



Restoration and Remediation Magazine Case Study submission – Feb. 21, 2012

Emergency services team dries and stabilizes 30,000 square feet of space at mixed-use high rise By Malcolm Stone

[Paul Davis National \(PDN\)](#), the large loss specialists for Paul Davis, recently completed emergency restoration and stabilization services work for Huntington Towers, a mixed-use building at 201 W. Springfield Ave. in Champaign, Ill. More than 30,000-square-feet of the commercial and residential high-rise was flooded due to frozen pipes that burst on the 13th floor. Damage was found on all floors, with the majority of the damage on floors 12 through 9, and the first floor. Most damaged areas in the building included refuse areas, common area hallways and commercial office space.

The problems started when an access door blew open during a winter storm in early January. This exposed the building and pipes to cold temperatures. The pipes eventually froze and burst causing approximately 25,000 gallons of clean water to flow down into the core of the 84,000-square-foot building in the early morning hours. The devastating water damage in the walls and floors of offices and apartments required work around the clock. It was a happy ending however as the Huntington Tower office tenants and apartment residents were able to return to the 40-year-old building in just three days.

According to Howdy Russell, Paul Davis National spokesperson, the company served as the general contractor and restoration crew on the job while working with Cathy A. Rector, Coldwell Banker Commercial Devonshire Realty's Director of Property Management and Building Services Divisions. Neal Lengacher, Paul Davis' Project Manager was responsible for overseeing the project for the large loss firm and its subcontractors who provided emergency mitigation services, repairs and some reconstruction.

Russell noted the local Paul Davis franchise in Bloomington, Ill. received an emergency call from Rector who was initially alerted by the local fire department about a fire sprinkler activation in the building on Friday morning, January 13. The Paul Davis advance team responded immediately to assess the damage and surveyed the site that morning to schedule equipment and manpower needs.

All equipment and manpower arrived by 6 pm the same day and equipment was set and operational by 3 am on Saturday, January 14. From Friday through Sunday, January 15, crew members accrued more than 35 hours each to get the building ready for occupancy. Paul Davis' quick response allowed work teams to dry the building in less than 72 hours with minimal demolition. While several hundred lineal feet of base trim was removed, other items removed included ceiling tiles, vinyl flooring and drywall. All of the carpet was saved. The building work wrapped up and was fully cleaned, including all affected floors, walls, ceilings and contents by Friday, January 20th.

According to Russell, the situation was brought under control quickly and effectively through emergency response support. "This type of loss is unpredictable as are most water damage situations. Our company responds with a management strategy that starts with immediate action," he said. "Paul Davis has a tremendous advantage with our highly-skilled technicians, specialized equipment and thorough documentation that enable us to deliver the best and most cost efficient commercial large loss restoration services available." Paul Davis National's primary objective is to operate all loss sites efficiently by establishing, in writing, its proposed tactics and techniques in advance of implementation.

According to Rector, she was very pleased with Paul Davis' response time and professionalism on the job. With the amount of highly-trained technicians and professionals, Rector noted that her tenants were satisfied that the job was completed and exceptional customer service was provided. "I was impressed that

crews had transported several hundred pieces of equipment and materials up the stairwells, as the elevators had been shut down due to water damage which took out power from the electrical panels,” she said. “From Friday to Monday, I was amazed at how much clean-up and restoration had taken place,” she said. “Plus, Paul Davis worked with our insurance company to ensure that all parties involved were aware of the proposed actions and cost estimates, and that time was critical with an agreed upon course of action to alleviate potential problems.” For more information, contact Howdy Russell at (904) 233-5245 or email hrussell@pdnational.com. Visit the website at www.pdnational.com.

About Paul Davis National:

Paul Davis National is the large loss division for Paul Davis. Paul Davis is a franchise system with 300 offices and full service general contractors providing site stabilization, emergency water mitigation, fire restoration, mold remediation, document restoration, contents cleaning, and remodeling services. Paul Davis National owns numerous tractor trailers and support equipment that are deployed to support their national clients as well as their fellow franchisees in the case of a major disaster.

About Paul Davis:

Paul Davis Restoration, Inc., a subsidiary of FirstService Corporation (NASDAQ: FSRV; TSX: FSV), is a national franchisor and leading provider of restoration services for residential and commercial properties since 1966. Paul Davis Restoration also provides advanced mold cleanup services and has franchise locations throughout North America with owners and technicians who are certified by The Clean Trust. For more information, visit the website at www.pdrestoration.com.

About FirstService:

FirstService Corporation is a global leader in the rapidly growing real estate services sector, providing a variety of services in commercial real estate, residential property management and property services. As one of the largest property managers in the world, FirstService manages more than 2.3 billion square feet of residential and commercial properties through its three industry-leading service platforms: Colliers International, the third largest global player in commercial real estate services; FirstService Residential Management, the largest manager of residential communities in North America; and Property Services, including Field Asset Services, one of America’s largest providers of property preservation and distressed asset management and FS Brands, one of North America’s largest providers of property services through franchise networks. FirstService generates over US\$2.2 billion in annual revenues and has more than 20,000 employees worldwide. More information about FirstService is available at www.firstservice.com.

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