



## MULTI-TENANT EMERGENCY FLOOD CLEANUP

MINIMIZING DAMAGE AND ENSURING CLIENT SATISFACTION

Mid City Cleaning was performing routine janitorial services for a client who owns a multi-tenant commercial property when we discovered an unforeseen flood occurring in the basement. This case study highlights how Mid City Cleaning promptly responded to the emergency situation, conducted thorough flood cleanup operations, and successfully restored the facility to minimize damage and maintain client and tenant satisfaction.

### Discovery of the Flood:

During routine services of the facility Mid City's janitorial staff went into the basement to clean when they discovered a flood had started to form in the basement of the commercial property. The flooding posed a significant threat to the infrastructure, equipment, and the overall functioning of the building. Immediate action was required to mitigate the damage and minimize disruptions to the client and tenants.

### Emergency Flood Cleanup Plan:

Upon discovering the flood, Mid City Cleaning swiftly activated their emergency response protocols. The following steps were taken:

- 1. Notification and Communication:** Mid City Cleaning promptly informed the client about the flood, ensuring clear communication channels were established to facilitate timely decision-making.
- 2. Damage Assessment:** An expert team from Mid City Cleaning assessed the extent of the flood damage, identifying affected areas, potential risks, and required restoration measures.
- 3. Water Extraction and Drying:** Mid City Cleaning utilized specialized equipment to extract standing water from the basement and initiate the drying process. This step aimed to prevent further damage, inhibit mold growth, and restore the property's functionality.

### CUSTOMER

Multi-tenant commercial property

### CLIENT SINCE

1992

### LOCATION

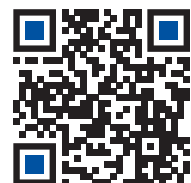
Minnesota

### SIZE

25,000 sqft

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- 4. Cleaning and Sanitization:** The team thoroughly cleaned and sanitized affected surfaces, including walls, floors, and any salvageable items. This step aimed to eliminate contaminants and prevent health hazards for the occupants.
- 5. Restoration and Repairs:** Mid City Cleaning collaborated with trusted partners to address structural damages, repair any faulty systems, and restore the affected areas to their pre-flood condition.
- 6. Continuous Monitoring:** Mid City Cleaning implemented a monitoring system to assess the progress of the flood cleanup and ensure that the facility remained free from any residual water or potential issues.

### Results and Client Satisfaction:

Through the prompt and efficient execution of the emergency flood cleanup plan, Mid City Cleaning achieved the following outcomes:

- 1. Minimized Damage:** The quick response and effective cleanup measures resulted in minimizing the overall damage caused by the flood. This prevented further structural deterioration and reduced potential losses for the client and tenants.
- 2. Minimal Interruptions:** Mid City Cleaning's swift action helped restore the facility to a functional state within a reasonable timeframe. This ensured that business operations for the client and tenants were quickly resumed with minimal disruptions.
- 3. Client and Tenant Satisfaction:** The client expressed satisfaction with Mid City Cleaning's emergency response and the quality of the flood cleanup services. The prompt and effective restoration of the property enhanced the client's trust in Mid City Cleaning's capabilities, strengthening their ongoing partnership.

### Conclusion:

Mid City Cleaning successfully handled an unexpected flood emergency in a multi-tenant commercial property while performing routine janitorial services. Through their quick response, diligent cleanup operations, and collaborative efforts, the flood damage was minimized, interruptions were minimized, and the facility was restored promptly. Mid City Cleaning's efficient handling of this emergency underscored their commitment to client satisfaction and showcased their expertise in handling unforeseen challenges.

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