

U.S. Army - Fort Bliss, Texas Military Housing - Balfour Beatty Communities

Loss Event: Winter Storm/Deep Freeze



CASE STUDY

A massive snow storm and single-digit freeze results in broken pipes and water damage to 1,700 residential military homes at Fort Bliss.

BELFOR SOLUTION - RECOVERY EFFORT

- ▶ Despite 15,000 water breaks in the El Paso area, BELFOR was able to pull personnel and materials needed for the job from its national resources. BELFOR mobilized an emergency response strategy that included its Mobile Command Center, four mobile warehouses, two supply tents, and a team of skilled specialists - approximately 100 plumbers; 60 laborers; 40 carpenters, painters, drywallers; 45 environmental specialists and hygienists; 10 HVAC installers and 10 flooring specialists.
- ▶ One of the top priorities was to restore running water. Some homes had as many as 20 water main breaks. Soaked carpeting, drywall and other materials were removed to prevent mold infestation.
- ▶ While repairing ruptured pipes, workers found asbestos insulation in exterior walls. Before residents could return to their homes, air quality tests had to be performed. BELFOR's Environmental team led the abatement effort to remove and replace the insulation so that it would meet health and safety standards.
- ▶ The other top priority was taking exceptional care of the military residents. To help with this effort, BELFOR brought in its **Resident Care Team** which:
 - Helped families with their questions, concerns and fears.
 - Worked with Balfour Beatty to coordinate hotel lodging for military families and their pets while repairs were being completed.
 - Provided school officials with updates on displaced families and helped to resolve transportation issues.
 - Delivered water and basic home goods to families.
 - Established two water depots with pallets of bottled water for families.
 - Participated in town hall meetings to discuss asbestos, lead and mold remediation, protocols, testing standards and clearance procedures.

CHALLENGES

- ▶ Finding temporary housing for displaced families.
- ▶ Assessing environmental issues in each home and helping residents understand the necessary restoration efforts.
- ▶ Timeline - Completing work as soon as possible so residents could return home.



"It was an honor working with the military families. The cohesive efforts between BELFOR and Balfour Beatty, the military housing management company, proved how relationships forged prior to a loss, expedite recovery."

Gina Dolezal - Resident Care Team Manager

24/7 EMERGENCY HOTLINE

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