



LOSS EVENT: WATER DAMAGE

Full-Service Boutique Hotel

📍 Los Angeles, CA

A water line break on the 11th floor of a Los Angeles boutique hotel caused significant water intrusion across 21 guest rooms, nine guest corridors, and several back-of-house areas. With 156 guestrooms, two restaurants, and a speakeasy-style lounge, the property was fully committed for Super Bowl week — making even a single day of downtime unacceptable.

Because the loss occurred late at night just days before one of the busiest weekends of the year, the hotel needed a restoration partner who understood hospitality operations, guest expectations, and the urgency of returning rooms to inventory immediately.

Signal's Hospitality Restoration team mobilized overnight, deploying a specialized crew and implementing creative drying techniques designed to minimize demolition and avoid disrupting guests. By using drying chambers, strategic equipment placement, and in-place drying methods, the team restored impacted areas while keeping the hotel fully open and operational.

Within 6–8 days, all rooms and corridors were returned to service — ahead of Super Bowl arrivals — with zero guest complaints or cancellations. The project was completed in just eight days, including both mitigation and repairs, allowing the hotel to maintain its promised guest experience during one of the highest-demand events in Los Angeles.

The Scope

- Total impacted area: 21 guest rooms, 9 corridors, and back-of-house spaces
- Water extraction and removal throughout affected areas
- In-place drying strategies with drying chambers
- Minor demolition and reconstruction of wall base
- Protection and blocking of furniture from wet flooring
- Creative drying methods used in public-facing spaces
- Hotel remained fully open throughout restoration
- Impacted rooms returned to service within 6–8 days
- Average crew size: 8–10 team members



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