

CASE STUDY JOHN KUESTER MANOR Wauconda, IL

On a cold spring day, a routine install by an HVAC contractor ended in the accidental rooftop fire at the John Kuester Manor, a senior residential apartment building owned and managed by the Lake County Housing Authority (LCHA). This normally quiet Chicago suburb was quickly responded to by the heroes of the Wauconda Fire District, along with surrounding fire departments from Lake Zurich and Round Lake Beach. Their rapid intervention ensured the safety of all residents, but the damage displaced 25 seniors. With snow in the forecast, the property management team needed a solution - fast.

THE SOLUTION

The lead came to the BELFOR Chicago office from the BELFOR National Response Center. The BELFOR team met with the LCHA Director of Public Housing the next day, and BELFOR was awarded the project. By the next morning, our local Chicago-area technicians - using headlamps and battery operated lights - were working onsite to mitigate the soggy and smoky damage.

The team worked tirelessly to get the property back to pre-loss condition. The top priority was to return residents back into their homes as soon as possible. BELFOR was able to return 23 of the 25 fully-restored units back to the client within three weeks. The remaining two units were the fire source and needed more extensive work to complete.

THE OUTCOME

The LCHA team and the insurance adjuster were impressed by the BELFOR team's performance, daily communication updates, organizational skills, work ethic and ability to complete the project. Thanks to the performance of the entire BELFOR team - including account manager, project manager and technicians - BELFOR has been selected to be LCHA's preferred restoration vendor on future projects.

INDUSTRIES:

Senior Living

SERVICE:

Fire Damage Restoration, Reconstruction

