

CUSTOMER FEEDBACK REPORT *for*
Siding & Windows Group

Customer Feedback Summary

Of 606 customers surveyed, 370 responded



Recent Reviews & Published Comments

COMMENT

Additional Comment
Dec 22, 2019

The roof looks very good, always cleaned up after themselves, always polite.

REVIEW

Susan P.
Libertyville, IL
Dec 22, 2019

Prompt, courteous, quality service. Highly recommend .



REVIEW

Mary F.
Glenview, IL
Dec 17, 2019

Siding and Widows group were an artist in the siding industry, they did a fabulous job.



10350 Dearlove Rd., Suite
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GUILDMEMBER SINCE 2010

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REVIEW

John L.
Wheaton, IL
Nov 18, 2019



Excellent work, but very slow.

REVIEW

Thomas S.
Wheaton, IL
Oct 15, 2019



Overall I am quite pleased with my project results. The salesperson was quite responsive to my questions and the installation crew were cooperative and skilled. I had some added work that needed done and felt the firm was quite fair with the change order cost. Very reputable company in my mind.

REVIEW

Barry C.
Palatine, IL
Oct 15, 2019



Excellent service from Sales to Project Mgmt to Install Crews

REVIEW

Debra H.
Wilmette, IL
Aug 05, 2019



I was very happy with the sales process and workmanship of the staff. Though I wish the project manager communicated with me better before the installation.

REVIEW

Siobhan F.
Wilmette, IL
Jul 30, 2019



Assigned team worked hard and efficiently. Project completed within stated time frame. Working materials were picked up and stored each night before team left. Very pleased with outcome & have received several positive comments from nearby neighbors.

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REVIEW

Gene H.
Northbrook, IL
Jul 11, 2019



Our installer, Norbert, was absolutely outstanding in every way. In addition to being a talented installer, he was personable, prompt, and cared about doing a high quality job and having us satisfied every step of the way. There were some alterations that were made along the way and he was receptive and responsive to the changes that were made. We were kept well informed all through the project by Franz, the project manager. He was very fair and responsive to our concerns. Although there were problems in the production and installation of a large storm window, it was managed as well as it could have been and we were very satisfied with the outcome. We would not have had any other company do this work for us and the final product is outstanding. We have already recommended you to two friends who need siding replacement.

REVIEW

Mary C.
Deerfield, IL
Apr 20, 2019



Angelo and Franz were fantastic to work with during the project taking time to offer suggestions and answer all our questions.

REVIEW

J.A.B.
St. Charles, IL
Apr 11, 2019



I've used many contractors over the years. Their entire group was extremely helpful, answered all questions thoroughly, before and during construction. The job was done better than I could have hoped for. It really does look like a new home.

REVIEW

Brian R.
Highland Park, IL
Nov 27, 2018



installers were great. good attention to detail. clear communication with all involved (installers, project manager / owner). timely responses to issues/problems.

Siding & Windows Group



REVIEW

Marty M.
La Grange, IL
Nov 27, 2018
★★★★★

I wish I could give 2 different ratings - 1 for the workmanship, professionalism of the installers and overall happiness with the look of our house and another rating for the communication and responsiveness of the office staff. Our house was "completed" in August, yet there is still an outstanding item despite numerous texts, emails and communication initiated by us for when it will be completed. Communication is horrific and sporadic. I truly hope someone will contact us to finish this project as soon as possible.

REVIEW

G.L.B.
Woodridge, IL
Oct 19, 2018
★★★★★

A very high quality of workmanship. An excellent attention to detail.

REVIEW

Harold R.
Chicago, IL
Sep 09, 2018
★★★★★

Fantastic Work. The workmen were thorough and exceptionally knowledgeable about the Hardie Board product. The were also very clean.

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REVIEW

Jessica B.
Highland Park, IL
Jul 24, 2018



We began our project with Angelo and he was extremely helpful when it came to describing the materials, providing us with reference addresses to drive by, and building a few renderings of our house so we could get a better visual on what our house would look like in a couple of colors or siding orientations. Once we were agreed on colors, I received a phone call much sooner than expected that they could start the project EARLY! We have a baby on the way and they kept that in mind with our project scheduling which was extremely helpful. The two men on our project were here each day the weather was favorable (even the 95+ degree super humid days and they wouldn't let me bring them anything), they were courteous, they cleaned up the materials each night and organized neatly, and they communicated with us when any issues or unexpected items were encountered. They would also talk with the office who then called us to review anything out of the norm that arose and what the options were to proceed. For the most part, everyone was very responsive and communicative throughout the project. While the estimated install time was 2 weeks and it was completed in 4, knowing that there were some unexpected issues (prior owner installed siding on top of siding so demo time was doubled for example) the house looks amazing and has a whole new look. Very pleased with the end result and the real test will be when the woodpeckers even TRY to come back.

