



The Steam Team Marks Recent Surge in Customer Reviews Reflecting Longstanding Service Standards in Austin

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The Steam Team, a locally owned disaster and restoration company based in Austin, announced today that it has recorded a notable increase in customer reviews across multiple service categories, reflecting consistent service delivery and long-term relationships with homeowners and property managers throughout Central Texas. The recent volume and depth of feedback follow a period of steady project activity involving water damage restoration, fire recovery, mold remediation, rug care, and related specialty services.

Founded in 1983, The Steam Team has operated continuously in Austin for more than four decades, serving residential and commercial properties from its headquarters on Burnet Road. Company leadership stated that the latest reviews were submitted organically by clients following completed projects, without incentives or promotional campaigns, and represent a broad cross-section of service types and property conditions.

According to internal records, many of the recent reviews reference complex restoration projects involving

insurance coordination, structural drying, and detailed reconstruction work. Others focus on rapid emergency response and structural drying, areas where technical precision and clear communication are often critical to outcomes.

David Marquardt, owner and manager of The Steam Team, said the feedback reflects the company's long-standing operational approach rather than any recent change in direction. "The reviews describe the same priorities that have guided this company for years," David Marquardt said. "Clear communication, trained crews, and follow-through on scope are expectations that have been in place since the early days of serving Austin."

Several clients highlighted project management and coordination as a defining factor in their experience. One homeowner, Jean Childs, described working with The Steam Team after a slab leak disrupted the center of her home. She noted that insurance navigation and proposal development were handled carefully from the start and that on-site management remained attentive throughout renovations affecting multiple rooms. Childs emphasized that subcontractors were organized and professional, contributing to a smooth process during an otherwise disruptive situation.

Other reviews focused on combined exterior and interior restoration work following water-related losses. Tiffany Moorman referenced a project involving both roofing and interior water damage, noting that crews arrived on schedule and completed work within agreed timelines. She also described communication throughout the project as consistent and informative, particularly when explaining repair options and sequencing.

Fire-related restoration projects were another area reflected in recent feedback. Joseph Lopez described a garage fire that caused damage inside and outside the structure. He noted that response times for questions and additional requests were prompt and that the assigned project manager maintained oversight from initial assessment through completion. Lopez stated that the overall process met expectations set at the outset of the claim.

Larger-scale restoration efforts also appeared in the review set. Cindy Darnall Stevens referenced flood damage that required extensive flooring, baseboard, and paint replacement. She cited attention to detail and timely completion as central factors in her assessment. Michael DiPlacido described a whole-home restoration following widespread flooding, noting that coordination across trades and adherence to scope resulted in a finished home that met or exceeded pre-loss condition.

Company representatives stated that the range of reviews reflects the diversity of work handled by The Steam Team, from targeted cleaning projects to multi-phase restorations involving insurance carriers and adjusters. The organization works regularly with major insurers while also supporting homeowners directly,

depending on project needs.

David Marquardt noted that reviews are monitored internally as part of quality control, not marketing strategy. "Feedback provides a record of how projects are experienced on the other side of the contract," he said. "It helps confirm what is working and where attention is needed, especially as service demand continues across Austin and nearby communities."

The Steam Team provides 24-hour emergency response for water and fire-related incidents and maintains in-house crews trained in mitigation, drying, and reconstruction. All services are delivered by locally based staff familiar with Austin-area building styles, insurance requirements, and environmental conditions.

As the company continues operations into its fifth decade, leadership stated that the recent reviews will be archived alongside earlier client feedback as part of a long-term service record. No changes to ownership, staffing structure, or service offerings were announced in connection with the review milestone.

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