



PROPERTY RESTORATION

**Case Study: BROOKDALE SENIOR LIVING**  
**Brookdale Clear Lake**  
**Webster, Texas**

**Loss Event:** Hurricane Harvey

**Damage:** Water and Wind Damage

**THE PROBLEM**

When Hurricane Harvey caused unprecedented flooding along the Texas coast, wind-driven rains caused water damage to 186 rooms and common areas in the Brookdale Clear Lake assisted living facility in Webster, TX.

Category 3 water flooded the first floor of the facility, requiring all suites on the first floor to be 50-65 percent gutted. On the second and third floors, exterior walls and some of the flooring had to be removed.

**THE SOLUTION**

Brookdale Senior Living is a RED ALERT Premium Plus client of BELFOR. As a result, more than 180 BELFOR employees from Texas, Nevada, Arizona, California, Georgia, Ohio and Colorado were dispatched to immediately work on the project.

Water extraction, dehumidification, demolition and reconstruction services were completed in 60 days. Most residents were able to remain in their units (homes) throughout the remediation process.

**CHALLENGES**

- **Resources** - BELFOR was able to assemble a large crew of employees and ample resources to mitigate the loss during a very taxing Hurricane Harvey event. In addition, BELFOR was able to respond to other losses during the 2017 hurricane season without compromising projects and quality.
- **Safety** - Safety issues were a big concern because the building was occupied during the remediation process. Special attention was needed to make sure the job site was free of clutter and trip hazards.
- **Special Care** - Because the residents remained in the facility, BELFOR employees were extremely respectful and empathetic to the added stress that the loss and remediation work had on tenants. Scheduling was often a challenge.
- **Requirements** - A clearance test from an Industrial Hygienist was required on every single unit in the facility at the completion of drying and demolition before BELFOR could proceed to the rebuild phase of each unit.



*"I don't think we could have asked for a better team of professionals to be here with us like part of the family post Harvey. I will be happy the work is completed but will actually miss the team from BELFOR when they go."*

**HEIDI HAIGHT**  
Executive Director  
BROOKDALE CLEAR LAKE

**24/7 Emergency Number**  
**800-856-3333**

Corporate Headquarters:  
185 Oakland Ave., Suite 150  
Birmingham, MI 48009-3433  
Toll Free: 888.421.4111  
Direct : 248.594.1144  
www.belfor.com

**Commercial Services ▶**

Fire Restoration | Water Extraction | Structural Cleaning & Decontamination | Dehumidification  
Mold Remediation | Corrosion Control | Smoke and Soot Removal | Structural Shrink Wrap  
Contents Restoration | Document and Media Recovery | Electronics Restoration  
Equipment and Machinery Repair & Rebuild | Environmental Services  
Semiconductor Services | Total Reconstruction Services | Consulting Services

**Residential Services ▶**

Smoke and Soot Removal | Water Extraction | Structural Dehumidification  
Structural Cleaning & Decontamination | Mold Remediation | Environmental Services  
Contents Restoration | Document and Media Recovery | Electronics Restoration  
Reconstruction Services