

FEEDBACK REPORT *for*
Steamatic

8508 Paseo Alameda NE
Albuquerque , NM 87113
(505) 883-7766

REVIEW

Joshua Q.
Las Vegas, NV
Oct 09, 2024



This company is very professional in their work and communication. Everything was done on time, and to a high standard. I was very satisfied with their work.

GUILDMEMBER SINCE 2015

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

REVIEW

Denise P.
Saint Charles, MO
Sep 06, 2024



My first experience with a flooded basement. Through my insurance company, they hired St. Louis Cleaning & Restoration. I had several different employee's working to clean up my basement. Every young man was respectful, kind, polite and was looking out for my best interest. Any questions I asked was never a problem for them. Since it was my first claim, I didn't know what to expect, but they assured me they were there to take care of everything and that they did. Very happy with there service.

REVIEW

Victor R.
Fredericksbrg, TX
Sep 06, 2024



The service was good.

REVIEW

Jerry J.
San Antonio, TX
Jun 20, 2024



Terry Thomas, that came out, was great. He was very prompt and always there to take care of it.

REVIEW

Dorothy O.
FORT PIERCE, FL
Feb 09, 2024



They did a very good job. They were very thorough, professional, and they did everything very well.

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Donald F.
KIHEI, NV
Feb 08, 2024



There were certain things declared as total loss, things that were not in the flood, they were on the counter. Certain things, particularly boxes of canned goods and a box heater that were marked as a total loss. The heater is metal, this is a sewage flood. Things that were metal in boxes were marked. There were two canisters of Co2 that were not returned. They won't respond.

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REVIEW

Brad S.
Basehor, KS
Oct 11, 2023



The work was subpar. They didn't do much of anything that was on the estimate. They only worked a few hours multiple days instead of one full work day and the ceiling repair is very visible (very obviously been repaired)

REVIEW

Bonnie D.
SAN ANTONIO, TX
Aug 23, 2023



They did a great job in a timely manner.

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REVIEW

Marc K.
Leavenworth, KS
May 16, 2023



They were incompetent and inconsistent. I wrote everything down. Every day they were here, I wrote down how many people they were, what they did, and what they destroyed. It took them eight hours on three different trips. When they moved the toilet out of their way, they broke the lid. They're supposed to bring me another lid, but I haven't seen them since. They've been paid. They took out the ceramic tile in the basement when my basement flooded. It was loose, so sewer water got underneath there. They tore it all out, so I'm stuck with the glue that's stuck to the floor. They shouldn't have torn it up. There was no supervision. For \$17 an hour, they paid these kids to come in here and tear my house up. They tracked dirt up the stairs and all over the floors. They didn't put any plastic up until the end when I told them to do that to keep dust and dirt in the basement from coming upstairs. They're terrible. I wouldn't hire them to clean my doghouse. When they took the Sheetrock off, they destroyed the trim on the doors. They didn't take it off gently. They just pulled it off. Now I have to get new trim, but the insurance isn't going to cover that. I have to buy all new trim. It's just ridiculous what they did. They didn't know what they were doing. They had to come back three different times to get it right. You can see the mold on the backside of the Sheetrock, but they wouldn't take it out.

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TALLIE C.
KANSAS CITY, MO
Mar 19, 2023



They were very timely about getting someone to the house asap. Very much appreciated

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REVIEW

Eileen S.
Port Saint Lucie, FL
Dec 08, 2022



This company was awesome. Responded quickly and work was completed efficiently. Workmanship was high quality. I would recommend them to everyone. All employees were responsive to any and all questions. Definitely a five star company

REVIEW

Jesus V.
Nov 29, 2022



Great and hardworking people

REVIEW

Sonya B.
Nov 22, 2022



Did a great job

REVIEW

Gary K.
NEW BRAUNFELS,
TX
Nov 16, 2022



Did a good job on our project

REVIEW

Ilene B.
Aug 06, 2022



They are professional and I was very satisfied with their services.

REVIEW

Kevin B.
FREDERICKSBURG,
TX
Jun 15, 2022



Good, personal, and local touch.

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Barbara W.
Las Vegas, NV
Apr 06, 2022



I am totally satisfied with the way Steamatic serviced my property when my home was flooded.

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REVIEW

Athur W.
Port St Lucie, FL
Nov 18, 2021



Did a gret job with no mess.

REVIEW

THOMAS V.
North Las Vegas, NV
Oct 28, 2021



Jarard was outstanding.

REVIEW

W.J.Y.
Stuart, FL
Oct 06, 2021



Atlantic Coast Steamatic did a wonderful job on the clean up and repair after our water leak from the A/C. we will definitely recommend them.

REVIEW

Robert M.
North Las Vegas, NV
Jul 17, 2021



came in got the job done fast

REVIEW

NICKI M.
KANSAS CITY, MO
Jun 17, 2021



I really liked Bobby, and he was absolutely awesome. Anytime we ran into a problem he immediately addressed it, adjusted the problem, and took care of us.

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REVIEW

DONNA S.
VERO BEACH, FL
Jun 04, 2021



I would NOT recommend Atlantic Coast Steamatic. We were given the total amount to be billed to the insurance company at the beginning of the process. During the process they consistently added on various amounts to the claim. "Don't worry-the insurance will pay". They were going to charge the insurance company \$1000 to move my bedroom furniture because it was "very heavy". I know this wasn't my money but I didn't want the insurance company ripped off. I fired this company and went with a professional and reasonable company.

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REVIEW

Samantha S.
Port St. Lucie, FL
Dec 28, 2020



The team was extremely professional, and always prompt and on time. Their work was done in a timely manner and the quality of the workmanship was superior!

REVIEW

Phillip M.
INDEPENDENCE,
MO
Sep 30, 2020



They were very professional with what they did. Everything was a smooth process. It took a little longer than I expected, but at the end it came out just wonderful.

REVIEW

Matthew O.
San Antonio, TX
Sep 17, 2020



Completely satisfied, it was a wonderful experience working with the team.

REVIEW

Lucille V.
LAS VEGAS, NV
Sep 16, 2020



I never met or spoke with anyone from Steamatic. This dragged on for 10 long weeks.

REVIEW

Thomas L.
LAWRENCE, KS
Aug 18, 2020



very professional, took great care in making sure done right.

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REVIEW

Cheryl J.
LAS VEGAS, NV
Aug 13, 2020



friendly, competent workers. Job well done!

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surveying to help them deliver an
exceptional customer experience.

REVIEW

Liezl C.
CLAYTON, NC
Aug 13, 2020



Steamatic was great, I was out of state and they
handled my rental property claim from start to finish.
I would recommend them. Terry my project manager
was easy and worked with my schedule and my
tenants schedule. Thanks again!!