

Chesley Fence Inc



COMMENT
Additional Comment
Dec 09, 2019

Yes, the gentlemen that installed my fence - he was very knowledgeable and kind and neat.

COMMENT
Additional Comment
Dec 09, 2019

I was kept informed of the installation schedule.

COMMENT
Additional Comment
Dec 09, 2019

I will recommend them for sure, with the only caveat being that if they are that busy (8-10week wait) maybe they should hire some more peeps. I know one very hard worker single handedly installed my fence. They are lucky to have him, but maybe they should get some more help. It was a loooooong wait.

COMMENT
Additional Comment
Dec 03, 2019

I would like to recognize the installers.

COMMENT
Additional Comment
Dec 03, 2019

I was most satisfied with the installation. I'm happy with the fence.

COMMENT
Additional Comment
Dec 03, 2019

It's a great fence. It looks even better than we imagined.

COMMENT
Additional Comment
Dec 03, 2019

Tom kept us informed on the time line. Shane was excellent.

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 236-2229

GUILDMEMBER SINCE 2018

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

We have surveyed customers on behalf of Chesley Fence Inc in Belleville, IL; O'fallon, IL; Edwardsville, IL; Mascoutah, IL; Collinsville, IL; Troy, IL; Swansea, IL; Glen Carbon, IL; Maryville, IL; Shiloh, IL; and 78 other cities in Illinois and Missouri.

In this report, Chesley Fence Inc has published a summary of the customer feedback they've received since they joined GuildQuality in June 2018. In that time, 317 out of 565 customers (56%) responded to a GuildQuality satisfaction survey, with the most recent response in December 2019.

Chesley Fence Inc



COMMENT

Additional Comment
Dec 03, 2019

When the crew came out to deliver the materials, they used the one gate in our old fence to bring them in. That gate is not visible to us other than physically walking around the house. I SPECIFICALLY asked them to be SURE TO SHUT THE GATE when they finished. They assured me they would. When we got home, we decided to double check before letting our dogs out. Sure enough THE GATE WAS STANDING WIDE OPEN. We have a greyhound and a small dog. They would have been hone in an instant had we not checked. To say we were not happy, is to put it mildly. We have always kept that gate micked for that very reason. Yes, it is locked on our new gate.

COMMENT

Additional Comment
Dec 03, 2019

Watching the fence come "to life".

COMMENT

Additional Comment
Dec 03, 2019

Deck

COMMENT

Additional Comment
Dec 02, 2019

I enjoyed the crew we had here.

COMMENT

Additional Comment
Nov 23, 2019

The guy who installed my fence, by himself over the course of two days. That guy deserves a raise. He made you look good after months of waiting.

COMMENT

Additional Comment
Nov 23, 2019

The fence is quality

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REVIEW

Kyle M.
Glen Carbon, IL
Nov 23, 2019



The work was great, it's a pricey but very nice fence. It took months to get on their calendar to do the work and when they did come out and do it, there was only one guy who did almost all of the work. He was a rock star worker and I like the fence. Getting it was a difficult process.

COMMENT

Additional Comment
Nov 23, 2019

Mike, John, and Brian were great.

COMMENT

Additional Comment
Nov 23, 2019

They did have to come back to repair the lock but they came back the same day.

COMMENT

Additional Comment
Nov 23, 2019

The timeframe was long but they couldn't help that due to weather.

COMMENT

Additional Comment
Nov 23, 2019

I was very satisfied with the work they did, especially with Mike he was great. The took the fencing

COMMENT

Additional Comment
Nov 23, 2019

I have some friends that I have told about Chelsey and already discussed them coming out to talk to them.

COMMENT

Additional Comment
Nov 23, 2019

They have done my two bathrooms, roof, fencing, and gutters. Maybe once I get the fence paid off I will be considering a deck or siding.

COMMENT

Additional Comment
Nov 21, 2019

Yes the installer

COMMENT

Additional Comment
Nov 21, 2019

Installer

COMMENT

Additional Comment
Nov 20, 2019

I would like to recognize Jim Pehle for his exceptional service. He was a great dude to work with!

COMMENT

Additional Comment
Nov 20, 2019

I was most satisfied with communication and the friendliness of the employees.

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COMMENT
Additional Comment
Nov 19, 2019

They were late but they called multiple times.

COMMENT
Additional Comment
Nov 19, 2019

Jim Peel has been great.

COMMENT
Additional Comment
Nov 19, 2019

Their communication and timeliness were exceptional. They got us on the schedule very quickly.

COMMENT
Additional Comment
Nov 19, 2019

We recommend them to customers that we build homes for.

COMMENT
Additional Comment
Nov 19, 2019

They did a great job on our project and we were extremely satisfied!

REVIEW
Roger S.
Freeburg, IL
Nov 19, 2019

They did a great job on our project and we were extremely satisfied!



Comment from Chesley Fence Inc
Thank you for the kind words.

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