



CASE STUDY



From Devastation to Dream Home: The Lopez Family's Journey

MARKET SECTOR SERVED:

Residential

ATI Restoration Services



Fire Damage Restoration



Water Damage Mitigation



Contents Cleaning



Reconstruction Services



Upgrades and Renovations

Overview

The Lopez family's home in Somerdale, New Jersey suffered a devastating fire, destroying 90% of their belongings and leaving the multi-generational household displaced. ATI was called to restore our client's home, working within insurance carrier guidelines while addressing the family's needs for upgrades and modernizations. Our team arrived swiftly to secure the property, tasked with not just rebuilding the structure, but transforming a tragedy into an opportunity to upgrade the home for the family's future.



Project Challenges

This project presented several significant challenges. Technical complexity was a primary factor, as the scope included major structural modifications such as raising ceiling heights, reconfiguring interior layouts, and relocating HVAC systems to meet modern efficiency and code standards. Insurance constraints added another layer of complexity, requiring ATI to balance the homeowner's desire for meaningful upgrades while working largely within insurance-approved budgets.

Finally, a verified manufacturing defect in plumbing components resulted in separate post-reconstruction water losses, demanding additional repairs, investigative problem-solving, and ongoing reassurance for a client who had already experienced extensive loss.



ATI Solutions

ATI approached the project with a coordinated, solutions-driven strategy. Emergency board-up was completed in under six hours, with contents services and structural cleaning initiated promptly. Working closely with architects and inspectors, ATI implemented thoughtful redesigns, including an open-concept kitchen, raised tray ceilings, and expanded living spaces by removing a non-load bearing wall—all while maintaining budget discipline.

Bathrooms were reconfigured to improve functionality and comfort, including the addition of a freestanding soaking tub and a new master bathroom. When repeated water losses occurred, ATI conducted independent research that identified a widespread manufacturing defect in plumbing components, enabling rapid mitigation, clear communication, and continued client confidence.

Results

UPGRADES AND RENOVATIONS

ATI successfully restored and enhanced the home, delivering a finished product that significantly exceeded its pre-loss condition. The majority of reconstruction was completed within insurance-approved budgets, with homeowner-selected upgrades handled transparently.

VALUE INCREASED BY ~\$250K

The property's estimated value increased substantially, from the low \$400,000 range to approximately \$650,000 or more. Despite repeated post-loss challenges, ATI maintained strong client trust, zero reported safety incidents, and full compliance with permitting and code requirements—resulting in a highly satisfied homeowner who continued to rely on ATI for subsequent losses.



24-Hour Emergency Response
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