



The Night of the Flood and the Cell Phone

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Late at night in her modern apartment, Sofia Ramírez Mendoza sat at her desk scrolling on her phone, ignoring the persistent dripping sound echoing behind the kitchen wall. She assumed it was just a neighbor's air conditioner and brushed it off as she focused on her work. Unaware of the danger building behind the plaster, she enjoyed the quiet midnight atmosphere of her neighborhood.



Without warning, a pipe ruptured inside the cupboard with a loud roar, shooting a fountain of water across the wooden floor. Sofia jumped back in shock as streams of water quickly spread throughout her bright kitchen. Her cat, Misifús, scrambled onto the sofa, wide-eyed and terrified by the rushing water.



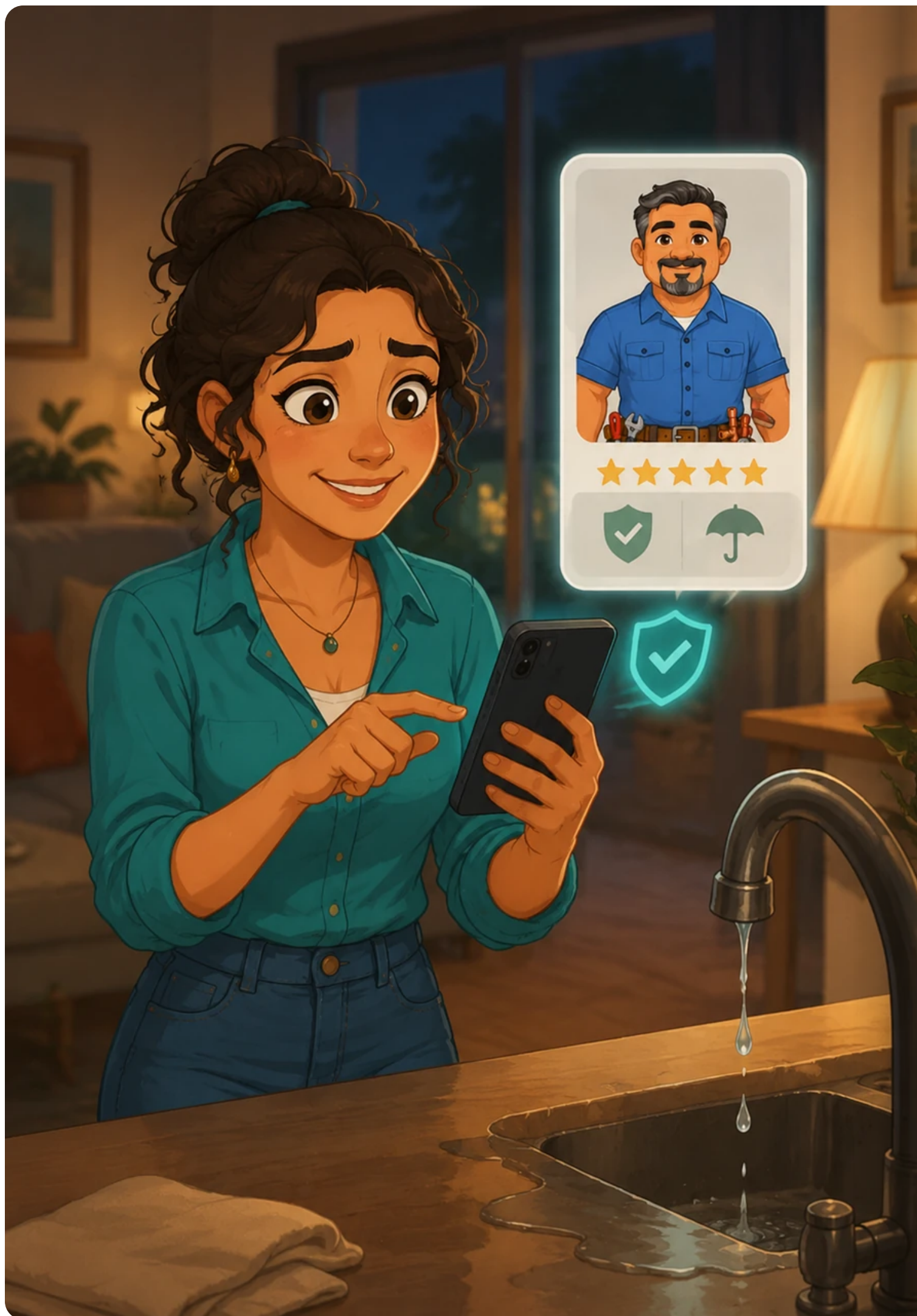
Panic set in as the water crept closer to the living room rug. Sofia instinctively grabbed her phone to call her father, but realized he lived far away in another city and could not help immediately. Frantic internet searches for emergency plumbers yielded only outdated phone numbers, sketchy profiles, and vague pricing.



Watching Misifús meow anxiously from his perch, Sofia took a deep breath to regain her composure. She suddenly remembered a conversation with her friend Laura, who had recommended an on-demand home service app. With trembling fingers, Sofia opened the digital app store and searched for the app called Maestro.



Sofia downloaded the app and completed the quick registration within moments. Navigating the crisp interface, she selected the plumbing category and specified a severe wall leak emergency. The app requested clear photos, a short video clip of the flowing water, and an urgent arrival timeframe.



Although Sofia worried about letting an unfamiliar technician into her home late at night, the app highlighted verified credentials and comprehensive liability insurance. She noticed a top-rated technician named Javier with glowing reviews and a high rating. Feeling reassured by the transparent system, she submitted her urgent repair request.



Within three minutes, Javier accepted the job and initiated a direct chat through the app. Sensing her distress, he sent a calm voice message instructing her on how to locate and shut off the main water valve behind the toilet. Following his clear guidance, Sofia managed to slow down the flooding while Javier rushed to her location.



While waiting for help to arrive, Sofia reviewed Javier's detailed profile on the app screen. She was comforted to see his official certification, insurance badge, and dozens of positive ratings from satisfied neighbors. Knowing that her payment was securely held by the platform until the job was done gave her complete peace of mind.



Javier arrived in record time, wearing a neat uniform, an official identification badge, and carrying a professional tool kit. He immediately reassured Sofia with a friendly smile and got straight to work without asking for upfront cash. His calm demeanor transformed the stressful apartment into an organized workspace.



With skillful hands, Javier carefully accessed the damaged section of the wall, replaced the broken valve, and applied a durable high-pressure seal. Within an hour, the leak was completely resolved and the apartment was safe once more. Sofia and Misifús let out a collective sigh of relief, grateful for modern technology and expert craftsmanship.