



PROPERTY RESTORATION

**Case Study: NEW LONDON PUBLIC SCHOOLS**  
**Nathan Hale Arts Magnet School**  
**New London, CT**

**Loss Event:** Water Damage

**Damage:** Extensive water damage in classrooms and hallways.

**THE PROBLEM**

Nathan Hale Arts Magnet School sustained water damage throughout the facility after a component to the HVAC system malfunctioned, allowing cold air to enter from the exterior and freeze a pipe that burst after school hours.

The water caused damage to 13 classrooms, two storage/janitorial rooms, two restrooms, two large hallways, one stairwell and two exit corridors on the first and second floors of the building.

**THE SOLUTION**

The BELFOR response to the loss included:

- Immediate protection of contents and assets;
- Setting up containment to limit spread of dust and to establish drying chambers;
- Packing of all content within the classrooms, inclusive of storage cabinet, student benches and lockers, and sink locations due to affected walls;
- Thorough inspection and detachment of cabinetry and classroom fixtures as needed;
- Removal of materials as agreed upon by site walk through with representatives from the City of New London and the adjuster. Materials removed included: drywall, insulation, suspended ceiling tiles, vinyl cove base molding, and some cabinetry;
- Setting up of drying equipment and daily monitoring;
- Cleaning and sanitizing of exposed building materials as well as those left in place and dried through to completion;
- Cleaning of furniture and content.

BELFOR brought in a team of 87 project managers, sub contractors, technicians and general laborers. All mitigation and repair work was completed in 10 days.

**SAVE THE DAY**

- Two restrooms were affected on tiled walls common to hallways. BELFOR successfully dried these walls and cavities using a cavity drying system, saving the removal/replacement of insulation and tile work.
- BELFOR had vendors/suppliers on site day one to scope materials needed for repairs, ultimately shortening timelines for delivery to site.



*"Having a trusted disaster recovery partner in place before a loss is vitally important. BELFOR's rapid response and expertise in handling our emergency at Nathan Hale Art's school proved integral to minimizing the impact and downtime to our staff and students. Thank you to the entire team at BELFOR."*

**PAUL GILLS**  
**Risk Manager, City of New London**

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