

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

[Accreditation](#)

Accredited Since: 8/5/2004

Years in Business: 32

BBB Rating

A+

Customer Reviews are not used in the calculation of BBB Rating

[Overview of BBB Ratings](#)

Customer Complaints Summary

11 total complaints in the last 3 years
of those, 4 complaints were closed in last 12 months

Complaint Type

Advertising/Sales	0
Billing/Collections	3
Delivery Issues	0
Guarantee/Warranty	0

Complaint Type

Problem with a Product or Service	8
Totals	11

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11 Complaints

Show

All Complaints

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Sort By

Most Recent

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-
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Complaint Type: Problems with Product/Service

Status: Answered

10/17/2020

I have lived in this unit since 10/1/2019, and my ceiling has been leaking and falling apart since 11/3/2019. Simply put no one has been to fix it despite numerous maintenance request and complaints. Also my rent has been on time and also months in advance. I have been two and three months ahead and my unit is continually falling apart and leaking. My carpet has not been cleaned after the leak has caused standing water and paint chips are falling on the floor and I have a child.

Response

11/05/2020

We regret the delay in obtaining property owner approval for all of these repairs, we have schedule the repairs for Tuesday, November 10th per tenant request. Thank you.

Complaint Type: Problems with Product/Service

Status: Answered

08/31/2020

The current house we rent from Christone is no where close to being up to code. There was no inspection done prior to move in because we took over our friend's lease with them just three months in. The sewer drainage ditch out front is dug incorrectly so the two pipes that dump water and trash there clog up and the water rises almost to our trees at the top of the yard (House is set further back), half of our neighbors yard, across the street, our neighbors across the streets yard, and the side yards beside them. This water in turn floods our basement horribly! There is a crack all along the wall that spans the entire basement where dirt and water seep in, a stream of water coming from the ceiling above the washing machines, and now the floors and walls are growing blackish and I fear mold. The flooding already burnt the furnace out twice in January after snow melted. Christone left us for 48 HOURS both times it went out when it was only 8 degrees outside. We had to barricade our drafty doors and thin windows with blankets. Our support beam in the basement that literally holds up the entire upstairs is completely dry rotted and held up by jacks that are not securely attached on either end. One is already leaning, you could probably knock it out with a bat if you tried. I can pick away at the rotted beam with my finger nail and it comes off in chunks. Our windows are all single pane and let all the heat and cool out resulting in ridiculous utility bills. Our front door did not lock when we first moved in. The flooring throughout the kitchen, living room, and hallway is uneven and leaves gaps all over. Cooking with the oven or stove always sets the smoke alarms off despite the fan being on high and windows open. The garage door opener was dead when I received it. The railings to the stairs are not secure. There are exposed wires outside running from the AC unit (that is not even made anymore) to the house right near the water spicket and an uncovered electric outlet. Bushes were all way over grown and leaves caked underneath for god knows how long.

Response

09/24/2020

Hello,

The property was inspected by the city of Belleville prior to occupancy as required by law and passed inspection. The tenant is welcome to submit a work order for maintenance that needs to be completed and we will seek approval from the property owner.

Thank you,

Christone Management

Customer Response
09/25/2020

Complaint: *****

I am rejecting this response because: An inspection was not held prior to us moving in. We took over a sublease from a friend and they said they weren't going to inspect because they had before she moved in, however the exposed wires outside, the unbolted jacks holding up the dry-rotted support beam, and the increasing moisture creating mold in the basement walls would not fall under code 151.29B, among others, in Belleville, IL. We have had the local water company out and they were very upset at the state of the "drainage" ditch in our front yard that is drowning their water meter. They agreed it's out of code. Multiple work orders for the ditch and basement have been put in with no outcome or communication.

Sincerely,

R
Response
09/25/2020

The water company does not complete municipal property inspections. We are working with the property owner to have the maintenance requests approved and will continue our efforts until fully resolved, meanwhile we are not able to proceed until approval has been provided. The property was released to the previous tenant in municipally approved status. Once we have approval, we will proceed immediately as previously stated. Thank you.

