Off-Campus Housing Damaged by Burst Pipes After Arctic Freeze, CRC Restores Property Quickly

BLACKSBURG, VA | RENTAL HOUSING | WATER LOSS | $775,000

What Happened

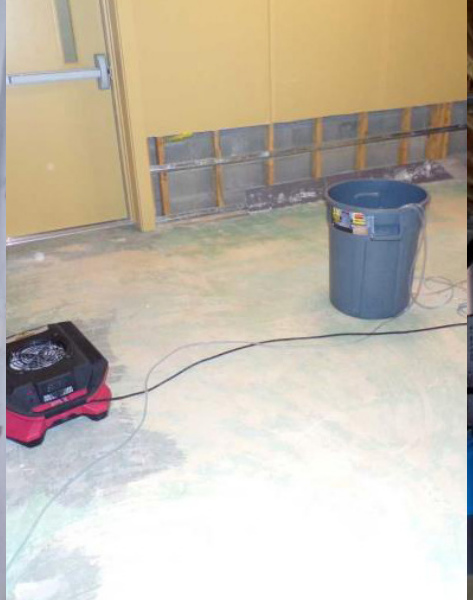
Over the holidays, an Arctic blast impacted much of the U.S., including the Blacksburg, Virginia, area. This extreme weather event caused record-breaking cold temperatures, dangerously low wind chills, and powerful winds. The brutal weather caused widespread power outages, leaving thousands of people without heat and increasing the risk of frozen pipes. At an off-campus student housing community, frozen PVC sprinkler lines in the attics of two buildings burst. The rupture, which started on the fourth floor of one of the buildings, cascaded downward, damaging multiple levels of the building. The water affected both the apartments and common areas, including hallways, the student lounge atrium, and the fitness center. While some students were away for the holiday break, others still occupied their apartments during the incident, requiring the CRC team to work carefully around residents who remained in place. The urgency to restore the property and make it livable again was a top priority.

Challenges and Objectives

The situation presented several challenges that needed to be addressed immediately. The most pressing issue was time sensitivity. Students were scheduled to return soon, and the housing community offered premium amenities that residents expected to be fully functional. Any delays in restoring the property would significantly impact the student experience. Another challenge was the specialized materials required for repairs. Restoration efforts needed custom items such as special-order tiles, decorative wood walls, tongue-and-groove wood slatted ceilings, high-end finishes, and custom glass and mirrors. These materials required precise matching and sourcing, adding to the complexity of the rebuild.

MITIGATION & RECONSTRUCTION SERVICES

- Water extraction
- Drying & dehumidification
- Full cleaning & sanitation
- Demolition (general and specific areas)
- Debris removal
- Drywall installation
- Structural drying and stabilization
- Flooring repair/replacement (carpet, hardwood, tile, vinyl, ceramic)
- Insulation replacement
- Odor removal and deodorization
- Painting and finishing
- Electrical (general and specialized systems)
- Plumbing repair
- HVAC system inspection and restoration
- Fire protection system restoration
- Appliances repair/replacement
- Cabinetry restoration
- Finish carpentry and trim work
- Finish hardware installation
- Light fixture installation
- Mirrors & shower doors installation
- Masonry work
- Siding, soffit, fascia & gutter repair
- Metal structures & components restoration
- Scaffolding setup
- Concrete & asphalt repairs
- Tile restoration/installation



The incident also occurred during the holiday season, a time when many suppliers and workers were unavailable. This made coordinating labor and procuring materials more difficult, resulting in potential delays. Additionally, the damage wasn't limited to the apartments. Elevators needed to be pumped out, and several utilities were impacted, requiring immediate restoration. The individual apartment units experienced minor water damage, as the pipes burst in the hallways. While flood cuts were needed to repair the damage, the repairs were relatively straightforward. In contrast, the common areas sustained more significant damage, adding complexity and extending the repair timeline.

How CRC Responded

CRC responded quickly to mitigate further damage and begin the rebuilding process. The first step was emergency mitigation, which involved drying out the affected areas and securing the property to prevent additional damage. Despite challenges posed by the holiday season and working around students still residing in the apartments, CRC worked tirelessly to source the necessary materials, including specialty items and high-end finishes, ensuring that restoration met the clients' expectations. CRC prioritized restoring the apartment units to allow students to return on schedule, while more complex repairs to the common areas continued in parallel. Skilled rebuilding efforts were employed to replace all damaged glass, mirrors and decorative elements. Each item was carefully matched to the original design, preserving the upscale aesthetic of the property. CRC's effective coordination with suppliers and labor ensured timely procurement of the specialty materials needed for quality restoration..

Results

CRC's swift response resulted in the quick restoration of the apartment units, allowing students to return without extended disruptions. While the common areas took longer to repair due to the need for specialty materials, they were rebuilt to the original high standards. Despite the challenges of holiday scheduling, material procurement delays and extensive repairs, CRC completed the entire project in approximately three months. This timeline ensured the property was fully functional and ready for students' return. CRC's ability to mitigate damage, rebuild efficiently and maintain the property's premium quality helped preserve the residents' experience and solidified the company's reputation as a reliable and effective restoration partner.

About CRC

Commercial Restoration Company (CRC) is a leading national provider of restoration and reconstruction services. CRC helps companies of every size and industry prepare for and recover from major property damage. From fires to floods to hail to hurricanes, we've seen and responded to it all. When you work with CRC, you know you're getting quality work that's done right. For more information, visit commercialrestoration.com.