KS
Aug 17, 2017



I was extremely happy with everyone including the people in the office. They were all top notch.

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REVIEW

Larry M.
Derby, KS
May 31, 2017



We made the right choice choosing All States Exteriors.

REVIEW

Patrick M.
Mulvane, KS
May 10, 2017



I got a quality product through Owens. All States installed a quality roof; but they could improve on their finishing work.

REVIEW

Kevin L.
Merriam, KS
Apr 05, 2017



We did suffer a little sticker shock at first, but All States' proposal was up to 30% less than others we received. And the quality of the work was top notch. No gotchas to pad the bill once started (at least in our case). Very, very pleased and have already recommended them to friends.

REVIEW

Michael R.
Wichita, KS
Jan 22, 2017



Overall a great experience. We are very pleased with the product we chose and couldn't be happier with the change in the appearance of our home. All the staff was professional and courteous at all times.

REVIEW

Ronald P.
Wichita, KS
Dec 20, 2016



Outstanding all around.

REVIEW

Gary W.
Haysville, KS
Dec 19, 2016



All States Exteriors do great work.

REVIEW

Harold C.
Wichita, KS
Dec 19, 2016



I was completely happy

All States Home Improvement

REVIEW

Robert C.
Andover, KS
Dec 13, 2016



The jobs (Window Replacement & Siding Replacement) were started and finished in the allotted window that All States Exteriors estimated, but some of the projects were not finished correctly. Windows were installed with a couple rips in the screen and the installer said they would let someone at All States Exteriors know and a new screen would be ordered. That never happened, I had to call to find out that there was no mention of the ripped screen. They sent out Jeff Ritchie to fix it and he did with no problem. I found that my Christmas decorations were all covered in lent because the dryer vent was not hooked back up to the outside. Lent was blowing into my storage room for +6 months after they put on new siding. Thankfully there is a 2 year workmanship warranty and they do honor it. The work looks good but it is the little things not being done that get on your nerves when you spend +30k on a couple of jobs. Pricing does not include additional sheets of plywood that might be need to be replaced. The profit margin on the job was over 50% but they could not include the cost of 3 sheets of plywood. The markup on the OSB plywood per sheet was (\$75 ASE charge / \$10.25 Lowes charge) = 731.70%, which I find to be a little over the top on pricing. No competitor charges for sheathing they factor it in their pricing at the time of the bid. All States Exteriors needs to reevaluate their spots on some of the additional charges.



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REVIEW

Bryon J.
Derby, KS
Dec 06, 2016



A very professional company. Would recommend them to anybody.

REVIEW

Bob T.
Wichita, KS
Dec 06, 2016



The product is excellent. The professionalism of the particular installation crew was not. I have now waited over a month for a couple of follow up issues to still be resolved. They are minor issues.

REVIEW

Edward L.
Winfield, KS
Oct 02, 2016



I was very pleased with the staff from All States. Once we agreed upon the work to be done things proceeded very quickly and smoothly. The crew that did the work was efficient and courteous and a joy to work with.

REVIEW

Heather G.
Wichita, KS
Sep 19, 2016



They were easy to work with and found solutions to a door and window problem we had. I would highly recommend them to anyone searching.

REVIEW

Tony H.
Wichita, KS
Apr 11, 2016



JEREMY AND THE ALL STATES CREW WERE ALL VERY PROFESSIONAL AND EFFICIENT. ARRIVED WHEN THEY SAID AND WORKED HARD WHEN ON OUR JOB SITE. MINIMAL DISRUPTION TO OUR LIFE, WHICH WAS VERY MUCH APPRECIATED.

COMMENT

Additional Comment
Mar 08, 2016

The lady who schedules everything and gives phone calls in advance because it's very helpful.