Restoration Management Company
WATER, SMOKE & ENVIRONMENTAL SPECIALISTS

Case Study

# High-Rise Water Mitigation in Downtown Seattle

**Type of Venue: Luxury Multi-Family Residential Complex**
**Type of Loss: Water Damage**



## Summary

In January 2024, a 23-story luxury multi-family residential building in downtown Seattle experienced a significant water loss affecting approximately 130 units and multiple common areas. The incident occurred during a severe cold-weather event that left widespread damage throughout the city. Initially, another restoration company was hired for the job. However, the client was dissatisfied with their response and brought in RMC to lead the mitigation efforts. The restoration required careful planning and precise execution due to the upscale nature of the property and the presence of residents, all while operating within an aggressive nine-week timeline.

## The Challenge

This project presented a range of logistical and environmental challenges. Tenant presence made access difficult, requiring careful coordination to minimize disruption to residents. The building's inner-city location further complicated operations with limited parking and heightened security protocols. Additionally, the entire Seattle region was under a catastrophe response due to the extensive storm-related damage, placing added pressure on resource availability and scheduling. These factors demanded meticulous planning and constant communication with stakeholders to keep the project within the requested nine-week timeline.

## The Solution

RMC responded by deploying a highly coordinated workforce of approximately 155 trained restoration personnel who worked 12-hour shifts across the nine-week mitigation period. The team executed moisture mapping, selective demolition, containment setup, environmental controls, mold abatement, deodorization, structural drying, and final sanitization. Equipment used included dehumidifiers, air movers, air scrubbers, hydroxyl generators, and associated large-loss mitigation tools. RMC's work followed ANSI/IICRC S500, OSHA, EPA, and local guidelines. Regular collaboration was maintained through daily updates and weekly meetings with the client, insurance representatives, and all relevant parties—ensuring full transparency and effective problem-solving throughout the process.

## The Results

**130+ Apartment Units**
Restored

**Workforce Deployed**
155 Trained Personnel

**100% Client Satisfaction**
Resulting in Referrals

**Restoration Timeline**
9 weeks