Complaint Type: Billing/Collection Issues

Status: Answered

08/31/2020

We moved into the rental property ** *** ***** ***** ***** ***** ** ***** in August 2017. Upon our arrival, I called Christone Enterprises regarding the condition of the lawn, as the grass was tall and there were weeds protruding from the patio. We were told we could request maintenance and wait or fix it ourselves. We opted to buy a lawn mower and pull the weeds from the patio. We received military orders and notified Christone that we would be vacating via a 30 day written notice to **** ***** ****. ***** **** provided me with a move out package, which I spoke with her telephonically about numerous times. We hired people to mow the lawn and professionally clean the house. We formally vacated the premises and the inspection was conducted on 29 July 2020. My husband, ***** ****, was present during the 2.5+ hour move-out inspection with a representative from Christone. The maintenance man informed my husband we may be charged for weeds in the flower bed upfront pursuant to the move out inspection checklist. Additionally, it was noted verbally that there was one light bulb burnt out,

although we had bought a package of light bulbs and replaced them the morning of the inspection. I called Christone Enterprises to request a detailed list of what would be withheld from our deposit, but nobody answered the phone. I then emailed **** *****
****, who forwarded my email to **** ***** with Christone's Accounting Department. She informed me that she would NOT provide me with a comprehensive list of charges and that she would consolidate all charges within 30-45 days and will send us written notice via mail. On 31 August 2020, I received a letter from Christone, dated 27 August, withholding \$875 for "lawn care." The "invoice" did not provide an itemized pricing for each alleged service, but rather just an overall cost of \$875. Additionally, the mailing address and phone number listed on the invoice is the Christone Enterprises office. I called Christone on 31 August 2020 and they confirmed this lawn care was never performed. Additionally, there are charges against us for 7 "blown bulbs throughout property" which is absolutely false. My husband was present during the inspection in which only ONE lightbulb was identified as out. Furthermore, I spoke with the owner of the property on 31 August 2020 who informed me that upon her arrival at the residence, they did not annotate any blown bulbs. I respectfully request return of the \$875 for falsely claimed "lawn care" as there are already tenants in the residence and this service was never performed. Furthermore, I request the invoice for be amended to reflect charges for only ONE lightbulb.

Response
09/24/2020

Hello,

We have spoken with the owner of the property and they are not agreeable to refunding any amount from the security deposit. We retain photos of the overgrowth in landscaping and trimming that needed to be done for new tenancy. However, our agency will refund the amounts for the light bulbs from our operating account if desired.

Thank you,

Christone Enterprises Management

Customer Response
09/25/2020

Complaint: *****

I am rejecting this response because:

Attached is the email I received regarding the landscaping, dated 4 September 2020. The company's response to this BBB complaint makes no sense considering I have now been refunded the \$875.00 for the landscaping; however, they have refused to reimburse me for the alleged lightbulbs. Lastly, I have requested the move out

inspection report on multiple occasions and the company refuses to provide it to me, which leads me to believe many of the alleged damages are fraudulent.

Sincerely,

Response

09/25/2020

We are pleased that the property owner approved the \$875.00 reimbursement and that is all they are willing to provide. Thank you.

Complaint Type: Billing/Collection Issues

Status: Answered

02/03/2020

We moved into *** ***** ** ***** ** ***** on December 23, 2019 from Springfield, Oregon. When we signed a contract for this house we had seen it online through their website and google maps and I let them know, yes I had seen the house. When we arrived a whole structure was missing, the carport, one of the bedrooms had been described as 9x9 and another as 10x10. One bedroom was not 9x9, it was in an L shape and the square footage was significantly less. The garage door didn't work, it had wood blocks blocking it from opening and the wood was rotted. There was mouse poop in the garage, in the kitchen and a strong smell or urine in the attic which had abandoned property from some previous occupier of the house. We had raw sewage persist for more than 8 days in our tub and our toilet which would not flush. We could not use the only bathroom in the house. We were give a notice to quit after all our complaints about the house, things that needed to happen just to make it livable. The dishwasher had rusted prongs on it and would not wash dishes. The range didn't work and when they came to fix it the handyman destroyed part of the tile in the kitchen. The floor in the hallway to the bathroom was sinking and sank a further 2 cm in the five weeks we lived there. The notice to quit came after we had a professional company send us their radon test kit. The company advised us after testing for radon had been done if the result was higher than the EPA recommended we should notify to get professional testing as those were the common steps taken. When we notified Christone Enterprises, **** the office manager who had yelled at me previously on the phone and called me a liar by email said we either had to accept the higher radon level of 9.7 pCi/L or leave. We have a son who is now 9 months old and I am three months pregnant. My husband is a disabled veteran. We chose to left and in that same email the office manager promised to give us back our deposit in full if we paid utilities and showed proof. When I contracted her by email with proof she lied and said she never promised that. I screen shot her email and sent it to her and then she said there were discrepancies with the property and they would reconcile the charges and give us the remainder. Yes the property is a mess, there was broken glass on the floor of the living

