

Complaints



Christone Enterprises Inc.

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File a Complaint

125 W 1st St

O Fallon, IL 62269-2051

<http://www.christone.com>

(618) 624-2502

8:00 AM - 5:00 PM

[Accreditation](#)

Accredited Since: 8/5/2004

Years in Business: 33

BBB Rating

A+

Customer Reviews are not used in the calculation of BBB Rating

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[Customer Complaints Summary](#)

13 total complaints in the last 3 years
of those, 6 complaints were closed in last 12 months

Complaint Type

Advertising/Sales	0
Billing/Collections	3
Delivery Issues	0
Guarantee/Warranty	0
Problem with a Product or Service	10
Totals	13

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13 Complaints

Show

All Complaints

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Sort By

Most Recent

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Note that complaint text that is displayed might not represent all complaints filed with BBB – some consumers may elect to not publish the details of their complaints, some complaints may not meet BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Complaint Type: Problems with Product/Service

Status: Answered

04/26/2021

Due to lack of proper quality control, I was served by a process server with notice that I had to vacate my apartment unit. As the server produced loudly and repeatedly on my glass storm door, I was left shaken for well over an hour afterward due to his conduct. Thankfully, I suffered no ill effects.

Customer Response

04/26/2021

Cell phone # w/voice is: *****

Response

04/27/2021

Consumer Complaint #***** was resolved Thursday, April 22, 2021 2:41 PM per the below conversation between our agency and *****. Our agency wishes ***** kindness and peace of heart on life's journey.

Okay thanks ****.

On Fri, Apr 23, 2021 at 7:33 AM B ***** <b*****@hotmail.com> wrote:

Christopher,

Since you repeatedly refuse to accept ownership of this mistaken business transaction, I'll be filing a complaint with the BBB in that it happened at all. Lack of quality control is an apparent issue within your firm. And by the way, as it is YOUR business operation, maybe you need to take some corrective actions instead of criticizing me for pointing them out.

**** *

From: Christopher ***** <chrisjr@christone.com>

Sent: Thursday, April 22, 2021 3:57 PM
To: B ***** <b*****@hotmail.com>
Subject: Re: Really?

****,

I'm not sure what you're getting at here aside from requesting repeated apologies and directing me on how to run my business. The notice was sent to the incorrect address, as was the complaint letter you mention. I'm not aware of any discord between you and the owners and there should not be as the notice was not intended for their property.

Chris *****

On Apr 22, 2021, at 5:38 PM, B ***** <b*****@hotmail.com> wrote:

Chris,
What am I to believe when your folks admitted that an action that the owners DID approve of elsewhere, was mistakenly directed towards my residence? Last year, the tenant in 225C got a complaint letter addressed to the wrong apartment, again, no regrets there either. Like it or not, you OWN this mistake and if you lack the good business sense to make this right then, I have deep pity on you. You don't seem to want to own up to anything that your employees do in your name that goes against good customer service and that's most disappointing. So again, how do you plan to repair the damage between me and the owners for this most unfortunate mistake?

**** Kneitnger

From: Christopher ***** <chrisjr@christone.com>
Sent: Thursday, April 22, 2021 3:27 PM
To: B ***** <b*****@hotmail.com>
Subject: Re: Really?

****,

We cannot issue a notice to vacate without owner approval as a matter of contract law. That in and of itself is confirmation that what you were told is accurate. You're welcome to believe anything you'd like but the truth has been spoken.

Chris *****

On Apr 22, 2021, at 4:50 PM, B ***** <b*****@hotmail.com> wrote:

Chris,

No, you sent a server as I told your office manager, to wrongly serve me with a written notice. You need to own this and make it right and not only to me but to the owners as well. This is YOUR business and again, your employee's actions, valid or not, are the face of YOUR firm.

**** *****

From: Christopher ***** <chrisjr@christone.com>
Sent: Thursday, April 22, 2021 2:41 PM
To: B ***** <b*****@hotmail.com>
Subject: Re: Really?

****,
,

I just found out about what happened over there and am very sorry that happened. We don't have the authority to unilaterally issue a notice to vacate and this was intended for another of our Church Street properties. You've been a terrific tenant and welcome to stay as long as you'd like, unless the property owner directs otherwise which I do not foresee.