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REVIEW

Sara R.
Northbrook, IL
Jul 20, 2018



Great experience! We love the final product.

REVIEW

Patrick D.
Lake Zurich, IL
Jun 16, 2018



We are very happy with the result. It feels like we have a brand-new house. The materials and crew are top notch.

REVIEW

Kerry S.
Deerfield, IL
May 22, 2018



After a lot of research, I chose Siding and Windows Group to update my house with new James Hardie siding, trim, fascia and soffits. Also added a new kitchen window and new gutters. The craftsmanship of the installers was excellent. They solved all issues they encountered with an old house. They were on time every day (even in the cold weather of March-April) and were meticulous in their work. Very high standards. We have received many compliments on our "new" house. I was impressed by that the owner of the company visited at the start and finish of the project. I had highly recommend them if you are considering such a project.

REVIEW

John L.
Fox River Grove, IL
Dec 21, 2017



Perfection in workmanship and quality.

REVIEW

Sandy G.
Highland Park, IL
Dec 21, 2017



My experience with this company was overall pretty good and I would recommend them.

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REVIEW

Johnathan F.
Chicago, IL
Nov 29, 2017



Everyone in the neighborhood loved our “new” house! Thank you.

REVIEW

Wende D.
Barrington, IL
Sep 01, 2017



They completed the tear off of all of the old siding and trim plus the installation of hardie board shake and siding on our 1920s Sears craftsman home in June 2017. We had them install roof brackets, replicate the band board and drip cap details original to the home and install new gutters as well. They were on time every day, extremely friendly and courteous and above all well qualified to perform the job.

REVIEW

Jeff A.
Deerfield, IL
Aug 16, 2017



Great attention to detail, competitively priced, very easy to deal with, did the work in a timely manner. Can't ask for much more than that.

REVIEW

Adriano G.
Evanston, IL
Aug 02, 2017



Installers are experts, price is reasonable and customer service is excellent.

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REVIEW

Melanie K.
Schiller Park, IL
Jul 27, 2017



My family and I are beyond happy with the professionalism, product, and follow up from the staff at Siding & Windows Group. There are no ratings that can demonstrate how happy we are. From the start of our large project, everyone in each of their departments was extremely professional and pleasant. The manner in which the crew performed their job made this project one of the best we ever experienced. They worked, and cleaned, and worked, and cleaned, we almost didn't even know they were here! Everyone we dealt with, from the salesperson, the office staff, the crew, even the owner, was absolutely professional and nice. As we all know, doing big projects like this can make a dent in our pocketbooks, but I have to say, the outcome of the work performed and the high quality of the product makes the financial part well worth it!! We would (and have) one thousand percent recommend not only this product to everyone, but also and mostly to be installed by Siding & Windows Group. This was a flawless experience and one of the most fun we've experienced. We absolutely LOVE how our house looks as well as the functionality of the product and the purpose it serves for our house!! Thank you so much Siding & Windows Group for a job extraordinarily done!!

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REVIEW

Rich J.
Medinah, IL
Jul 22, 2017



Extremely satisfied with the installers. Showed up on time, patiently answered my questions, and kept work site immaculate. Job was finished ahead of schedule. Kudos to all.

Siding & Windows Group



REVIEW

Ester S.
Highland Park, IL
May 24, 2017



The staff at Sidings and Windows group were highly professional and exceeded our expectations. Our project was complicated but our team was creative in finding solutions to maintain the integrity of the design drawings that were presented. We are thoroughly happy with their work, high level of skill, the timeliness of completion and the final product. We are extremely satisfied and highly recommend this company.

REVIEW

Richelle A.
Chicago, IL
Jan 15, 2017



Our sales person was wonderful, suggesting options we had not even known were options, pricing our project out with line items so we could easily understand the costs, and helping us generally make good decisions for our budget, home, and timeframe. Our project manager was on top of everything, keeping us well informed and when a miscommunication happened, was extremely professional. We are very pleased with the people who worked on our project, with the work done, and the final look of our home.

REVIEW

Andrew L.
Chicago, IL
Dec 26, 2016



Siding and Windows group did an outstanding job on the siding replacement of our turn of the century Craftsman home. The sales staff was knowledgeable, the crew friendly and professional, and the quality of product and finish was outstanding. The job took longer than expected and we would have appreciated more design tools/guidance at the start but overall we are very happy with the end result. Would recommend.

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