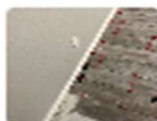


I, Victor Trejo posted the following review on Thumbtack's website 7/21/2022 about business A&L Innovations Remodeling. Alan Paul Aguilera is the owner and contractor who was hired for our work. Thumbtack for some reason chose to hide my review and not make it visible on their website to the public. I have asked them multiple times for reasons why it was deleted but customer service rep Madeline did not give a reason why. I then discovered another review by Amanda C on 9/13/2022 and was horrified. She had a very similar experience as my wife and I. Alan Paul Aguilera took over \$20K and left her house uninhabitable with incomplete work. I have voiced my concern to Thumbtack and hope they take action to prevent similar customer experiences. I have also provided his real contact information to Thumbtack so they can pass it along to Amanda C. She has voiced her concern about a lawsuit.

Victor T. ★★★★★

Bathroom Remodel

A total disaster. We initially hired Alan to complete work on downstairs floor, cabinet paint, shower walls, countertop on master bathroom, and tub tile area. We ended up adding the bathroom floors, replacing the tub in the master bath, and replacing the tile in our kids bathroom. We added these projects because we found mold behind our shower in the master bathroom. We knew it was a lot of work, but were given multiple assurances the work would be done by July 22. He ran into issues along the way (mold, vinyl flooring 10 days ago) but still assured everything was on track. We gave Alan unfettered access to our house starting July 8 to begin work and everything done as quickly as possible. We are currently living in a rental and were going to move in as soon as the work was done, originally on the 22 but we moved to July 23/24 due to mine and my wife's work schedule. Again, assurances were given everything would be done by the 22. We were given expectations that certain rooms would be done multiple times, the floor would be done, a dumpster would arrive for the trash, the plumbing would be done, etc. Almost none of what was told to us came to fruition. These pictures are from today, July 21. We had another contractor come today to look at what was done. He said the work was done poorly and will have to be redone. The plumbing that was started will need to be fixed. The carpet was ruined due to tile being cut in the middle of our master bedroom with no floor covering. The granite slab is cracked and damaged. The tile flooring downstairs (what's there) was done incorrectly and is not able to be grouted due to cement sticking out between the tile. We paid all of our obligations on time and in cash, Zelle, and cashiers check. 15,500 paid thus far, no receipts for materials, no itemized invoice provided because this was a "red flag" and an invoice provided only after I asked I paid \$14k. Take a look at the pictures. Our house is uninhabitable. Unfortunately, Alan was fired from the job for poor quality of work and very unfinished job. The pictures speak for themselves. That is the completed work as of 7/21 and \$15,500. We now have to spend maybe an additional \$15,500 for someone to finish it.



Jul 21, 2022 • Verified

**Amanda C.**

2 weeks ago



Hired on Thumbtack

Do not hire this man. He has been "working" on two small **bathrooms** in my home for FOUR MONTHS. I am couch surfing and living out of my car because my house has no water, no electric, no toilet, and no place to bathe. Everything is a mess, and unlivable. He has taken 20K, and I have no materials and no work to show for it. He has shown up maybe 3 hours a week, and now I can't reach him at all. When I had another contractor look at the rooms to finish, he said pretty much everything is going to have to be redone. He has no idea what he's doing. He lies nonstop, and I have no way of getting my money back. That being said, if anyone has experience filing civil suits, please let me know.

[Read less](#)

Details: Full remodel of bathroom • Expand the bathroom • Update style • Replace fixtures • Family bath (shared by everyone) • Home

Bathroom Remodel



Credentials ⓘ

Background Check ✓

Alan Aguilera

[View credential details](#)