room when we moved in and large shards of glass in the kitchen sink, garbage disposal side. Our socks turned black on the bottom when we walked around. That house is a mess. We want what she promised us by email, our deposit back of \$1675.00. There was an \$800.00 pet deposit and a \$875.00 deposit for the house itself. She put it in writing, then contradicted herself and then changed her mind. She works for a business. She can certainly bill us if she feels there were discrepancies. We took pictures before we left. We left the house better than when we moved in. My other complaints have to do with broken shutters on the outside of the house, broken tile in the kitchen, wood flooring that was peeled up, the boiler needed to be cleaned of sulfur according to the Ameren employee who came out to see if there was a gas leak. They didn't respond to a call to their 'emergency' line about our toilet and we didn't hear from them for three days, over the weekend. We were called liars, and told by office staff it served us right for moving into a place we hadn't seen. They knew we hadn't seen the place, that we were in Oregon. I had only seen pictures online.

A

Response

02/05/2020

***** , the information in your review and the photos you provided are misleading and deceptive. You were approved for the property on October 22nd, at which the property was still occupied by the previous tenants. It is our agency policy that leases are not to be endorsed until the prospective tenant has viewed the property in person during a scheduled showing. When we called you with approval for occupancy, we asked if you had viewed the property in person and your response was that you had seen it in person. The truth was that you had not seen it in person and had only viewed it online and now you accuse us of lying. Those pictures were taken prior to the Village of Bethalto municipal inspection and all items are corrected as standard procedure before a new tenant moves in.

We do not hold properties longer than 30 days, and you could not take possession within that 30 day limit due to personal circumstance. However, as a gesture of goodwill and courtesy, we obtained approval for an extended delay in occupancy for you on December 31, 2019.

I do understand your frustration of the property not having a carport. It is for reasons such as this that we make it mandatory for prospective tenants to view properties in person prior to lease signing. The listing we had on our site was the most accurate it could be and was not falsely represented in any way. There are multiple disclosures on our site and the others that the MLS syndicates to that clarify the information is deemed reliable but not guaranteed. The previous tenants had possession of the property for 5 years and changes were made, which is once again the reason for scheduled showings to view the property in person before any leases are signed. You misrepresented having seen the property in person and are now blaming us for something that our office policy is in place to prevent.

The property passed Village of Bethalto municipal occupancy inspections and was professionally cleaned prior to you taking possession. Our agency and the Village of

Bethalto are unable to explain the broken glass, unless it was broken after the inspections by our agency and Village of Bethalto.

We offered to release you from the lease at a time convenient for you, and you denied the offer. As such, we are not in a position to negotiate or provide a refund. We regret our continued efforts of goodwill were lost upon you and wish you all the best moving forward.

Customer Response

02/05/2020

Complaint: *****

I am rejecting this response because:they are lying. I never said I saw the property in person. They said the on the website it was initially available starting December 15,2019 and their policy states we must take possession within 30 days. I told them I wanted to live in January 6th 2020 and they rejected it saying we had to move in within 30 days. I pointed out over the phone to heather the property was listed as available on December 15, she changed the listing while I waited on the phone to November 25th and said we had to move in within 30 days. They did not allow us to move in later than December 25th and we picked December 23rd. I have an email from heather stating this was approved and within their policy. I never misrepresented the fact we hadn't seen the house in person. **** the office manager said we could leave in May of 2020 which was not more confident for us. It was only convenient for the owner. There are better love in deals for tenants o. The winter and in the summer owners have more applicants. It was for the owners benefit.

The response isn't addressing the issue I brought up at all.

****, by email promised us our deposit back in exception to their stated policy. She said if we paid utilities and showed them to her as paid on full we would get our deposit back. She has not done that.

The photos and videos we took are not misleading. We've showed the city of Bethalto and are in process of contacting the county inspection office and government officials have said they take them seriously, especially the radon levels.

This is about what **** promised by email about our deposit. Nothing else and she did not address that. I took over 190 photos. They are not misleading. If they had been they wouldn't have legitimately sent people out to fix the property.

