



# COMMERCIAL SPOTLIGHT

## Multi-Unit Shopping Plaza

Boardman, Ohio



### Loss Event: Flash Flood

**Damage: Structure destruction from grossly-contaminated water**

**Challenges: Lack of electrical power, urgent need to reopen stores**

When a flash flood ravaged a popular multi-unit shopping plaza, SERVPRO teams in Ohio were called upon to restore the property. The primary focus for the team was stabilizing the affected businesses enough so that they could reopen their doors to customers. The team was on-site in less than one hour, and they immediately began removing materials soaked with grossly contaminated water and then placed drying equipment throughout the facility.

Paramount to the success of this project was managing the amount of tenant-occupied units. Each store needed to limit the amount of down time they would have. One store had no electrical power, and others were unable to utilize their power due to an old system that couldn't support the equipment. No matter the obstacle, the team worked with each store owner to be sure their needs were met. The demolition and drying of occupied units occurred when the stores were closed as to not interfere with business hours, and the team removed equipment before the stores opened to make sure it looked "Like it never even happened."

### BY THE NUMBERS

SQ. FT. AFFECTED

**429,580**

TEAMMATES ON SITE:

**40**

EQUIPMENT DEPLOYED:

**3 semi-truck trailers  
7 desiccants  
8 generators  
50 air scrubbers  
100 dehumidifiers  
400 air movers**

*"Thank you for all your help! You've been great! I'll definitely call you guys again." – Karyn, American Realty*

"Every member of our team worked nonstop for two grueling weeks and still came into work every day with smiles on their faces. Throughout all of this, customer service was still at an all-time high, and workplace morale was though the roof. I can honestly say everyone at our franchise loves what they do, and that is what makes me especially proud." – Jeff Braund, SERVPRO Project Manager



Commercial



Construction



Storm Disaster



Water



Mold



Fire

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