Goodberlet Home Services Highlights Kankakee Headquarters as Central Operations Hub

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KANKAKEE, IL - October 22, 2025 -
Goodberlet Home Services, a provider of residential and commercial HVAC, plumbing, and electrical solutions, has reaffirmed the role of its Kankakee headquarters as the central point of coordination for service operations across Illinois and Indiana. The company, founded more than four decades ago, continues to base its management and dispatch functions out of the Kankakee facility at 255 E. Brookmont Blvd., where teams oversee scheduling, training, and emergency response for customers throughout the region.

The Kankakee office serves as a 24-hour operational hub, supporting technicians who manage heating, cooling, plumbing, and electrical service calls. With multiple branch offices in Oakbrook Terrace, Illinois, and Muncie, Indiana, the company maintains year-round coverage for residential and commercial clients. Its crews handle thousands of repair and maintenance calls annually, providing both scheduled and emergency services that address time-sensitive building needs.

According to internal company data, the organization fields an average of several hundred service requests per week during peak winter and summer seasons, when temperature extremes drive increased demand for HVAC support. The Kankakee headquarters plays a key role in coordinating this activity, utilizing centralized

scheduling tools and route optimization systems to ensure efficient response times.

?Having our operational base in Kankakee allows us to reach a large portion of Illinois quickly while maintaining consistent service standards across multiple markets,? said a company spokesperson. ?The location serves as both a dispatch center and a point of accountability for the technicians who represent the Goodberlet name every day.?

The company?s staff includes licensed HVAC specialists, plumbers, and electricians trained to meet current state and local safety requirements. Continuous professional education remains a focus, with employees participating in regular technical workshops and equipment training sessions to stay current on code updates and industry best practices.

Over the years, Goodberlet Home Services has expanded its capabilities to include both residential and light commercial systems. Its operational model allows technicians to work across disciplines, coordinating multi-trade projects that involve mechanical, plumbing, and electrical components under one service agreement. This integrated approach has reduced downtime for customers who would otherwise rely on multiple vendors for similar work.

Community engagement remains an ongoing part of the company?s identity. The Kankakee headquarters supports local outreach through sponsorship of neighborhood events and partnerships with nearby trade education programs. The company has also participated in workforce readiness initiatives aimed at promoting career pathways in skilled trades among high school and technical college students.

Now entering its 43rd year in business, Goodberlet Home Services continues to invest in infrastructure upgrades to improve service coordination and data tracking. Recent improvements to the Kankakee headquarters include expanded call center capabilities and digital systems that integrate scheduling, billing, and equipment tracking in real time.

?The home services sector continues to evolve with technology, and our headquarters has been key to adapting quickly,? the spokesperson said. ?By managing operations centrally, we can scale more efficiently while maintaining responsiveness to the communities we serve.?

The company?s 24-hour availability remains a critical feature of its service model. Teams are on call year-round to respond to urgent HVAC, plumbing, and electrical issues across Illinois and Indiana, ensuring homeowners and businesses have access to timely assistance during severe weather or system outages.

Goodberlet Home Services maintains offices in Kankakee, Oakbrook Terrace, and Muncie, with technicians stationed across multiple service areas to reduce travel time and support same-day response whenever possible.

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Goodberlet Home Services

Goodberlet Home Services has been a trusted home service company to the greater Chicago area since 1982.

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