

Inevitable Water Events: How Texas Tech University Housing Rose to the Challenge

Like many universities, Texas Tech Housing had no commercial drying equipment, with minimal plans and training for staff, but that changed when they partnered with the Ready to Respond® team of experts.



THE PROBLEM

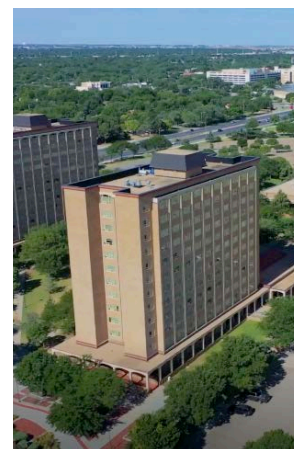
Old pipes, bad weather, and student behavior combined to generate **frequent water losses - and lots of headaches for facilities staff.**

The Texas Tech University Student Housing team worked hard to respond quickly, and they knew **their water damage response could be improved** – but it wasn't until they took a closer look that they realized how much room there was to grow.

Challenges:

- No commercial drying equipment
- Staff turnover and limited training
- Lack of standardized water response plan
- Increasing contractor costs
- Minimal awareness of alternatives

The university relied heavily on outside contractors, needing to balance response speed and safety.



READY 2 RESPOND® SOLUTION

The R2R® onsite assessment proved to be a collaborative process that helped the TTU Housing team understand how their current approach failed to adequately address concerns about student safety and displacement.

"Don't wait for an assessment. It will help you learn where your gaps are and what you can do to fill them. Ultimately, this is helping us improve and to serve our students better."

Tanya Massey, Senior Managing Director, TTU Student Housing

The detailed R2R Onsite Assessment report highlighted clear ways to improve response time, reduce costs, and prevent recurring damage:

- **Train the facilities team** to respond immediately, assess damage, and follow industry standards and procedures
- **Acquire professional equipment**, then train staff to calculate what's needed for each situation, and use it effectively
- **Standardize** their emergency response process

Then the R2R team conducted onsite training tailored to TTU Housing's specific needs, including a simulated flood event:

1. **Onsite Training and Team Building** – Transformed the team's culture to take charge of water incidents through classroom and hands-on training.
2. **Equipment Readiness** – After training reinforced the need, the university acquired additional equipment to ensure they are prepared.





RESULTS

Soon after completing training, TTU faced a significant water event on campus. The newly trained team was able to respond quickly:

- **Immediate ROI**, given cost savings of **\$10,000-\$15,000 per incident** versus using an outside vendor.
- Professional equipment was **easily accessible and staged for a rapid response**.
- Housing facilities team members know how to calculate equipment based on the affected area, then **deploy equipment quickly for fast extraction and drying**.

"Our staff went into the assessment and training with the understanding that it will help us serve our students better, and it's been a positive process."

—Tanya Massey, Sr. Managing Dir., TTU Student Housing

Key Lessons

Here's what TTU learned from partnering with the R2R team, and investing in training and equipment that's helping them improve water mitigation services for students housed on the TTU campus:

- **Assessments are valuable** – The collaborative process and insights gained were well worth the time.
- **Equip the team well** – Having dedicated, professional equipment plus the training to use it makes all the difference.
- **Make time for training** – When team had hands-on training, they were eager to take charge of water events, helping protect facilities and students.

"I trust my team more than an outside vendor. Being able to respond on campus with our own team is a phenomenal use of our resources."

—Tanya Massey, Sr. Managing Dir., TTU Student Housing

ONGOING SUPPORT

TTU plans to continue expanding its emergency preparedness efforts, with a follow-up assessment and additional equipment and training to support campus-wide response:

- **Ready 2 Respond® University: Drying School** that prepares supervisors to lead first responder teams.
- **Ongoing Consultation** through ready technical assistance and follow-up evaluations.



BUILDING CONFIDENT TEAMS AND IN-HOUSE SOLUTIONS

Let's get your team Ready 2 Respond.

Find out how you can benefit by partnering with the Ready 2 Respond team to transform your water emergency response.

**CONTACT US AT 888-208-5401
TO LEARN HOW WE CAN HELP**