

CUSTOMER FEEDBACK REPORT *for*  
**The Cleary Company**

## Customer Feedback Summary

Of 434 customers surveyed, 285 responded



## Recent Reviews & Published Comments

**COMMENT**

Additional Comment  
Jan 07, 2020

In my limited experience they are somewhat more expensive than other general contractors we have worked with. However the quality and communication were very good and any problems we encountered were handled very well.



989A Old Henderson Rd  
Columbus , OH 43220  
(614) 459-4000  
The Cleary Company

### **GUILDMEMBER SINCE 2011**

As a GuildQuality Guildmember, The Cleary Company relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of The Cleary Company in Columbus, OH; Upper Arlington, OH; Powell, OH; Dublin, OH; Westerville, OH; Worthington, OH; Bexley, OH; Hilliard, OH; Delaware, OH; Grove City, OH; and 10 other cities in Ohio.

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# The Cleary Company



REVIEW

Brian M.  
Westerville, OH  
Jan 07, 2020



The project was adding a two car garage with a workshop, bathroom and kitchenette along with a breezeway connecting it to the main house. The entire process from initial meeting to final completion took about a year. The design team took in all our ideas and created a great plan for meeting our needs. The build took about 4 months in total. I was in almost daily communication with the team lead, Justin, through text and phone calls. They took care of all the subs and change orders. It was evident their goal was to give us the best experience they could while also meeting the needs of our project and their subs. Yes there were bumps in the road and delays but in the end we got what we wanted with little interruption to our daily lives. I feel like we spent more on the project than we would have with another contractor but that cost went into better systems and people to make the experience a good one. Cleary Company was recommended by a friend so I would also recommend them to a friend.

COMMENT

Additional Comment  
Nov 16, 2019

Thanks for great work!

COMMENT

Additional Comment  
Nov 16, 2019

They actually finished a few weeks early!

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REVIEW

Ann P.  
Columbus, OH  
Nov 16, 2019



The Cleary Company was a wonderful company to work with, as they were professional, helpful, experienced and excellent communicators. My husband and I were impressed with the quality of their work and we felt very comfortable with every team member and worker who walked into our home. Our bathroom projects went very well and we couldn't be more pleased with the finished product!

COMMENT

Additional Comment  
Nov 14, 2019

The care they showed the rest of my home was such a relief. Even though my bathroom was torn down to the bones the rest of my house was still relatively normal.

COMMENT

Additional Comment  
Oct 16, 2019

Throughout the process, we were very impressed with the communication, the knowledge of the team, the quality of workmanship. We will highly recommend The Cleary Group. There is no one better.

COMMENT

Additional Comment  
Oct 14, 2019

The people from the top to the bottom were good.

COMMENT

Additional Comment  
Sep 27, 2019

I was most satisfied with their professionalism, attention to detail and they were focused on the task at hand.

COMMENT

Additional Comment  
Sep 10, 2019

We had a lot of problems that arose with painting our cabinets. In the end, even though it ended up taking a lot longer, the issues were resolved and the Cleary Company did the right thing for us.

COMMENT

Additional Comment  
Aug 30, 2019

I was most satisfied with their design staff, Olivia especially. Quality is top notch and skill is top notch.

COMMENT

Additional Comment  
Aug 22, 2019

I would say for the most part the company is professional and courteous.

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REVIEW

Michael M.  
Worthington, OH  
Aug 22, 2019



An overall great experience! Would highly recommend The Cleary Company.

REVIEW

Molly G.  
Upper Arlington, OH  
Aug 06, 2019



I can't say enough about the team and the work. Mike, Jen and Laura were amazing. From working with Laura on the design (it is amazing) to the daily management, they made the process clear from the beginning, communicated regularly and we always felt comfortable. Mike was especially wonderful - he was there daily managing the team members in and out, if there are any issues, we never knew it. It was on time, on budget and exceeded our expectations. I would recommend them to anyone without hesitation!

COMMENT

Additional Comment  
Jul 31, 2019

I enjoyed the planning process. I think John and Greg did a great job and kept us informed. I also appreciated the end of the day cleanup.



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REVIEW

Joseph F.  
Grandview, OH  
Jul 31, 2019



The Cleary Company did an amazing job on our kitchen remodel. We interviewed several companies before deciding to use The Cleary Company. I appreciated their budgeting process and providing costs up front. We knew it was going to be an expensive project and we had only a few minor additional costs throughout the work. All the planning and legwork was completed prior to the project starting so there were no surprises. I appreciated the craftsmanship of their work. Being a full time working mom did not allow me to spend hours scanning Pinterest to design my space. The Cleary Company listened to our ideas, learned our tastes and style and took care of the project start to finish. I highly recommend The Cleary Company.

COMMENT

Additional Comment  
Jul 23, 2019

The design was top notch.

REVIEW

Sue A.  
Westerville, OH  
Jul 02, 2019



From start to finish everyone at the Cleary Company was extremely professional and courteous. All of the timelines were met and some items were actually completed ahead of schedule. If want quality work done, call the Cleary Company!

COMMENT

Additional Comment  
Jun 19, 2019

Laura was really great to work with. She nailed our style with her suggestions, and I think she did a fantastic job. I also really liked having Jonathan in our home.

COMMENT

Additional Comment  
May 13, 2019

I was most satisfied with the quality of the workmanship and the pleasant polite attitude there.

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REVIEW

Susy M.  
Upper Arlington, OH  
May 13, 2019



It was a very pleasant experience from start to finish.

COMMENT

Additional Comment  
Apr 24, 2019

George and all his employes were excellent and easy to talk to and answer any questions. I liked the rapporte they had with their contractors.

COMMENT

Additional Comment  
Mar 29, 2019

QualityDesign expertiseTeam workValued their input when trying to prioritize our various remodeling needs followed by their coordinating and organizing the overall project

REVIEW

Julie G.  
Upper Arlington, OH  
Mar 29, 2019



Impressed by The Cleary Company's design ideas, team work and overall quality.

COMMENT

Additional Comment  
Mar 27, 2019

Project started and completed in a timely matter. Friendly and approachable staff. Quality workmanship.

REVIEW

John B.  
Columbus, OH  
Mar 22, 2019



We looked at other builders and it was obvious from the start that the Cleary Co. was the best overall choice. We did not want any headaches, guessing or unwarranted delays in our project. Cleary Co. did not disappoint. We were happy and confident through the entire process.

COMMENT

Additional Comment  
Mar 21, 2019

The entire project was a great success. We love the end result and everyone who has seen it have been impressed with the results and have expressed what a great improvement it is to our house.

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COMMENT

Additional Comment  
Mar 16, 2019

The workmanship is excellent in everything that was done. And the workers were courteous and fine to have here. All details were well done. The end remodel exceeds my expectation !

COMMENT

Additional Comment  
Mar 15, 2019

The communication has always been great, the process is smooth, and the results are just what we wanted.

COMMENT

Additional Comment  
Mar 07, 2019

I love everything that they have done for us and am very happy.



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