



CASE STUDY

Restoring a Fire-Damaged Hoarder Home

Client Sector: Residential

This case study highlights ATI Restoration's expertise in delivering a full-scale restoration project for a residential property impacted by hoarding.

Services

-  Emergency Response
-  Fire Damage Restoration
-  Contents Cleaning
-  Hoarding Cleanup
-  Structural Repairs
-  HVAC Ductwork
-  Reconstruction



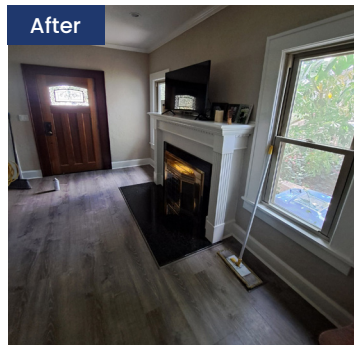
Situation

A single-family home in St. Petersburg, Florida suffered devastating fire damage. The fire not only caused severe structural damage, but also widespread damage to the resident's personal belongings. The home was built in 1925, so the job required a contractor who could expertly handle historical materials. The job also involved working in a hoarding environment, which would require a high-level of customer care for a complete recovery. ATI Restoration was ready to step in and support this client immediately.

Project Size

-  Facility Size: 2,393 Square Feet
-  Crew: Average of 5-8 per day
-  Budget: \$245,000





Preserving a Historical Home

The home's historical architecture required specialized knowledge and attention. Built in 1925, the home featured original pine wood flooring that was either severely damaged by the fire or was rotted out under the hoarded contents, while the living room ceiling sustained structural damage.

ATI replaced all the flooring with luxury vinyl plank (LVP) that was selected to match the style of the original wood, maintaining the home's historical charm. The team also reframed the living room ceiling and installed custom rafters that preserved the architectural integrity while addressing structural needs.

Full-Service Project Management

This job required multiple trade specialists and technicians to assist in the restoration of the extensive damages while modernizing and upgrading essential elements to meet current building codes. The team included restoration technicians, carpenters, plumbers, electricians, and HVAC professionals, who were all managed under the guidance of ATI's Construction Manager, Project Director, and Project Manager. Management conducted weekly inspections and walk-throughs with the client to ensure that timelines were met, and quality standards were maintained.



Compassionate Care

One of the key challenges was sorting contents in a hoarding environment. ATI worked carefully to separate salvageable items from those that needed to be discarded. The entire crew provided emotional support and remained patient with the client during this process. This was an important factor in helping the client navigate the many decisions surrounding letting go of certain contents that were beyond repair and the emotional connection to the items.

Results



Customer Care

The client expressed deep appreciation for ATI and the care we took in both the physical restoration of the home and our emotional support during a tough time.



Quality Assurance

ATI blended the home's historical character with necessary modern upgrades, restoring both the functionality and charm of the property.



Third-Party Feedback

The adjuster thanked ATI for handling this job, and spoke very highly of our Project Director as a result of the ongoing communication and level of support offered.

Conclusion

ATI successfully restored the fire-damaged home while working with a client who was overwhelmed by the loss. By combining technical expertise with empathetic customer service, ATI not only restored the property, but also supported the client through an emotionally difficult period. This project exemplifies ATI's commitment to excellence and compassionate service, turning a tragic event into a new beginning.