

# Bank of America – La Palma Branch

## Flooring Replacement Challenge

### Case study

DEB Construction was awarded a flooring replacement project for the Bank of America (BOA) branch in La Palma, CA. The project included removal of existing terrazzo floor; pouring a new concrete slab; installation of new BOA standard ceramic tiles; replacing carpet with new BOA standard carpet and replacing VCT with current standard VCT.

The typical weekend turnaround scope of work was not complex but the challenge ensued when local Police Officers shut the project down, due to a noise complaint.

### Customized solution

Late Sunday afternoon, the terrazzo demolition was about 70% complete when local police officers showed up and directed DEB and the demolition subcontractor to stop the work immediately due to a noise complaint - even though the work was within the interior of the bank. The project was shut down with an uneven floor in the lobby.

DEB requested an emergency onsite meeting with the JLL project management team members late Sunday afternoon. From that meeting a workaround plan was implemented to install plywood subfloor across the lobby on a temporary basis for the safety of customers and staff until the remainder of the floor demolition could be completed. The next day, Monday, President's day, DEB Construction had a four man crew work 14 hours to complete the 1,800 SF lobby plywood subfloor for the Tuesday morning business as usual opening.

### Results

Through tireless effort and the creation of a spontaneous plan of action, DEB was able to maintain the safety conditions during construction for customers and bank associates despite the unexpected Sunday shutdown. Most important, on Tuesday, the branch was open for business as usual and customers were safe to do their banking. All project flooring was completed the following weekend without down time to the branch or its customers.



*Terrazzo Floor Demolition*



*Interim Subfloor Workaround Solution*

### Client Profile

**Industry:** Banking Financial

**Geography:** Orange County, CA

**Square footage:** 1,800SF

**Length of relationship:** 37 years

**Services provided:**  
Project Management  
General Contracting Services

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