

# One National Harbor Water Loss

## CASE STUDY



### LOSS DETAILS

C&C Complete Services was called in to address a significant water loss at National Harbor in January 2023. A burst pipe on the 5th floor impacted the 4th, 3rd, 2nd, and 1st floors of a condominium building, as well as two elevators and five retail stores retail spaces.

### MITIGATION PROCESS

The mitigation process began on Saturday, January 21, 2023 after a high pressure water valve ruptured releasing an extreme amount of clean water into the building.

The water was extracted from various areas, including condominium units, common areas, elevators, stairwells, and each location was carefully cleaned, sanitized, and dried. To reduce tenant disruption, Applied Structural Drying (ASD) equipment was used to facilitate rapid water evaporation. Unfortunately, some condominium units required additional demolition due to the volume of water. Despite this setback, the mitigation process was completed within two weeks.

### RECONSTRUCTION PROCESS

The reconstruction process involved a total of 47 condominium units, four common hallway floors, and five stairway floors. All common areas required patching and painting. Additionally, most of the condominiums needed new wood floors. To ensure safety, the reconstruction began during the two-week drying period. The reconstruction team focused on working in common areas and the lobby to guarantee the safety of tenants moving throughout the building.

### THE C&C DIFFERENCE

C&C Complete Services' prompt 40-minute response time was instrumental in minimizing water damage. By initiating the reconstruction process early, the property management team was able to effectively care for their tenants. Additionally, regular communication with the property management team helped facilitate a smooth mitigation process.

### AT A GLANCE

#### Details

- Job - M23-0084-W
- CS - M23-0084-S
- Project Manager  
ES - Omar Alvarez  
CS - Ray Walters
- Project Coordinator  
ES - Nicholle Mitchell  
CS - Heather Keyser
- Total Cost  
ES - \$264,573  
CS - \$573,942



## TESTIMONIAL

I have been managing One National Harbor Condominium for four years now, which is the same amount of time I have worked with C&C Complete.

I had a water loss claim in my first 15 days on the job and I could not have asked for a better group than C&C to work with.

In a highly stressful situation, dealing with any type of loss, the C&C team comes in and saves the day! Not only do they come in with the quick acting service but their calm demeanor, friendliness and professionalism puts everyone at ease...even when water is gushing out from a pipe.

The consistency of their service and care (from the onsite crew to the Backoffice team) is the reason I only call them when we need mitigation and/or repairs services. It is hard to find this level of service and when you find it you cherish it.

In January (2023), I had the biggest water loss claim as of yet that affected 47 Units (out of 242), 2 elevators (out of 4) and 5 retail stores. They had all hands on deck in less than 2 hours with a mitigation crew of at least 20 people. I always tease them that the crew must live at the Harbor because everyone gets there so fast!

Everything is managed like a well-oiled machine and a couple of days later the repairs estimator (Ray W.), the emergency assistant director (Phil K.) and my account manager (Shelby B.) were all onsite giving support including moral support for the loss.

Thank you C&C, I certainly appreciate our long-lasting partnership in supporting the community here!

Vivian H.  
General Manager