Sincerely,

***** *****

A

Response
02/05/2020

Our agency never promised a deposit return, that's up to the property owner and the request was declined. Again, we regret the circumstance and wish ***** all the best moving forward.

Customer Response
02/06/2020

Complaint: *****

I am rejecting this response because:
**** promised a refund of our deposit. See attached.

Sincerely,

***** *****

Complaint Type: Problems with Product/Service
Status: Answered

07/27/2019

We rented a 4 bedroom/ 2 full bathroom property from Christone Enterprises. Christone and the landlord they represent refuses to fix the plumbing in the bathroom. The shower/faucet has little to no water pressure, the hot water ***** is broken so we can't use the shower or the tub in the bathroom. One bathroom has a stand-up shower while the other has an actual bath tub. We have filed multiple requests to have the plumbing fixed, but Christone has informed us that the landlord will not address the problem.

Response
08/19/2019

*We very much regret the issues that ***** is experiencing at the property he is renting at *** ***** *****. Prior to this tenant moving in, the property owner performed approximately \$40,000.00 in remodeling work to prepare it. This property has two bathrooms, one is upstairs with shower and tub though there was low water pressure. Our maintenance company investigated this issue and found clogged water valves. The owner approved work for opening up the ceramic tile wall to repair the pipes and valves and now reports that he does not have any more funds to allocate in repairs. The lower level bathroom has been completely remodeled but does not have a tub. ***** requested a rent reduction if the property owner was not willing to complete repairs and the property owner declined the request. Our agency offered a lease takeover option so that new tenants can move in but we understand that ***** declined that option. Our agency does not have authority to complete the repairs requested without property owner approval and unfortunately there is nothing more we*

can do at this point, as we are unable to force the property owner into doing anything further.

Complaint Type: Problems with Product/Service

Status: Answered

04/11/2019

I've been with Chrstone Enterprises for about a year now since April 4, 2018. Every time I've had a complaint about my apartment it takes days and multiple calls, several voicemails and emails to their maintenance department to correct any issue I've had. I had a problem with my air conditioner! It took them almost six months to fix and it's still not fixed! Now April 3rd, 2019 my apartment flooded due to unknown reasons leaving my apartment with fecal matter in my kitchen as well as in my bedroom and living room. I called the whole week to get my carpets clean due to this matter and that didn't happen until April, 10, 2019! As of today which is April 11th, 2019 my apartment flooded again I called the emergency number and I was given the run around finally a hour after talking to multiple people that wasn't really any help and all they could say was sorry, finally got ahold of JD and Sons plumbing company and they couldn't even really help all they could say was being on a lower level apartment things like this happen. I am so displeased with Chrstone Enterprises because no matter how many times I call etc there's always an issue with this apartment and they are no help! Also, my toilet bowl won't fill with water which started April 3rd, 2019 due to flooding of apartment I've talked to Chrstone about this issue and STILL as of today April 11, 2019 it's still not fixed and the plumbing ppl couldn't even help with that. Also, my carpet is back wet due to the flooding! My Apartment smells like mold every time I leave and come back its horrendous. This issue has gotten out of hand!! Either I need to switch to a different apartment, maybe stay in a hotel until all these issues are fixed. Something needs to happen because this is unhealthy and is harmful to live in.

Response

04/12/2019

We regret the issues this tenant has recently experienced, unfortunately there have been a series of unforeseen issues. The A/C was an issue over the summer with it leaking and were were out 3 different times we have record of. The unit always worked but did leak and caused wall damage. In August, we replaced the window unit. However, it was defective from the manufacturer and our HVAC team will be calling the tenant to get that scheduled asap.

The sewer issues were addressed immediately by a carpet cleaning and sewer remediation subcontractor. However, there was a miscommunication issue with the subcontractor as well as a lack of timely response on his end that was beyond our control.

The tenant called into the emergency line last night and our on-call maintenance technician was finally able to get ahold of ** ***** who went out last night at 8pm. They reported that unfortunately being on the lower level apartment it is common. We are

following up with ** ***** to get a recommendation on what can be done to prevent it from happening. We'll be sending a different carpet cleaning and sewer remediation subcontractor to complete the work.

