

CUSTOMER FEEDBACK REPORT *for*
First Priority Restoration, Inc.

Customer Feedback Summary

Of 224 customers surveyed, 78 responded



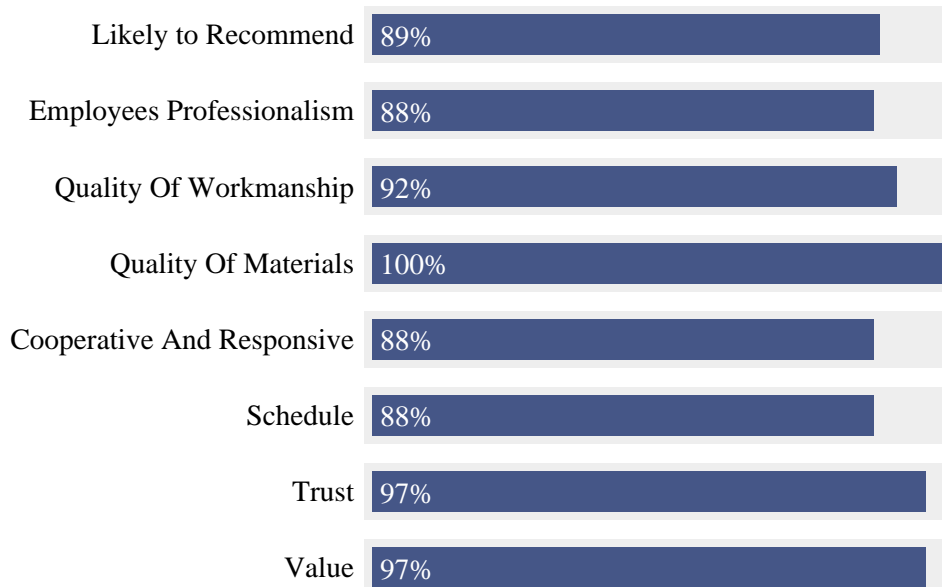
301 N Woodbury St.
South Elgin, IL 60177
(847) 931-1600
firstprioritydrs.com

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, First Priority Restoration, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of First Priority Restoration, Inc. in Naperville, IL; Chicago, IL; Schaumburg, IL; Aurora, IL; Plainfield, IL; South Elgin, IL; Hoffman Estates, IL; Wheaton, IL; Libertyville, IL; Lombard, IL; and 80 other cities in Illinois and Alabama.

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Recent Reviews & Published Comments

COMMENT

Additional Comment
Jan 03, 2019

I am most satisfied with the communication and they kept us in the loop the entire time.

COMMENT

Additional Comment
Nov 19, 2018

They just finished the job and it was done nicely.

REVIEW

Jeffery E.
Rockford, IL
Oct 24, 2018

First Priority Restoration, they come in and they do their thing!



Comment from First Priority Restoration, Inc.
Thank you for choosing First Priority DKI!

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REVIEW

Alan G.
Schaumburg, IL
Aug 09, 2018



First Priority did a great job. Courteous onsite workers. Kept it clean and finished when they said they would. Mediation passed with flying colors. Great contactor experience. Every other contractors should do things as they do. More than happy with my experience with them.

Comment from First Priority Restoration, Inc.

We sincerely appreciate your feedback. And thank you for choosing First Priority DKI!

COMMENT

Additional Comment
Jan 22, 2018

The crew that did the work, they did an excellent job.

REVIEW

John S.
McHenry, IL
Jan 22, 2018



Andy and the whole crew were top notch. They couldn't have been any better.

Comment from First Priority Restoration, Inc.

First Priority DKI is glad you had a great experience. Your feedback is very helpful. Thank you for choosing First Priority DKI!

REVIEW

Stephen W.
West Dundee, IL
Oct 31, 2017



First Priority Restorations, Inc, is the company to call when disaster mitigation is of the greatest importance. Promptness, thoroughness, courtesy, integrity, respect, and attention to detail are the core values that put First Priority at the top of their game. Having experienced a plumbing leak in...

COMMENT

Additional Comment
Oct 06, 2017

They have really great communication. They kept us informed about everything that was going on.



