



# The Restoration Report

THE OFFICIAL NEWSLETTER FOR SERVPRO OF BOSTON, DOWNTOWN, BACK BAY AND SOUTH BOSTON.

## When it comes to water damage, who you call matters.

*No one responds quicker to your home or business than Team Mattos.*

If water seeps into your home or business, saturating ceilings, drywall, carpets, and furniture, you need a professional team that responds quickly to mitigate damage. **Immediate response** with **proven techniques** and the **newest technology** may mean the difference in how quickly you can live in your home again or return to work.

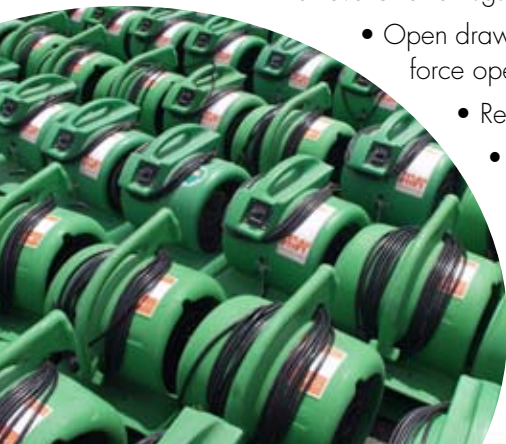
Team Mattos SERVPRO water technicians are available **around-the-clock** to help minimize water damage to ceilings, walls, and floors. Having acquired advanced drying techniques at an industry leading Applied Structural Drying (ASD) Training, our technicians concentrate on safely drying, deodorizing, and disinfecting areas flooded or damaged by water.

With over **25 service crews**, an experienced management staff, and ample equipment, we can mobilize within hours and handle any job of any size.

No one plans for a disaster. But, when it comes, you will have the confidence to know that Team Mattos SERVPRO professionals will return your home or business back, "Like it Never Even Happened."

### *If you face water damage, here's what you can do before Team Mattos arrives:*

- Remove as much excess water as possible by mopping and blotting.
- After removal of lamps and tabletop items, wipe excess water from wood furniture.
- Remove and prop-up wet upholstery cushions for drying.
- Place aluminum foil, china saucers or wood blocks between furniture legs and wet carpeting.
- Open windows to speed drying.
- Remove Oriental rugs or other colored rugs from wet wall-to-wall carpeting.
- Open drawers and cabinet doors for complete drying (do not force open).
- Remove valuable paintings and art.
- Open suitcases and luggage to dry; place in sunlight if possible.
- Punch small holes in sagging ceilings to relieve trapped water; however, don't forget to place pans underneath to collect the dripping water. If possible, keep out of rooms where ceilings are sagging. ■



*When an exclusive high-rise experienced a major pipe break that flooded their luxury units, they knew to call Team Mattos, who was on-site within the hour.*



## Meet Our Project Manager



**Damon Massey** brings his experience as a marketing representative within the SERVPRO organization to his position as Project Manager for SERVPRO of Boston. He has furthered his expertise in the disaster restoration industry, having become a certified Water Remediation Technician (WRT) and receiving his certification in Applied Structural Drying (ASD). A resident of Allston, MA, Damon has BA in Business / Marketing from the University of Rhode Island.

## Team Mattos Helps Provide *Light of Hope*



Team Mattos member, William Collazo, delivered over 300 gifts donated by area insurance agents and Team Mattos employees to Gateway Healthcare's Light of Hope Campaign, which provides holiday support for abused and neglected children.

## CASE STUDY *in Disaster Response*

During the snow storm on December 20th, a broken pipe flooded approximately 10,000 square feet of conference space over two floors at a local hotel and university. The call came to SERVPRO of Boston at 2 p.m., and a crew was on scene within an hour. An hour later, an extraction unit was on location and was soon backed up by two additional units.

Crews extracted water until 1 am, and specialized drying equipment was deployed in the middle of the night. Crews were back on the job on Sunday morning to monitor and adjust the equipment, setting up air movers and dehumidification units throughout the area.

The conference rooms affected had recently been remodeled with high-end fixtures and carpeting. SERVPRO of Boston was able to restore carpets, eliminating the need for replacement. In addition, over 1000 square feet of ceiling tiles were removed and replaced.

Preserving the conference rooms was not the only thing that impressed the staff and management of the hotel and university. They were equally impressed with the swift response time, knowledge, and expertise of the SERVPRO of Boston disaster restoration team. ■

### *In Our Customer's Words*

*"They showed professionalism in the work and have been attentive to the requirements. Should we require a similar job in the future we will definitely contact SERVPRO because of their competitive pricing and professional service."*

**-Oleg B. (Cambridge, Mass)**



of Boston - Downtown, Back Bay & South Boston

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### *Volume 2, Issue 1*

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