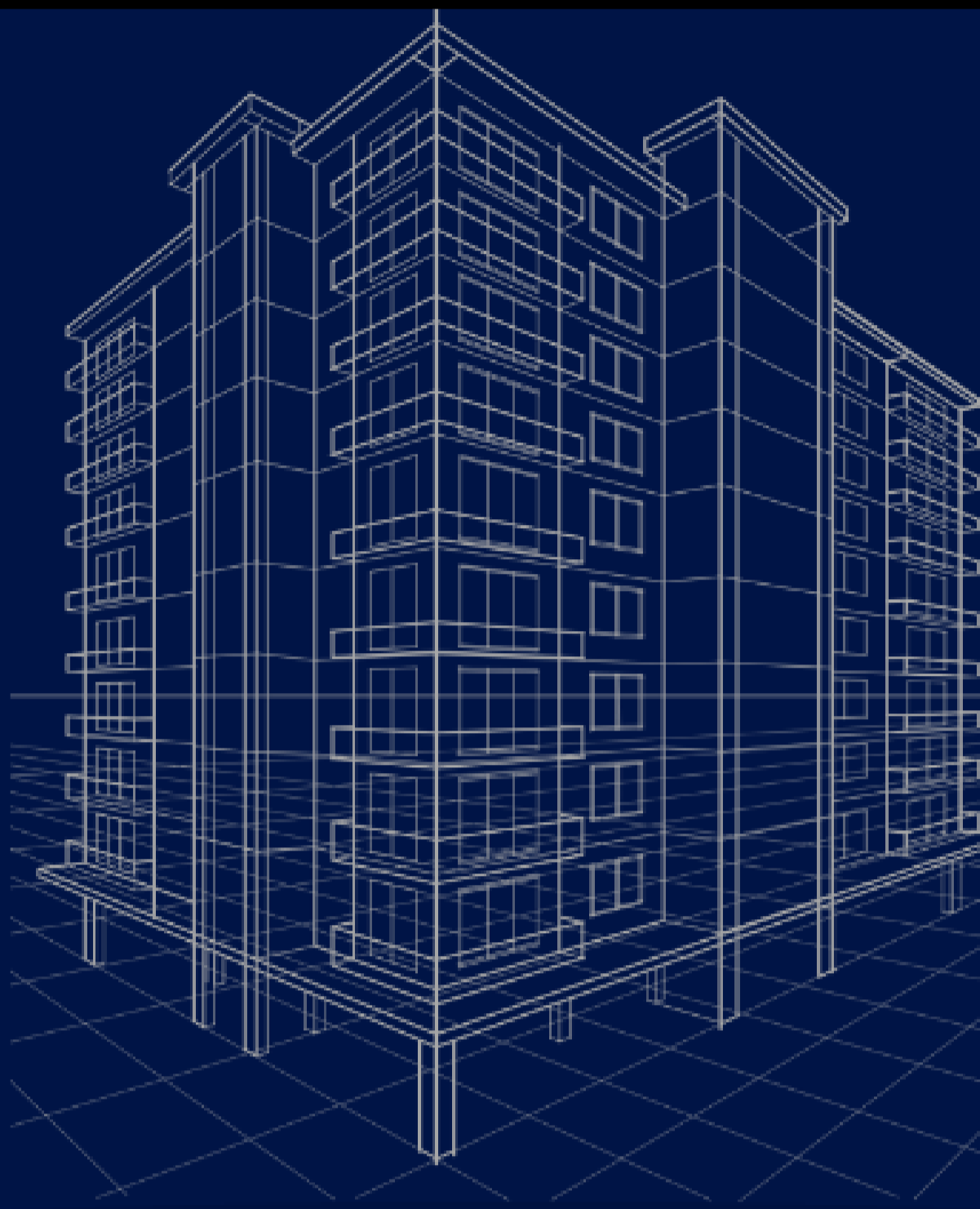




# See How A Community In Tampa Avoided A \$25K Water Incident And Reached ROI In Under 3-Months

Multi-family property owners and managers face significant exposure to in-unit water damage. Three-quarters of all water damage claims stem from in-building sources of water leaks. Like most properties, a garden-style community in the Tampa area had dealt with a handful of in-unit water leaks, each costing thousands of dollars and requiring weeks of attention by the property management team.

<p>ASSET TYPE</p> <p><b>Garden-Style Apartment</b></p> <p>ASSET CLASS</p> <p><b>C</b></p>	<p>UNIT COUNT</p> <p><b>235</b></p> <p>BUILDINGS</p> <p><b>3</b></p>	 <p><b>PRODUCT &amp; MARKET</b> Multifamily property management</p> <p><b>KEY TEAM MEMBER</b> Regional Director</p> <p><b>PROPERTY LOCATION</b> Largo, FL</p>
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## What did this garden-style community hope to achieve by deploying Kairos?

### CHALLENGES

In addition to water leaks, many multifamily site teams in the southeastern U.S. face another foe: Humidity. High humidity can quickly lead to mold or other organic growth ("OG") within a living space. OG often leads to financial, reputational, and, most importantly, environmental health risks for everyone that is exposed. Whether it's a Garden style or mid/high-rise community - no property type is immune to OG if the right conditions exist. Moisture + Temperature + Time = organic growth. Even well-intentioned residents can create issues by turning off their A/C units because a dark, damp and inactive HVAC closet is the ideal breeding ground for OG. The collected water often overflows and soaks into building materials, setting the destructive path for mold.

### OBJECTIVES

- Monitor HVAC units and water heaters for passive leaks and prevent major damage.
- Provide actionable insight into humidity levels to guard against organic growth.
- Develop a monitoring cadence to lower the property's risk related to organic growth and water damage.
- Improve overall resident satisfaction by maintaining a safe and well-maintained community.

## How did this garden-style community benefit from Kairos' asset protection?

### RESULTS

The property management team collaborated with Kairos to implement its patented Noah leak detection sensors in the community, aiming to mitigate organic growth and act proactively before leaks led to property damage. With this early detection system in place, the maintenance team identified a small water heater leak on the second floor of a building, which they promptly resolved. This swift action helped avoid a **potential \$25,000 loss** and **potential insurance complications**. By preventing the costs and consequences associated with several water leaks, the management team experienced a rapid **three-month return on investment**.

"Kairos' sensors are providing serious benefits to Palomar's stakeholders: residents, staff, and owners. Since Kairos was installed, our maintenance team identified and stopped multiple, significant HVAC leaks that would have displaced residents and reduced our NOI."

**Regional Director**

 **1 Leak**  
WATER EVENTS DETECTED

 **\$25K+**  
ASSET DAMAGE PREVENTED

 **3-Mo.**  
TIME TO ACHIEVE ROI

 **0 Claims**  
CLAIMS SINCE DEPLOYMENT