



GLOBAL DISASTER SOLUTIONS

APARTMENT COMPLEX

LOSS EVENT: WINTER STORM



24-HOUR CALL CENTER: 877.511.2962

PROJECT OVERVIEW

In the wake of a major winter storm event hitting the gulf coast, a residential multi-family complex suffered from extensive frozen and ruptured water pipes resulting in major damage to the entire facility. Cotton received the call during the midst of the storm but successfully mobilized crews within 24-hours while most of Central Texas was still sidelined by ice and outages.

Immediately the Cotton GDS team began to extract all remaining water and drying affected materials. Due to the large scope of damage, we also coordinated massive demolition and waste removal across all four floors and within multiple common areas and offices. Given the residential component, Cotton also facilitated content manipulation for affected residents. Ultimately, we were able to complete the mitigation process under deadline and without removal of any tenants. As a result, the Cotton team was asked to coordinate full-scale restoration and construction to begin returning the entire complex to pre-loss condition.

THE COTTON DIFFERENTIATOR

- Less than **24-HOUR RESPONSE** to reduce turnaround time
- Mitigation timeline completed **UNDER ESTIMATE**
- Quick and efficient workflow meant **NO LOSS OF INCOME** from tenants forced out
- Worked with onsite property maintenance crews to **INCREASE CLIENT ROI**
- **CLEAR COMMUNICATION** for residents, staff, and crews to reduce operational stress

TURNKEY SERVICES PROVIDED

- Extracted all standing water in affected areas
- Moisture survey and mapped affected areas, surrounding areas, and common areas to determine the path of water
- Installed drying equipment as needed to begin stabilization and drying
- Content manipulation in occupied units
- Removed base trim on affected walls in common areas/units, as needed to dry
- Drilled access holes/flood cut as needed to force air and treat wall cavities
- Removed carpeting, ceiling material, and flooring material as needed
- Conducted complete demolition of all hazard areas and areas unable to dry, per saturation levels
- Treated all affected areas with an EPA certified antimicrobial solution
- Removed and replaced all affected insulation and drywall
- Completely removed all debris and conducted regular housekeeping to ensure total return to pre-loss condition upon completion

DISASTER RECOVERY | CONSTRUCTION | ENVIRONMENTAL RESTORATION | ROOFING | LOGISTICAL SUPPORT | CULINARY SERVICES

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