

High-Rise Condominium Building Successfully Navigates Water Leak Repairs During Covid

A 19-story, 120-unit condominium building in downtown Charlotte, NC, experienced a water leak that affected 20 units across 10 floors of the building during the Covid-19 pandemic. CAMS worked alongside the Board to quickly begin remediating damages, coordinating vendors and insurance professionals, as well as keeping owners updated on the situation through virtual meetings, ensuring everyone's safety.

SITUATION

A high-rise condominium building in Charlotte, NC, experienced a busted water heater in a 14th floor unit that subsequently leaked down 10 floors damaging 20 units. This leak occurred in the middle of the night and caused varying degrees of damage to the units including damages to walls and flooring and, in some units, damage to personal property.


- An emergency call came in at approximately 2 am reporting a severe water leak.
- The source of the leak had to first be determined before it could be stopped.
- Due to the timing, CAMS' management team, the Board, and CAMS' on-site maintenance staff had to go door to door in an attempt to notify as many homeowners as possible.
- Since this occurred at the beginning of the Covid pandemic, homeowners were extremely hesitant to allow anyone into their homes to inspect damages or make repairs.
- This building was one of the first in Charlotte to have a known Covid case, making residents that much more nervous about allowing unknown persons in their homes.

SOLUTION

Though the water leak itself was a major issue that had to be immediately addressed and properly handled by professionals, it was also a sensitive issue due to fears surrounding Covid. CAMS, the Board, service providers, and insurance professionals worked together to come up with creative solutions to keep affected parties up to date on the issue as well as make them feel comfortable with having repairs done in their units.

- Once the source of the leak was identified, a restoration company was immediately brought into setup drying equipment in all accessible areas.

SOLUTION (CONT.)





- 
➤ CAMS' managers and on-site maintenance staff, as well as Board members, went to each unit to personally notify homeowners since this occurred in the early morning hours.
- As more homeowner notifications were made, damage assessments began when unit access was granted.
- The entire community was also notified to keep them apprised of the situation.
- A full damage assessment was made so that service providers could be properly directed to make repairs.
- The following day the insurance company was notified of the damage and informed that a claim was going to be filed. The agent and adjuster immediately became involved.
- Remediation and repair work began as soon and as quickly as possible as timing was affected by supply chain issues caused by Covid.
- Weekly Zoom calls were setup between CAMS, the Board, service providers, insurance professionals, and affected unit owners. These calls allowed for everyone involved to receive updates as well as ask questions and express any concerns from the safety of their own homes, reducing potential Covid exposure.

“

nonummy
nib euismod
tincidunt ut
laoreet dolore
magna ali-
quam erat
volutpat.”

John Doe

OUTCOME

- 
➤ Due to the quick actions of CAMS and the Board, the immediate installation of drying equipment, and removal of wet flooring, there were no mold issues created by this leak.
- The restoration company, the Board, and CAMS coordinated with homeowners to remove personal items from units and put them in temporary storage so flooring could be removed and replaced.
- 
➤ Weekly virtual meetings were greatly successful in alleviating many owner concerns and were an invaluable communication tool. Prior to Covid, this may not have been a typical occurrence, but it turned out to be a highly effective way to navigate this situation.
- 
➤ Most repairs were completed in 3 months with the most heavily damaged units being fully repaired within 6 months.
- 
➤ Homeowners expressed satisfaction with the handling of this situation by various professionals, their Board and CAMS, and expressed appreciation for not only the quick remediation actions but also the weekly virtual meetings. Though the supply chain issues caused repairs to take a bit longer than they normally would, being able to keep homeowners informed on a weekly basis was extremely helpful to all parties and allowed the repair process to be completed smoothly.

While water leaks in condominiums may seem to be a common occurrence, we take each situation very seriously. At CAMS, we pride ourselves in using our experience, knowledge, and proven processes to work closely with boards and other community volunteers to find quick solutions and provide trusted guidance to reach the best possible outcomes for the homeowners we serve.

Does your community have the guidance it needs? Call for details.