Kind regards,
Chris *****

On Apr 22, 2021, at 2:25 PM, B ***** <b*****@hotmail.com> wrote:

Chris,

After your server pounded on my door (portable doorbell needs a new battery), which scared the hell out of me as it was, I was served with this notice that the owners had wished to end my lease. On a month to month as it is, I understand they have that right as do I, but I haven't given them reasons to evict me. So, I was totally surprised at this message. Since I'm not welcome here anymore, I request that you officially confirm to me that they indeed seek to remove me. Once I have that, I will begin the process to find a new home.

This is disappointing indeed as I have tried to be a model tenant just as I was for all

those years prior as a client of your firm. It's a slap in the face but I'm a big boy so I can deal with this as people face much worse in their lives every day.

As time is a wasting, please advise at your earliest convenience of my tenancy status.

Respectfully yours,

**** *****

<003.JPG>

Customer Response
04/29/2021

Complaint: *****

I am rejecting this response because:

I have reviewed the response that was received from the business owner (BO) and tacky at best was to include my e-mail chain to them in their response. It's clear to see that the BO REFUSES to tender a written apology after I was served with written LEGAL notice in that I was required to move from my residence, as requested in my complaint here. Further, the BO readily admitted that the BO's firm had performed an act that was NOT approved by the property owners, for whom my contract is with though administered by the BO's firm.

It should also be noted that the BO was highly perturbed prior to this act of theirs with a prior message that I had sent, critical of the incidents in 2020 in where the BO's employees were inconsiderate and in one case downright RUDE to me while conducting repair work in my residence. I'm not alone as a neighbor had complained in 2020 about noise coming from another unit. Instead of the violator receiving a written warning notice to quiet down, the neighbor who complained received that letter again, sent to the wrong unit and again, no effort to reach out to them to apologize for again, a glaring administrative error.

As we're into posting my e-mail, here is the response some five or so hours later from the office manager who supervises the employee that made this error as signed out to me:

Good afternoon X,

I hope you are well. I was informed today that you were served a notice to vacate. Please disregard this notice as it was supposed to be for 224 X Unit A and it looks like there was an error when typed up and send to the property at 224 and not 227.

Thank you,
X

My reply:

NO, NO, NO, NO, NO! What nerve to send something out with a process server and no, I'm not "well" as he pounded on my door which I'm still not calmed down from besides asking me how old I was. Why? Demographics? Didn't you do some quality control on this before it was sent out with another's signature and not of your own?????? If you're the office manager, shouldn't you have control of this process? There are no 224 X here as all the addresses end in odd numbers.

Since you people served me with a written notice and as a matter of decency and of good business conduct, I think that your owner, X, should send me a formal written apology for your most unfortunate mistake. I'm not a sleaze ball and must add, I myself was a former client for many years with YOUR company.

I deserve better than this and as unfortunate as this is, I will now always have suspicion of the owners despite it being an action that they did NOT initiate.

You need to do better than this shallow apology which it is simply not written to be.

Some responses from this firm and likely by the BO personally that are posted here

and, on many places elsewhere on the web, have the same tone of "it's not my problem that you have a problem with my employees". One of the more colorful ones wished that a previous office manager had a serious "attitude adjustment" and of course, numerous warnings from others to avoid this firm, both in leasing a property and listing a property for leasing with them. I understand that just as elsewhere, some may be malicious rather than from a real experience as mine truly have been.

Despite the irreparable damage that this act has done to the formerly cordial relationship that I had with the owners when here to work on or inspect their property, I also feel for their sorrow in being wrongly implicated in this most unfortunate and really, a seriously questionable ethical business act on the BO's part. Just as myself, they didn't deserve to become victims of this "oops". It's my hope that the BO will have learned from this incident and will institute the appropriate corrective measures that some would call micromanagement, within their firm to ensure that both tenants and property owners will never again become the victims of such glaring administrative error or bad attitudes when they conduct business with the property owner's tenants. If the BO firmly believes that I'm telling them how to run their business as one of the threads they posted noted, so be it as I shouldn't have had to be the one to call it out. As noted, my experience with the BO's father goes back to 1992, when the current managing BO was a boy of all of 17, when I leased my former home through him. Through all of this, that is the thing that causes me the most heartache and why I feel as I do. Shameful too that my surname is glaringly misspelled in their response.

