



CASE STUDY

Trailpoint at Woodlands Water Damage Restoration and Reconstruction

Client Sector: Multifamily

This case study highlights ATI Restoration's expertise in delivering rapid and effective disaster recovery services for a multifamily residential complex impacted by extensive water damage during a major storm.



Major Event Overview

During Winter Storm Elliott in late December 2022, water pipes burst in 117 apartment units at the Trailpoint at Woodlands complex near Houston, Texas. This resulted in widespread water damage affecting living areas and laundry rooms. ATI was asked to handle the remediation and reconstruction work during the holiday season, which included coordinating work while 120 residents were still occupying the impacted units.

Services



Water Extraction



Water Damage Mitigation



Mold Remediation



Selective Demolition



Detailed Cleaning



Reconstruction

Project Size



Facility Size
117 units affected



Budget
\$1M





Rapid Response and Mobilization

ATI immediately responded to the emergency at Trailpoint at Woodlands by arriving on-site to assess the damage, document the scope, and begin emergency services. Within hours, a team of 100 professionals was mobilized and divided into crews of 2-4 workers per unit. The teams worked in 10–12-hour shifts, ensuring that critical water extraction and damage mitigation were carried out efficiently. This strategic approach allowed ATI to manage the complex logistics of the project while ensuring the safety and well-being of the residents. Due to the successful execution of these emergency services, ATI was also awarded the reconstruction work, further demonstrating our capacity to handle both immediate response and long-term restoration.

Resident Coordination and Communication

ATI effectively managed communication and coordination with residents, particularly challenging given that 120 residents remained in their units. Daily updates were provided to ensure everyone was informed about the ongoing work. Project Managers worked directly with residents to accommodate their needs, ensuring that repairs were conducted fairly and efficiently. The strong communication approach fostered trust and satisfaction among residents, despite the large scope of work.

Efficient Project Execution

The large size and dispersed layout of the complex required careful planning and logistical coordination. ATI deployed a strategic system for equipment tracking and distribution, including a barcoding system and dedicated crews to manage tools and machinery. This ensured that the project remained on schedule, and the barcoding approach facilitated accurate billing, providing cost transparency and ensuring that the client was only billed for equipment in active use.

Results



On Time & Within Budget

The entire remediation and reconstruction project was completed within the strict four-week timeline, without disrupting the sale of this building.



High Resident Satisfaction

Clear communication in scheduling work and expert project management led to positive feedback from residents.



Safety First

No OSHA violations occurred throughout the project, underscoring ATI's commitment to maintaining a safe working environment for both workers and residents.



Enhanced Property Condition

The reconstruction efforts left the apartment complex in better condition than before the storm, with improvements in infrastructure and mitigation measures for future resilience.

Conclusion

ATI's ability to provide an immediate, organized response and execute a complex project under an aggressive timeline demonstrated our ability to minimize disruption for residents. The successful completion of both remediation and reconstruction services has positioned Trailpoint at Woodlands for enhanced safety and improved living conditions, reaffirming ATI as a reliable partner in disaster recovery.