



Case Study

Luxury Condo Community Reduces Water Risk and Protects Property Value

Context

After experiencing a costly water incident, the HOA board at The Montage Reno, a luxury high-rise condominium community with 372 residential units in Reno, Nevada, faced increasing pressure to reduce water damage risk across the property.

As with many high-rise residential buildings, water sources were distributed throughout each unit, including under sinks, appliances, and HVAC equipment. The board needed a solution that could provide early visibility into leaks, prevent small issues from escalating into major losses, and protect both residents and the operating budget. Just as important, the solution had to avoid invasive construction and earn homeowner approval for a building-wide investment.

Data

The community implemented *Nexa's comprehensive wireless water leak detection program across all 372 condominiums.

Unobtrusive sensors were installed at common water risk points such as sinks, dishwashers, refrigerators, and HVAC systems.

Once deployed, the system continuously monitored for the presence of water. When moisture was detected, sensors triggered an audible alarm and sent real-time alerts through a centralized web portal, enabling building management to respond quickly and follow a defined response protocol.

Insights

Effective risk reduction required both technical coverage and stakeholder alignment. By sharing sensor data, demonstrating the technology during HOA meetings, and clearly communicating the long-term value of proactive leak detection, the board secured strong homeowner support.

Centralized monitoring reduced reliance on resident reporting and enabled earlier intervention, shifting water management from reactive response to proactive prevention.

Action

The HOA board conducted multiple information sessions and presented the proposed solution for a building-wide vote. Homeowners approved the initiative by an overwhelming margin.

Following installation, building management actively monitored alerts and responded to issues before damage escalated. In one instance, a leak from a ceiling-mounted air conditioning system in the HOA president's unit was detected shortly before he left for a two-week vacation, preventing what would have been a significant unattended water loss.

Value

Within the first year of operation, the system identified and helped avert eight to nine potential water damage incidents, each representing significant avoided repair and restoration costs.

- Prevented minor leaks from escalating into major losses
- Improved response times and operational confidence
- Protected individual residences and shared building infrastructure
- Stabilized the operating budget against unexpected water damage

Beyond measurable cost avoidance, the community gained peace of mind. Residents were protected even when units were unoccupied, and the HOA no longer faced surprise water damage events. As a result, the board now actively recommends the solution to other residential communities seeking to proactively manage water risk.

“Incidents before the sensors were very costly, so cost avoidance adds to its value. There is real peace of mind, both for homeowners and for the operating budget.”

- HOA President, The Montage Reno

Note on Product and Brand Naming

* At the time this case study was created, the wireless leak detection solution referenced was named Trident under the brand The Detection Group. These capabilities are now part of the Nexa platform, delivering the same protection within Nexa's broader intelligent water management ecosystem.

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