Complaint Type: Problems with Product/Service

Status: Answered

09/14/2018

On Jun 28th 2018, a storm put a hole in the roof of the house I rent. Water leaked in the kitchen through the light fixture. Christone Enterprises came out the next day and placed a tarp on the roof covering the hole. Since then the tarp has become damaged and no longer covers the hole. I have contacted Christone several times on phone, e-mail and in person. Nothing further has been done about the roof. Christone only tells me the home owner has been contacted and that they got an estimate on the roof.

Response

09/24/2018

We are in receipt of the customer complaint, this project was delayed in getting approval to proceed. We do not own the property but as soon as it was approved for completion, the roofer started work immediately. The work was completed today according to our roofer, and everything should be fine. Unfortunately, we did not have any control in getting the work approved any more rapidly than it was.

Complaint Type: Problems with Product/Service

Status: Answered

07/27/2018

I had not had a/c in my home for over a month. Christone sent out an HVAC team twice to fix my a/c and it still didn't work. After the second time they came out I was told the whole system needed to be replaced so I waited an entire month for my ac/s to be repaired during a 90 plus degree heat wave. I have a 2 year old daughter and in the beginning while we were staying in the house we both were sweating so I took some of our things and we did not stay there the entire time I was waiting to get my a/c fixed. I called the office and maintenance department multiple times and I also called the hvac team directly and they all continued to brush me off. Then I was offered a rent credit of \$141.18 after I had not been living in my home and had been mistreated for over a month. I have had issues with Christone since I moved in in April of this year. Their maintenance team would come into my home and leave it a mess. One time they came to replace my sink and ruined a whole pack of paper towels and just put them back without a word or replacement. I contacted the maintenance supervisor and got no response. Also that same day they replaced my sink they also broke it so they had to come out again to fix it. They left a mess as well. When they finally fixed my air a few days ago they left my things scattered all over my daughter's room. I have asked them nicely multiple times to be considerate about the fact that that is my home but they don't seem to care.

Response

08/04/2018

We regret that the property owner has been difficult to contact regarding the approval of repairs. We are happy to provide a new roll of paper towels but the owner is not willing to lower the rent.

Complaint Type: Problems with Product/Service

Status: Answered



07/06/2018

I moved out of **** ***** ***** ***** ***** on May 29th. A move out inspection was done but I have not received my security deposit back. I have called about it 3 times and I am told that it is still with maintenance and it is their busy season. I am told I will have to wait. They cannot tell me if there were any damages that I will be responsible for. They are essentially holding my security deposit hostage.

Response

07/11/2018

Our office completed the deposit reconciliation and mailed it to the tenant on Monday, July 9th, 2018.



Customer Response

07/11/2018

Complaint: *****

I am rejecting this response because: The property management's issues with the property owner should not impact me. That is between the property owner and the company. In the meantime my security deposit is still held by the property management company and I have no accounting of whether or not there are damages for which I am being held responsible.

Sincerely,

***** *****

Complaint Type: Problems with Product/Service

Status: Answered



05/14/2018

I contacted my realtor last Friday when they first opened. I told them I turned on my AC unit Thursday morning and it was not working. I spoke to a lady by the name of ****, she

stated that she would transfer me to the person over maintenance. I once explained that the unit was blowing out hot air she said well I will put a work order in, but they probably want get to you no time soon. I told her you do know it's hot right! She said she will have a maintenance guy to contact me. I never received a phone call, so I called back 20 minuets before they closed. I said it's hot in this place is there anyway you guy's can accommodate me and my girls with ac maybe a room are something she stated well your not the only one with kids that we need to service we also have elderly too. I told her I understand but why did she tell me someone was going to call if they weren't. So here we go again not air over the weekend and it's so hot is this place day and night you can't even sleep. My girls all have asthma. She told me to buy a fan wow! So know it's Monday I called as soon as they open she stated the same thing as last week and said I will have the manager to call you. I no no one is going to call it was just to get me off the phone. I'm very upset on how they conduct business. No one should have to suffer in the heat with their kids after they had paid there rent. I even asked her if I get a room will they refund me she said no. I said will my rent be deducted, she stated no. I said well will you guys even be coming out today she said no. So I stated you know I been without air since Friday she said yes.

Response

05/15/2018

We are working with the property owner to get the A/C repairs approved. We have been in communication with the tenant from the initial report and are doing everything we can to get the A/C repaired. We appreciate that the tenant pays rent the rent on time and regret the issues they are having. We will continue our efforts until this is resolved as we do for all of our clients.