



CASE STUDY:

Transforming a Fire-Damaged Home

Challenge: A Homeowner's Crisis

In mid-2025, a devastating electrical fire charred half a family's home, requiring the removal of the entire roof and truss system. With everything above eight feet compromised, the damage was overwhelming and their future uncertain. Immediate action was necessary to secure the property and initiate restoration to bring the family back home.

Upon discovery of the fire, West Coast Fire & Water's experienced fire recovery specialists were the first on-site, quickly followed by the senior project manager the next day. The initial response focused on securing the home by fencing off the property and boarding up the house, ensuring the family felt safe and supported during this traumatic time.



Proposed Solution: A Tailored Restoration Journey

West Coast Fire & Water was called out on the same day as the fire to implement a comprehensive recovery plan. Corresponding with the necessary stakeholders, the following steps were taken.

1. Personalized Assessment

On the first day, the project manager conducted a detailed walkthrough with the homeowner and the insurance adjuster. This collaborative approach aimed to ensure the homeowner was involved and informed from the very beginning.

2. Clear Communication

A dedicated text thread was established, involving the homeowner, project manager, construction manager, and contractors. Every evening, updates were provided with photos and notes on daily progress, allowing the homeowner to visualize the transformation.



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3. Structured Restoration Phases

After the initial assessment, the team secured necessary engineering reports and building permits. The homeowner was kept in the loop regarding timelines and expectations, easing concerns about the restoration process.

Restoration began with replacing the roof and truss system first, minimizing potential weather impacts. The following phases included exterior and interior work, all while adhering to safety protocols.

4. Flexible Solutions

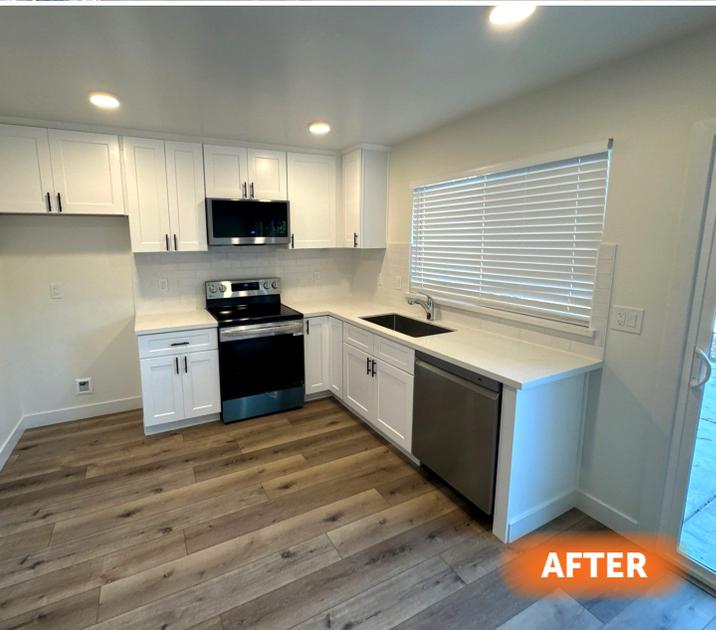
Throughout the project, change orders were managed with the homeowner's preferences at the forefront. For instance, the homeowner opted to replace the traditional fireplace with an electric model and selected new finishes, enhancing the home's aesthetic and personal touch.



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Results: A Renewed Home and Peace of Mind

The family returned to a beautifully transformed home, upgraded to modern building codes and equipped with new finishes that reflected their style and needs.



Key Outcomes:

Enhanced Satisfaction: The homeowner expressed immense relief and gratitude for the transparency, communication, and quality of work. They now enjoy a home that not only meets their needs but exceeds their expectations.

Safety and Compliance: All restoration efforts adhered to safety regulations, ensuring the family felt secure throughout the process.

This case study exemplifies how West Coast Fire & Water prioritizes the homeowner's experience during the restoration journey. By providing tailored solutions, clear communication, and a commitment to quality, homeowners can trust West Coast Fire & Water to restore not just their homes, but their peace of mind after a fire loss.



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