



PROPERTY RESTORATION

Condominium Complex Southington, Connecticut

Loss Event: Fire, Smoke and Water Damage



An early Sunday morning fire at a residential condominium complex destroyed four units and left four people without a home. BELFOR demolished one of the units completely and rebuilt it. The other three units were stripped down to the studs, deodorized and rebuilt. The following are excerpts from a letter written by fire survivor and condo board member Barbara Thorpe:

May 4, 2014 is a date I will never forget. I had just gotten home from vacation. I was tired but still exhilarated from my trip. A few hours later everything changed ... I went to bed around 1:00 a.m. only to be wakened by the sound of a windstorm – or so I thought. When I saw orange objects floating by my bedroom window I knew something was terribly wrong ... I was so totally overwhelmed by the fire. It was raging out of control. My neighbor’s condo was engulfed in flames and totally destroyed. I watched in horror as flames ripped through my roof and bedroom. I was in a state of shock.

... The fire was totally out and I was able to go into my unit. It was very difficult going inside. I was met by the smell of acrid smoke and total devastation. Water was dripping from all the ceilings. You had to climb over debris to make your way. My home was destroyed! ... I was totally overwhelmed by the enormity of the situation. What was I supposed to do? How was I going to see if anything was salvageable? Where was I going to put my belongings? How was I going to do this? When was I going to find time? This was a monumental task and I had no idea on what to do or who to talk to. Worst of all, I was paralyzed by the trauma of the fire. I was still in shock.

I spoke with several people representing restoration firms and public adjusting companies. I didn’t know who to trust or believe ... Ultimately, we hired BELFOR. They presented us with a project estimate and timeline that was fair and equitable.

BELFOR delivered what they promised our Board of Directors. They restored the units with the least amount of disruption to the rest of our condo community. The quality of their work, in my opinion, is excellent. Plus, working with the contractors they hired was a pleasure ... You need reputable people and reputable companies that you can trust. After a disaster happens, you are not thinking straight – you’re reacting on pure emotion. And, from experience, you cannot work from emotion only. It can be a very costly mistake ... I will be going home. I cannot wait.



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BARBARA THORPE
Resident and Condo Board Member
Southington, CT

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