



LOSS EVENT: WATER DAMAGE

Full-Service Boutique Hotel

📍 Marina Del Rey, CA

A broken sprinkler pipe on the 4th floor of a Marina Del Rey boutique hotel caused widespread water damage across 40 guest rooms, four corridors, the lobby, and multiple conference spaces. With 111 guestrooms, four meeting rooms, and two restaurants, the hotel faced significant operational disruption — especially given the challenge of drying in-place within double-drywalled areas and high-traffic common spaces.

For hospitality properties, every hour of downtime impacts guest experience, revenue, and brand reputation. The hotel needed a partner who understood the urgency, the sensitivity of working around guests, and the importance of returning rooms to inventory quickly and discreetly.

Signal's Hospitality Restoration team responded immediately, deploying specialized crews and implementing creative drying techniques designed specifically to minimize disturbance. Temporary power and equipment were brought in to accelerate drying while avoiding unnecessary demolition. By coordinating closely with hotel leadership and working with precision, the team restored rooms and common areas with zero guest complaints or cancellations — an ideal outcome for any hospitality operation.

In just 10 days, Signal completed mitigation and repairs, returning rooms to service in phases over three days and keeping the hotel fully operational throughout the process.

The Scope

- Total impacted area: 40 guest rooms, 4 corridors, lobby, and conference rooms
- Water extraction throughout affected rooms and hallways
- Dry-in-place strategy using temporary power and specialty equipment
- Minor demolition of baseboards and door casings
- Base and trim repairs throughout affected areas
- Creative drying solutions implemented in high-traffic lobby areas
- Phased reopening of guest rooms to restore inventory as quickly as possible
- Crew size: 20 on Days 1–2; average team of 8–10 throughout



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