



**LOSS EVENT: HURRICANE MARIA DAMAGE**

# Luxury Resort

📍 San Juan, Puerto Rico

In 2007, Hurricane Maria — a Category 5 hurricane — ripped through the northeastern Caribbean, only lowering to a high-end Category 4 hurricane when it struck Puerto Rico. Among the destruction was a luxury resort owned by one of the world’s most recognized brands. Signal quickly connected with hotel management, mobilized, and began large loss mitigation procedures soon after the hurricane.

Unreliable electricity required large generators, communication wasn’t reliable, and the city infrastructure was severely damaged, contributing to the restoration challenges. Signal utilized many local subcontractors to help secure support for people in San Juan. To ensure the project was running smoothly from start to finish, a Signal executive vice president made San Juan his temporary home for nearly two years from the date of loss

Our team worked in concert with hotel management with safety for hotel guests, employees & workers at the forefront. After mitigation, we finished reconstruction — restoring the property to original pre-loss condition and completing owner-funded upgrades.

## The Scope

- Total work: \$130,000,000
- 17 acres, 9 restaurants, 365 guest rooms, one conference room
- Site stabilization, temporary repairs (plumbing & electrical), air filtration
- Safe biocide mass application & demolition, removal & disposal of all impacted building material
- National Safety Director and a third-party safety expert to guarantee stringent operations
- Demolition, unsalvageable removal, infection control, auxiliary power, and wiring
- One of the largest luxury restoration projects completed in the aftermath of Hurricane Maria



**BEFORE**



**AFTER**

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