# Rapid Recovery After a Severe Multi-Floor Water Loss

*How pre-loss planning with Flood Zone's Back in Business Program accelerated recovery, protected peak-season operations, and delivered more than $73,000 in identified customer value.*

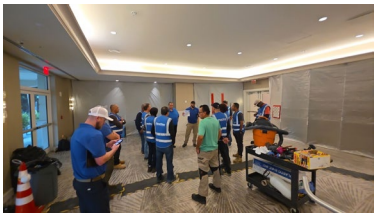
| ~57,000 | ~25% | ~75% | $65K+ | ZERO |
|---|---|---|---|---|
| SQ. FT. AFFECTED | AFFECTED ROOMS ONLINE BY DAY 3 | AFFECTED ROOMS ONLINE BY DAY 14 | DIRECT PROGRAM DISCOUNTS | MAJOR EVENTS CANCELED |

## THE CHALLENGE

A failed hot-water line at a high-end resort caused a five-floor water loss affecting approximately **57,000 square feet**, including about 16% of the resort's guestrooms and multiple guest-facing common and event areas. The loss occurred during peak demand surrounding a major international sporting event when occupancy remained near 100%. Conservative direct guest room and event-space revenue exposure exceeded **$70,000 per day**, excluding meals and entertainment.



*Controlled containment protected guest-facing areas*



*Coordinated on-site response*



*Reconstruction advanced during mitigation*

## HOW THE RESPONSE WAS ENABLED

The resort had joined the Back in Business program approximately five months before the loss. Flood Zone had already completed a property walkthrough, collected floor plans and emergency contacts, and received pre-authorization for emergency services. When the line failed, one call activated the full response.

Extraction teams arrived within the hour. Additional equipment was already en route approximately 20 minutes after activation. At peak, 49 personnel worked on site with 264 pieces of specialized drying and air-quality equipment. Strategic containment kept guest circulation open while structural drying, mold remediation, carpentry, drywall, painting, and wallcovering progressed concurrently. Where access was available, substantial structural drying was typically completed within 3–5 days.

### Prepared Before the Loss

Floor plans, emergency contacts, and service authorization were already on file. Procurement delay was eliminated at the moment speed mattered most.

### Activated With One Call

Teams on site within the hour. Additional equipment already moving within ~20 minutes of activation.

### One Accountable Party

A single on-site point of contact coordinated mitigation, construction, claims support, and billing — reducing friction for property management.

### Response Capacity

49 personnel and 264 pieces of equipment at peak. Concurrent work streams kept the project moving without sequential bottlenecks.

## MEASURABLE OPERATIONAL WINS

| 24-HOUR CORRIDOR TURNAROUND | 7-DAY EVENT-SPACE RECOVERY | 90%+ MATERIAL SALVAGE |
|---|---|---|
| Two guest-facing corridors requiring major demolition were scheduled, demolished, and returned to ready-for-finish conditions within 24 hours — limiting disruption to guest circulation. | A major event space requiring extensive demolition and mold remediation — including pre-existing conditions — achieved independent IH clearance and reconstruction in time to preserve a peak-season event. | More than 90% of affected materials were preserved where in-place drying was feasible. Reconstruction totaled ~$230K versus up to $2.35M in estimated guestroom reconstruction exposure. |

## COST CONTROL & CLOSE-OUT

| ~$680K | ~$230K | ~$910K | 0 | 100% |
|---|---|---|---|---|
| MITIGATION / REMEDIATION | RECONSTRUCTION | TOTAL RECOVERY | SAFETY INCIDENTS | COCs SIGNED WITHOUT ISSUE |

Direct program discounts exceeded $65,000. Total identified discounts, concessions, and added customer benefits exceeded $73,000. Reconstruction was held to approximately $230K against a planning estimate of up to $2.35M in guestroom reconstruction exposure if widespread replacement had been required.

## WHAT THIS ILLUSTRATES

For ownership groups and asset managers, the difference between a managed recovery and an extended disruption often comes down to decisions made months before any loss occurs. Pre-authorized relationships, documented property data, and a single point of accountability turned a five-floor resort water loss during peak season into a controlled, time-bound project that protected both revenue and guest experience.

**Peak-season events remained on the calendar - Guest circulation stayed open - Reconstruction exposure was contained**

*Figures are approximate and rounded. Room recovery percentages refer to affected guestrooms. Revenue exposure is an estimate based on a $900/night conservative room value, applicable resort fees, and at least $25,000/day in event-space exposure. The $2.35M figure is a planning estimate based on $50,000 per affected guestroom and is not claimed as direct savings. Direct program discounts exceeded $65,000; total identified discounts, concessions, and added customer benefits exceeded $73,000.*