



SUCCESS STORY | restoration

THE PORTER HOTEL

SERVICES: Water Damage Mitigation, Emergency Repairs
LOCATION: Portland, OR

SIZE: \$1M (Mit) / \$472k (Repairs)
TIMEFRAME: 3-4 weeks

PROJECT:

An elegant downtown hotel suffered a sprinkler main leak on Friday, the 13th at 11:00am, prior to a busy, booked weekend. The leak occurred on the top (16th) floor and cascaded all the way down to the ground floor on the north end of the hotel, encompassing 60-100k square feet of damage. The affected areas included over 100 guest rooms, common hallways, fitness center, conference rooms, offices, bistro and lobby area.

CHALLENGES:

Due to the fact the water event occurred only a few hours before check-in time on a busy weekend, BluSky crews had to work fast to secure the area and coordinate various trade partners to assist with mitigation. Work had to be managed and special care had to be taken to not disrupt the existing guests, as well as special events that were previously scheduled at the hotel. Mitigation and reconstruction timelines needed to be shared and coordinated with several decision makers and consultants.

RESULTS:

- BluSky mitigation teams were proactive with response and equipment mobilization so few current guests were comfortable and fewer incoming guest were affected. Affected areas were stabilized and free from any potential hazards to guests and all hotel personnel.
- Crews expedited initial clean-up and safety protocols so the hotel could be back online receiving guests within three hours.
- By deploying a team of over 60 crew members and supervisors, and coordinating 24/7 shifts, BluSky successfully performed mitigation, debris removal and emergency repairs within a 3-4 week timeline and successfully met the tight deadline one day before a busy holiday weekend.

REFERENCES:

"This was a typical BluSky response: quick to arrive, excellent communications/work and helped restore the business flow," David Genrich, Executive Vice President – JLL

