

CUSTOMER FEEDBACK REPORT *for* ICS Insurance Construction Services LLC

REVIEW

Shawn W.
Arlington, TX
Apr 16, 2024
★★★★★

We had new contractors every week! The communication was not handled well. Someone actually sent home a contractor doing work on my house because of a mix up. Leaving my patio torn apart for a week.

13714 Neutron Road
Farmers Branch , TX
75244
(469) 466-2424
www.icsrecon.com

GUILDMEMBER SINCE 2019

As a GuildQuality Guildmember, ICS Insurance Construction Services LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of ICS Insurance Construction Services LLC in Dallas, TX; Fort Worth, TX; Plano, TX; Arlington, TX; Denton, TX; Frisco, TX; Garland, TX; Richardson, TX; Mesquite, TX; Carrollton, TX; and 64 other cities in Texas, Michigan and New Jersey.

REVIEW

Michael M.
DENTON, TX
Jan 24, 2024
★★★★★

You need to get everything in writing and be cautious about the final bill.

REVIEW

Marjorie T.
DALLAS, TX
Oct 19, 2023
★★★★★

It was a very slow process.

REVIEW

CHASE H.
DALLAS, TX
Mar 08, 2023
★★★★★

It didn't seem like they cared to do quality work in a timely manner. They tried to cut every corner that they could, it seemed to me.

REVIEW

Penda D.
Frisco, TX
Dec 19, 2022
★★★★★

My experience had more to do with the contractors than ICS. They tried their best, and labor was hard to find at the time. The workmanship was not the best. I feel the company lacked supervision over the work that was done. Every step of the way, I had to point out mistakes. It was not a pleasant experience.

REVIEW

Catherine A.
Dallas, TX
Dec 07, 2022
★★★★★

Bad craftsmanship. Liars.



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REVIEW

Rachel S.
Fort Worth, TX
Nov 29, 2022
★★★★★

General contractor didn't come to my house to check on the project unless an exchange of money was to take place. He was quick to show up then. A week long job turned into almost 8 weeks and we are still making touch-ups from poor workmanship. Contractor didn't communicate with his workers on what needed to be done or when it needed to be done. The only workers who were diligent were the ones who painted. They were great. I will never use ICS again.

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REVIEW

Hugh J.
Irving, TX
Sep 16, 2022
★★★★★

They did a great job. I am very satisfied.

REVIEW

Jerry H.
DALLAS, TX
Sep 16, 2022
★★★★★

Randy and his team did an awesome job! They communicated well and kept us updated. They were available when we needed them. They did excellent work and kept on schedule. I highly recommend them!

REVIEW

Ronald C.
ALLEN, TX
Aug 03, 2022
★★★★★

I thought the work was done was very professionally. The contractor we had was on top of it. I saw him nearly every day. I was very happy with him. The site was kept very clean.

REVIEW

Sharon I.
DESOTO, TX
Feb 17, 2022
★★★★★

The job took far too long to be completed, and the communication was poor, however the subcontractors did do decent work.



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REVIEW

ANTHONY P.
GRAND PRAIRIE, TX
Feb 02, 2022



They did very poor workmanship. The things that they repaired are coming apart. The doors are falling off. The paint is coming off the walls. The fixtures that they put in the sink are not working. The laminate on the cabinets is coming loose. The work that they did is very bad. It looked good at first, but after 3 weeks it is coming apart. I wouldn't recommend them to anyone.

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REVIEW

Sharon S.
Jul 05, 2021



Very unprofessional. They completed only a small portion of the work. The first gentleman that came out was pushy about getting signatures for work that was not clearly explained to me, and after having my tenant sign a waiver to perform mold mitigation he promptly left the property without doing what he said he would do. One of the biggest issues was a bad plumbing leak under the house which they failed to notice when they reportedly "looked under the subfloor". They similarly reported a high level of moisture under the kitchen cabinets but just could not figure out why. Altogether a poor performance and I will not recommend them to anyone.

REVIEW

M.T.J.
FRISCO, TX
Jun 07, 2021



I do not appreciate you billing our insurance company and telling them that I signed your document saying we completed work with you. That is called fraud.

