



# CASE STUDY NEW CONSTRUCTION

A BRAND-NEW HOME. A HAIRLINE CRACK.  
A POTENTIALLY MAJOR LOSS.

## THE CLIENT

A professional couple from Washington, D.C. built their future retirement home in the Lowcountry. They initially engaged HMOTL to document final punch-list work, receive deliveries, and handle the many details that come with establishing a new home from a distance.

## WHAT WE FOUND

During the third month of routine HMOTL audits, a significant water leak was discovered. Water had collected beneath a cabinet, penetrated the cabinet framing, and reached the tile floor. It had slowly traveled along the cabinet bases toward an adjoining closet. Fortunately, the water had stopped, so far, at the transition between the laundry-room tile and the closet's wood flooring.

## MISCONCEPTION

*"Our home is brand new. Everything is new. It will be a long time before we need audits."*

## THE CAUSE

The source was surprisingly small: a hairline crack in the fitting at the cold-water supply connection. A small component defect may not be apparent when a fixture is first installed and tested. Over time, continuous water pressure can exploit that weakness until the fitting begins to fail.

## THE RESPONSE

HMOTL immediately shut off the water supply to the faucet, removed the standing water, assessed the visible area, and contacted one of our trusted local plumbers. Because of that established relationship, the failed line was replaced the same day.

## KEY TAKEAWAYS

### NEW HOMES NEED AUDITS TOO

New construction does not eliminate defective components, installation issues, or unexpected failures.

### PRESENCE IS PREVENTION

Consistent oversight can turn a developing problem into a manageable repair before damage spreads.

### EXPERIENCE SPEEDS RESPONSE

More than 20 years of property-management experience helps HMOTL recognize the level of concern and act efficiently.

### WHY IT MATTERED

Had the leak continued unnoticed for weeks or months, water could have reached the wood flooring, cabinetry, walls, and other concealed materials.

### LOCAL RELATIONSHIPS MATTER

Trusted local vendors help HMOTL coordinate professional service quickly, without the homeowner managing it from hundreds of miles away. A brand-new home may not need repairs because of age, but that doesn't mean it doesn't need oversight.