Protecting Residents, Preserving Properties

Restoration Solutions for

Multifamily



24/7 Emergency Response

When multifamily communities experience damage, rapid action protects residents, prevents secondary issues, and preserves property value.

Our teams are on-call 24/7/365 - arriving fast, stabilizing the loss, and restoring safe living conditions with minimal disruption to tenants.

Core Multifamily Services

- Water Extraction & Dry-out
- Fire & Smoke & Odor Restoration
- Mold, Asbestos & Lead Removal
- Biohazard & Sewage Cleanup
- Indoor Air Quality Management
- Reconstruction & Unit Repairs
- Temporary Power Solutions
- Large Loss Insurance Roofing
- On-Site Project Management
- Emergency Preparedness Plans

Built for Multifamily Needs

Resident Safety First

Controlled containment, air management, and safe work zones to protect residents and their pets

Property Management Partnership

Clear, consistent communication with management teams, owners, and boards to keep everyone aligned

Smart Technology & Documentation

Digital moisture mapping, photo logs, and real-time tracking for transparency and insurance coordination

Minimized Resident Disruption

Flexible scheduling, tailored approaches, and discreet operations that keep everyone comfortable

Turnkey Solutions

From mitigation to reconstruction, we restore living areas and common areas to pre-loss condition quickly

We Serve

Apartment Communities | Condominiums & HOA Communities
Townhome Developments | Senior & Independent Living
Student Housing | Luxury, Mid-Rise, & High-Rise Properties

BluSky®

24/7/365 Emergency Response: 800.266.5677 | goBluSky.com



Water Damage: Categories & Classes

Understanding the type of water and how deeply it affected your property helps professionals determine the safest and most effective restoration plan.

Water Categories

Defines the level of contamination in the water

1 Clean Water

Originates from a clean, sanitary source

Drywall, carpet and hardwood flooring can often be salvaged when addressed quickly

- Broken water supply lines
- Overflowing sinks or tubs
- Rainwater as it falls
- Toilet tank leaks

2 Grey Water

Contains contamination and can cause illness

Carpet padding is typically removed, and all affected materials must be disinfected

- Washing machine discharge
- Aquarium leaks
- Dishwasher overflow
- Sump pump failure

3 Black Water

Heavily contaminated and hazardous

Contains harmful pathogens and bacteria requiring strict protective measures and sanitization

- Sewage disasters
- Storm surge flooding
- Toilet bowl waste overflows
- Stagnant water

Water Classes

Describes how much & how deeply water has absorbed into materials

1 Minimal Absorption

Water affects a small area and low-porosity materials, like concrete or finished wood.

Drying is typically fast and straightforward.

- Small leaks caught quick
- Limited spill on hard surface
- Moisture isolated to one corner of a room

2 Significant Absorption

Water has affected a larger area and soaked into porous building materials.

Drying requires more time and equipment.

- Saturated carpet and pad
- Room with standing water
- Moisture wicked up several inches of drywall

3 Maximum Saturation

Water has saturated most of the room - from the subfloor and insulation to the ceiling.

Requires more aggressive drying and often demolition.

- Saturation of many surfaces
- Multi-room water intrusion
- Overhead water release soaking ceilings and walls

4 Specialty Drying

Deep water absorption into hard-to-dry materials, like plaster or structural cavities.

Expect more equipment, demo, and longer drying times.

- Flooding affects lath walls
- Water behind stone or tile
- Hardwood flooring holding significant moisture

Our Commitment to You

- Consistent communication
- Unmatched quality
- Total peace of mind

BluSky adheres to IICRC standards for top-tier restoration services. If you have questions, we're just a call away and here to help at every step.

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Process & What To Expect:

Water Restoration

Phase 1: Emergency Cleanup

1 Call BluSky

Once notified of your emergency, a Project Director quickly reaches out to lead the next steps.

2 Rapid Response & Testing

Environmental testing begins if needed, and our team arrives quickly to stabilize the situation.

3 Full Property Inspection

We perform an assessment to determine the extent of damage, and a restoration plan is put in place.

4 Extraction Begins

Water removal starts immediately. Contents and furniture are protected or moved from affected areas.

5 Equipment Setup

Based on square footage, temperature, and humidity levels, we install equipment to accelerate drying.

6 Material Removal

Wet and unsalvageable materials, such as flooring, drywall, and baseboards, are removed.

7 Daily Monitoring

Moisture is tracked daily to ensure efficient drying until materials reach industry-approved dryness levels.

8 Site Cleanup & Next Steps

We remove drying equipment, clean the area, and prepare your detailed repair proposal.

Phase 2: Repairs & Rebuild

9 Scope of Repairs

We work with your insurance to verify coverage and outline the scope and cost of repairs.

10 Insurance Processing

Claim size affects approval timing. Once insurance approval is received, we move to scheduling.

11 Deposit & Supervisor POC

Once deposit is received, a supervisor is assigned as your point of contact throughout the rebuild.

12 Pre-Construction Meeting

Your BluSky team reviews project expectations, timelines, materials, and next steps with you.

13 Repairs Begin

With materials ordered and schedules set, repairs begin using in-house experts and trusted partners.

14 Final Walk-Through

We review the completed repairs with you to ensure everything meets your full satisfaction.

15 Final Invoicing & Warranty

Your warranty begins and final payment is invoiced to both your insurance carrier and you.

16 Customer Survey

Look out for a survey from our partners at GuildQuality. Your input helps us serve you better.

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Process & What To Expect:

Fire Restoration

1 Call BluSky

A Project Director contacts you immediately after receiving the loss to assess the situation & guide our next steps together.

2 Emergency Response

Our crews dispatch right away to secure your property, prevent further damage, & begin restoration efforts.

3 Contents Recovery

If your personal items & valuables can be saved, we carefully pack, clean, deodorize & store your belongings.

4 Scope of Work

We work directly with your insurance to establish a clear, detailed plan for repairs, ensuring accuracy & transparency.

5 Insurance Approval

This process can take days or even weeks. Once approved, you'll meet your on-site supervisor who becomes your main contact.

6 Construction Begins

We remove damaged areas, deodorize, sanitize, & start restoring using high-quality restoration methods & quality materials.

7 Material Selections

Your BluSky team collaborates with you on finishes - flooring, paint, fixtures, appliances, & more to bring your vision to life.

8 Final Walk Through

Together, we review the completed work to ensure everything meets your expectations. You sign a Certificate of Completion when fully satisfied.

9 Final Invoicing

Your project warranty begins and final invoicing is sent to you and your insurance carrier for payment processing.

10 Customer Survey

Expect a short survey from GuildQuality. Your honest feedback helps us continue providing exceptional service.





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