REVIEW

Robert S.
Arlington, TX
May 25, 2021



The workers who actually do the work are competent, professional, and courteous. The company suffers from lack of coordination and unresponsiveness to phone calls. It took much too long to get the work done. They had to be contacted by us many times rather than them contacting us.



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REVIEW

CAROLYN J.
ROWLETT, TX
May 19, 2021
★★★★★

After job completion, I had some minor problems I asked them to fix these 3 items. I have called 3 times, it has been 3 weeks, and these small problems have not been cleared up.

REVIEW

Gene C.
GRAPEVINE, TX
Feb 05, 2021
★★★★★

They hid two things that should have been taken care. However, because I signed off after it was completed, and I found out about it after the fact, now I have no recourse to get it fixed.

REVIEW

Goodwin B.
Dallas, TX
Jan 14, 2021
★★★★★

ICS and my project manager Wayne Goodman provided excellent service and the finish out of the project was great!

REVIEW

Roger D.
Mesquite, TX
Nov 10, 2020
★★★★★

It was a great experience, and they took care of everything for me. They went above and beyond, and they did what they said they do.

REVIEW

Maurice W.
DESOTO, TX
Nov 10, 2020
★★★★★

ICS is very professional and courteous.

REVIEW

Amit S.
Frisco, TX
Sep 11, 2020
★★★★★

There was a bubble in the ceiling upon job completion, they came back to fix it since it has a one-year warranty. However, the bubble is still there. Things look slightly different than I had anticipated them looking. However, if that is the best quality I can get, then so be it.

REVIEW

Jaime M.
Richardson, TX
Aug 29, 2020
★★★★★

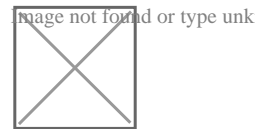
We were very pleased with ICS after the tornado damaged our home. The employees of ICS and the sub-contractors were courteous and professional at all times. We highly recommend ICS for anyone who needs their services.

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REVIEW

David G.
Irving, TX
Aug 19, 2020
★★★★★

This company did a fantastic job we just want to thank you

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REVIEW

Sonya M.
Mesquite, TX
Aug 07, 2020
★★★★★

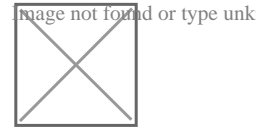
Even and his staff Victor responded immediately after a rain storm in Mesquite set up humidifier and fans to prevent/remediate any possible mole and moisture. Job well done. The guys communication is key to a strong professional business and key to helping homeowners understand what is necessary to do to make your home to its original form as possible without the stress. I would recommend ICS to any family member and most certainly to friends. Keep up the good works! Sonya M

REVIEW

Cynthia L.
ARLINGTON, TX
Apr 03, 2020
★★★★★

Wayne and his team were very professional and thorough throughout the whole process. We were always kept informed on when crews would be arriving and the various projects that they were going to work on that particular day.

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COMMENT

Additional Comment
Jan 24, 2020

I adored the construction supervisor, he was absolutely wonderful at his job. I appreciated him. I was not happy with how they presented what each thing cost. It was very difficult for me to know in case I wanted to upgrade something. I thought it should have been my decision if I wanted to upgrade anything. I was able to pick out the tile and was told the amount more that was added on, but I never knew what my budget was for particular items. I also did not know how much the insurance had given or was in the budget for other things. I gave the construction supervisor a hard time and we could tell he was not able to tell us. The construction boss and his crew were outstanding. The supervisor was also outstanding, helpful, and respectful. He would return phone calls immediately.

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COMMENT

Additional Comment
Jan 21, 2020

The communication was great. They did the job far better than I thought it would be. I was just really happy with everything they did. I had a flood, and they had to rip out my half bathroom and I was sort of stressed out. Once the initial contractor came in he put me at ease. I just felt comfortable going ahead with ICS, and they completed the project. I have been very happy with them.

COMMENT

Additional Comment
Jan 21, 2020

They were recommended to me by the company that I used for mold remediation.

REVIEW

Mike J.
Dallas, TX
Jan 21, 2020



I would definitely recommend ICS.