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COMMENT
Additional Comment
Oct 06, 2017

Our insurance company told us about them.

REVIEW
James C.
Schaumburg, IL
Sep 28, 2017
★★★★★

First Priority was absolutely the greatest. Work was completed on time and everything they said they were going to do and how they were going to do it was completed to our satisfaction, I would definitely recommend them at any time.

REVIEW
Trudy T.
Skokie, IL
Sep 20, 2017
★★★★★

There were extremely good to deal with especially Noreena.

REVIEW
Dennis J.
Lombard, IL
Aug 17, 2017
★★★★★

The cooperation from all the individuals was appreciated. They worked with me on any problems and everything was fixed to the way I wanted it.

REVIEW
Peter P.
Schaumburg, IL
Aug 07, 2017
★★★★★

The crew did a great job with my water damage case. They tarped everything so my floors were kept clean during the water extraction. They worked with my insurance company directly so I didn't have to deal with any paperwork. Highly recommended.

COMMENT
Additional Comment
Jun 26, 2017

I was most satisfied with the timing, professionalism, the care that they handled all of my belongings, they were courteous and friendly.

COMMENT
Additional Comment
May 10, 2017

You cannot imagine the level of reassurance and comfort Tony and Rob gave me when I got home. There was a lot of assurance and support from them. They walked me through the process and I never felt I was alone. They were very supportive. Norina responds right away. I have no complaints. We were a priority...

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REVIEW

Emma L.
Rockford, IL
May 02, 2017



I do not recommend First Priority Restoration. They did not explain anything about the process. They are abrupt. There are issues in the house from the damage occurred through the process of working with them.

COMMENT

Additional Comment
Apr 29, 2017

Our project manager Norina was great to work with and always stayed in touch to let us know what was happening.

COMMENT

Additional Comment
Apr 29, 2017

Norina Infusino sent he best workers to get the job done in time.

REVIEW

Diane H.
Lombard, IL
Apr 29, 2017



Everything went as planned and turned out great!

REVIEW

Krishna D.
Palatine, IL
Feb 07, 2017



I will not recommend First Priority Restoration Inc. They need to clearly explain what is expected and how much will it cost before hand. I talked with a few folks and it looks like the restoration work will not cost nor more than \$5000 for my basement size. They charge almost double the amount. I will not recommend them.

REVIEW

Edward R.
Bull Valley, IL
Jan 24, 2017



Good company. And they do thorough work.

REVIEW

Glenn B.
Elburn, IL
Oct 06, 2016



I was very pleased with the way First Priority communicated to me and the help that my representative, Norina Infusino, provided during every step of the process. I always felt I was in good hands. Thank you, Norina and First Priority.



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COMMENT
Additional Comment
Oct 06, 2016
I felt that Norina and First Priority cared and was my partner in the several processes.

COMMENT
Additional Comment
Aug 12, 2016
Everything was great!

REVIEW
Rodolfo T.
Plainfield, IL
Aug 12, 2016
★★★★★
Everything was exactly as they said it would be.

REVIEW
John P.
Zion, IL
Jun 02, 2016
★★★★★
The employees of First Priority are professional and polite, however they failed at certain aspects of their job which has caused me a lot of trouble.

COMMENT
Additional Comment
Apr 30, 2016
They exceeded my expectations.

COMMENT
Additional Comment
Apr 30, 2016
1. Immediate response to any issues and questions. Chris stayed constantly connected with us throughout the process.2. The level of professionalism of the whole team. Very pleasant to deal with and they knew what they were doing.3. The effort the FPR team made to help minimize the inconvenience...

REVIEW
Darcy R.
Naperville, IL
Apr 30, 2016
★★★★★
I would definitely recommend FPR. I am very pleased with the quality of work completed. The whole team was professional, went out of their way to minimize the inconvenience of the work and stayed connected with us 24/7. I got an immediate response to all of my issues and questions. What a great team!



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COMMENT

Additional Comment
Apr 27, 2016

I was most satisfied with their professional ability with all the chemicals and sponges. They were there on time everyday and worked hard. They didn't cut corners and took a lot of pride in their work.



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