



# Case Study

## Luxury High-Rise Protects Owners' Interests through Comprehensive Approach to Leak Protection

### Context

Luxury residential high-rises present unique operational risks, particularly when it comes to water damage. Park Place on Peachtree, a flagship high-end condominium complex in Atlanta, Georgia, prides itself on stunning design and premium amenities. But beyond the aesthetics, Park Place on Peachtree boasts another unique differentiator; the property prioritizes protecting both residents and their furnishings with a comprehensive, well-thought-out approach to preventing water damage. The nature of residency at Park Place on Peachtree sometimes means extended tenant absences, and the presence of high-value art and furnishings the norm, meaning undetected water leaks here pose serious threats.

### Data

Built in 1986, Park Place on Peachtree houses 254 units- some spanning several thousand square feet- many occupied by residents with high-value furnishings and belongings. Where a typical water damage claim can range from \$50,000 to \$100,000, in a luxury residential setting, that figure can grow significantly- sometimes to 7 figures. Thanks to an engaged community of staff and owners, a committee to study water damage prevention platforms was formed. Over a period of months, several products were thoroughly vetted. Ultimately, after many meetings, research, and careful consideration, the committee recommended one solution to the board of directors: Nexa (formerly known as The Detection Group's Trident System).

More than 3,000 Nexa wireless water leak sensors were installed discretely throughout the high-rise building. During the installation phase, a leak in a 37th-floor HVAC closet was immediately detected, triggering a rapid, coordinated response across 7 floors. The system alerted building staff and security in real time, enabling rapid containment and resolution.

### Insight

Affluent multi-family buildings face elevated risk from undetected water leaks, particularly when residents travel frequently. Park Place specifically houses a demographic of residents in their late 70's, for whom primary residency displacement would be particularly devastating. Early detection is not just a matter of maintenance, but of asset protection, risk mitigation, and resident safety and satisfaction. The Park Place General Manager put it best when he said "This isn't a hotel. In a hotel, people come and go. Park Place is a community of people who care deeply about their homes, and we match that care with our approach to providing excellence in maintenance and our efforts for continuity in operations. We staff access control personnel 24/7 and they respond rapidly to any alert initiated by the Nexa system." In this case, because Nexa immediately alerted staff to the leak, building engineers were able to

enact a coordinated response plan, limiting damage and downtime.

## Action

Because of thoughtful placement and strategic alert cadences, Nexa's wireless leak detection technology and the system's centralized alerting capability empowered the engineering team to mount an immediate response: isolation of the affected area, leak identification- in this case a disconnected HVAC hose discharging a large volume of pressurized water, and rapid shut off and repair before water could spread beyond the single HVAC closet.

By catching and rectifying the issue before it could cause serious damage, restoration costs and water bills were drastically reduced. The potential for mold exposure was also minimized, as the leak was remediated before surrounding areas became exposed to excessive moisture.

Icing on the cake, Nexa logged the incident, which proved invaluable when filing insurance claims. Because the property had documentation that all necessary steps were taken to reduce damage, claim interactions with the insurance provider were seamless.

## Value

In this context, a thorough approach to leak protection provided near-immediate ROI and proved itself a strategic necessity. Nexa:

- Prevented significant damage to multiple high-value units across several floors.
- Reduced restoration and water costs by catching the issue before widespread exposure could occur.
- Minimized mold and health risks by limiting moisture penetration.
- Enabled fast insurance processing through automated incident logging.
- Curbed resident impact.

Even better? Park Place residents now experience the confidence and peace of mind that comes with knowing their homes and assets are thoroughly protected from water damage. And, though it's tough to attach a dollar sign to that value, many owners will happily share that because Nexa is deployed throughout the building, their insurance carriers provided them with a significant policy discount. Protected building, happy tenants.