CUSTOMER FEEDBACK REPORT *for*

Emercon Construction, Inc.

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REVIEW
Rolando C.
Chatsworth, CA
Mar 02, 2019

Completely dissatisfied with Emercon whom ONLY care about getting their money! Their customer service is the worst. Emercon does not care about their customers. The quality of the materials they use and the quality of their work is very poor. Completely disappointed. Our recommendation.... Stay away!

REVIEW
Kathleen R.
Corona, CA
Jan 25, 2019

This was the most stressful, disappointing ordeal we have had to deal with. Beginning with day 1 through the following 14 months very little went right. The project which was a roof fire during the Canyon Fires in September 2017, took 14 months instead of the 5-6 months quoted. The workmanship was below standard, the supervisor was seldom around to supervise worker on the job... The city inspector had them make many corrections to their shoddy work. Because of many questionable activities, it was suggested that there was a alliance between the field representative of the fire insurance company and management at Emercon. One manager in particular, (will not name at this point) was very rude and disrespectable.. The middle management seemed to be dominated by this person and was not able to make minor decisions for his department without consent of his manager. I will not go into the many problems we had with Emercon, just be warned. I would hate to see anyone else go through this ordeal. They would never get our business again..

2906 E. Coronado St
Anaheim , CA 92806
(800) 734-9167
www.emercon.com

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Emercon Construction, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Emercon Construction, Inc. in San Diego, CA; Los Angeles, CA; Mission Viejo, CA; Huntington Beach, CA; Orange, CA; Anaheim, CA; Yorba Linda, CA; Irvine, CA; Northridge, CA; Spring Valley, CA; and 139 other cities in California.

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REVIEW
Steven C.
Fullerton, CA
Sep 27, 2018

Emercon is very good, and I would highly recommend them. The work looks beautiful, and they took an impossible job and did it well. I was amazed.

REVIEW
Kristie D..
Woodland Hills, CA
Sep 19, 2018

Emercon Construction, Inc. were not professional, clean, or competent in doing my project.

REVIEW
Richard L.
Spring Valley, CA
Aug 02, 2018

The work that was done was good quality and I was impressed.

REVIEW
Javier C.
Rancho Santa Margarita, CA
Aug 02, 2018

I was very satisfied with everything they did and they were very professional.

REVIEW
B.C.H.
Mission Viejo, CA
Jul 28, 2018

Emercon was responsive to our needs. Friendly, courteous and always there for us. They finished our construction while we were on vacation. This was Glen, our supervisors suggestion. Best thing that happened to us.....less stress and a fabulous job was done!

REVIEW
Sheila H.
San Diego, CA
Jul 28, 2018

Subcontractors were courteous, professional and did a good job. Emercon supervisor lied about scheduling, did not return phone calls timely; very disappointed in management performance.

REVIEW
Virginia D.
San Diego, CA
Jul 27, 2018

excellent job except the SEVPRO WORKER.

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REVIEW
Paul R.
Huntington Beach, CA
Jul 27, 2018

The estimator showed up for the initial consult, then never heard back from him again.

REVIEW
Margo
Long beach, CA
Jul 05, 2018

the contractors Jeff Livingston, Jeff Mueller and Don Crivello they were professional and provided great customer service and great work.

REVIEW
Amalia S.
Jun 26, 2018

I had a few issues with the closet in my bedroom. They did not understand how I wanted the closet and I am still having trouble with the shelves.

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REVIEW

Mary and Brett H.
Fountain Valley, CA
Jun 14, 2018

REVIEW

John J.
Azusa, CA
Jun 04, 2018

They are the worst contractors that I have every seen.

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REVIEW
Michelle U.
San Pedro, CA
May 24, 2018

From beginning to end they did a great job. They were neat, clean, and very professional.

REVIEW
Menas P.
San Diego, CA
May 03, 2018

Thanks for your help with a hot water slab leak!

REVIEW
J.M.C.
LAKEWOOD, CA
Apr 28, 2018

Emercon was very thorough in providing a detailed estimate of work to be performed, and very good collaborating with our insurance provider (AAA). Some of the work items were fairly priced and some were far overpriced. We were told it would all washout in the end (not sure it did). They were very good with organizing subcontractors but not very good with managing their subcontractors.On several occasions we needed to point out substandard workmanship. In each case they were good about contacting the subcontractor and getting the work fixed but only after we pointed out the issues. I was frustrated we needed to play inspectors for a job we paid Emercon a lot of money to manage. At the end of the job we were very pleased with the outcome but it was a long and sometimes frustrating process.

REVIEW
Gary M.
San Dimas, CA
Mar 21, 2018

All aspects of the job finished timely and in a workman like fashion, the men were pros , I would welcome journeymen like these men if I ever required repair and renewal in the future.

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REVIEW
Josephina F.
Mission Viejo, CA
Mar 14, 2018

One item is still pending installation. However, I am very satisfied with all the work that has been completed so far.

REVIEW
Sonja B.
Garden Grove, CA
Feb 26, 2018

They did a very good quality job and made it how it was before. It was newly remodeled and they did a good job with the painting and flooring and tying it in and we didn't have to do the whole floor. They were able to make it as good as the quality was before and the texturing and molding and stuff looks good.

REVIEW
Charlotte I.
Whitter, CA
Feb 26, 2018

Very professional, they also dealt with my insurance company and negotiated an amount that was much more realistic in accomplishing the repair work necessary. Great customer service, friendly and I was given an itemized invoice, so it was very clear about what the job entailed and the final cost.

REVIEW
C.C.C.
Santee, CA
Feb 23, 2018

The gentleman who came to do the work, after the contractors came, went above and beyond to help us. We're very pleased!

REVIEW
Joan G.
Rancho Santa Margarita, CA
Jan 29, 2018

Emercon Construction, Inc. gave us great service and the representatives were extremely knowledgeable and nice.

REVIEW
R.B.C.
Anaheim, CA
Jan 23, 2018

Everyone from Emercon was professional, reliable and friendly!!

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REVIEW
V.K.C.
Walnut, CA
Jan 18, 2018

They did a good job.

REVIEW
Albert B.
Westlake Village, CA
Jan 17, 2018

All the work was completed, it took a little longer than expected but it was done. There were a few screw-ups along the way but they were corrected with the proper attention. I think they are a terrific company.

REVIEW
S.R.C.
Duarte, CA
Dec 23, 2017

On the positive, had excellent subcontractors who did high quality work. On the negative, poor customer service and almost non-existent communication. Didn't do a final walk through, just called to see if job was done to our satisfaction.

REVIEW
Ginger O.
Cypress, CA
Dec 18, 2017

Emercon did an outstanding job on my bedroom, replacing wall board, painting, etc. I would hire them again.

REVIEW
Van B.
Escondido, CA
Dec 05, 2017

I was very impressed with the quality of their work and knowledge

REVIEW
Kaori N.
Rancho Palos Verdes, CA
Dec 05, 2017

I had a flood from toilet and caused damaged to the floor and wall, it was bad, however, it turned to be a good thing to know about Emercon and experience Emercon's quality and professional work. Everyone at Emercon was great, I would never forget their excellent service.

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