Sincerely,

**** *****

Complaint Type: Billing/Collection Issues
Status: Answered

01/23/2021

Oct. 7th 2020 I called Christone Enterprise and left a message on their voicemail asking someone to come out to my home to let the window down. I explained on the voicemail when I let the window up it got stuck and I wasn't able to get it down. Christone sent their maintenance guy *** out to close the window. When he arrived I asked how could that happen, he stated "old windows do that sometimes" He then removed the spring from the window, closed it and returned days later to put what he called a barring back into the frame. On November 18th I was shocked when I checked my mailbox you find a demand letter asking for the cost of the repair that was charged by *** ***** in the amount of 65.00. I called the office immediately after receiving the notice and some with the maintenance dept. I asked why am I being billed for a repair that was no fault of my own? I was told I'm being billed because the owner sent his personal maintenance guy out to fix the window because I said it was urgent. Mind you, the person *** that came

out to fix the window is the same guy that has fixed my toilets, faucet drips, and furnace. When asked why wasn't I billed for that if they are charging tenants for normal wear and tear, I was told because it wasn't an emergency. If spoken with ***** and I believe her name was ***** and have been told different things by them all. I explained how was I supposed to know that when I call Christone Enterprise they have two maintenance guys that work for them and for the owner. No where in my lease does it mention they will send out the same person to service maintenance calls but depending on how they decide to word it when a tenant calls for help they'll get billed. I told them I'm not responsible for the barring coming out the window therefore I should not be responsible for paying it. Since then I've received a threatening letter of eviction giving me 10 days to vacate or go to court. I was told in the letter that the 65.00 was taken from my monthly rent that's auto deducted from my account and because of that I'm now in violation of my lease. I feel like I'm being bullied into paying for a window I didn't break.



Response

02/18/2021

We have reviewed the complainant's petition and respectfully decline the request for consideration. The tenant reported a service call was needed, and the property owner has their own maintenance staff. As such, the process can take additional time while still being within the limitations outlined in the lease agreement for response time. In this situation, the complainant did not want to wait for the property owner's maintenance staff to complete the service call as it would take some additional time. As such, our crew was requested to evaluate the service call request and we are regrettably not in a position to waive the service fee for immediate service.

Customer Response

02/19/2021

Complaint: *****

I am rejecting this response because: Their entire statement is a lie. They have twisted the situation to fit their narrative. Lesson learned. Any one thinking to lease from them please be aware and read your lease closely like I have. CE send out who they want on service calls but expect tenants to pay for it themselves.

Sincerely,

Complaint Type: Problems with Product/Service

Status: Resolved

01/16/2021

Ive had the same issue for over 6 months. first they tell me they had to get new hires and then even after they get the new people working I'm still having problems with maintenance getting done here. I have called and called and been promised a call back with information and phone number for the pest control business.. the first time they sent a pest control company ***** * ***** *. they put cages out and patch a spot on the room edge. not even a week passed before I had to call back because we still had a squirrel and probably other animals. going into the house and you can hear the walking right about the drop ceiling. these occasions happened on daily basis and in my son's room so he is afraid that they are going to fall through the ceiling and attack him. this is affecting the quality of life of my children and all I get is the runaround. they called the same company out and they said they were never paid so they didn't finish working. GOING ON 6M MONTHS.....

Response

01/18/2021

We regret *** ***** dissatisfaction on this reported issue. Our agency immediately dispatched ***** * ***** * in March, 2020, upon *** ***** initial report, and remitted payment in full in amount \$450.00 for services rendered per contract. ***** * ***** * reported to have caught two squirrels at that time and repaired the entry holes. After this service call was completed by ***** * ***** * , *** ***** then communicated to our office his intention of not paying rent until this issue was resolved, though did not leave a name, contact information, or any mention of which property his request was for. However, after a bit of detective work, we dispatched ***** * ***** * a second time as a courtesy to *** ***** . ***** * ***** * ***** * ***** revisited the property to remedy these reported pursuant issues, though did not find any holes or "rodents" in the property. The original invoice was paid from our company operating funds and not charged to the owner as a professional courtesy. Said invoice is attached to this response for review and documentation purposes.

Customer Response

01/19/2021

Complaint: *****

I am rejecting this response because:

I saw the guy comeback Monday morning and look around the property. He didn't patch the whole the where squirrels are coming in at. You can come take a look for your self. I actually watched the squirrels going to the same hole yesterday.

I was told you would find a new company and the owners approvals which was. The Christone rep said she would find another company and then call me with the information and that never happened

Sincerely,

***** *****