



The Restoration Report

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

CASE STUDY *in disaster response*

When: 1/2/09, 7 am

Where: City of Boston government office

Just before 7 am on the day after New Years when many businesses and government buildings were closed, SERVPRO of Boston was paged for an emergency water damage. Estimator Damon Massey was on sight by 8 am with a crew to extract over 12,000 square feet of office space saturated with an inch of standing water. By 9:30 am, SERVPRO of Boston dispatched multiple crews and trucks to the site to begin major clean up and drying. It was essential to city government that this office open immediately, making it necessary for SERVPRO to use the weekend to clean and dry the work area for work to continue on Monday. While the



building was drying on Sunday, SERVPRO met with the property manager and the head of the city department to plan the remaining drying. Equipment could not be left running during business hours, so equipment was shut down and removed at 6 am and returned at 4:30 pm for overnight drying. Due to the fact that SERVPRO had the right type and amount of equipment, the entire area was dried without further damage or demolition. Carpets were also cleaned that Saturday, and on Monday morning the office was back in business. Both the management company and the director were extremely satisfied with SERVPRO's entire staff and services provided. ■

Meet Our TEAM MATTOS Members

Sales & Marketing



Tricia Barboza brings her diverse background in sales and marketing and environmental sciences to her position as marketing manager. In her position, she manages

the marketing and sales force of the three TEAM MATTOS SERVPRO franchises, having also worked for the company as a sales representative. In addition, she has owned an environmental testing company, and has worked as the marketing manager for a home inspection company and as a sales executive in the printing industry. A graduate of Providence College with a degree in marketing and management, she is active in the business community, serving as the Secretary of the RI Chapter of the Association of Facility Engineers and is also a member of 2 RI Chambers, RIASMD, IREM & BOMA. Tricia lives in Pawtucket with her adopted beagle, Henry, and is a Big Sister volunteer.



Patrick Carroll works as an account manager for SERVPRO of Boston, having worked with the company for the past 13-months. Prior to joining SERVPRO, he worked for

over 10-years in construction management and client procurement. A graduate of Clemson University with a degree in marketing, Patrick currently resides in Allston, MA. He is an avid skier, both snow and water, and enjoys traveling and attending sporting events.

What You Can Do After a Fire

- Brush-vacuum loose soot particles from upholstery, drapes, and carpets.
- Place clean towels or old linens on rug and carpet traffic areas to prevent further soiling.
- If the electricity is off, empty the freezer and refrigerator completely and prop open doors.
- Clean and protect the chrome on kitchen and bathroom faucets, trim, and appliances with a light coating of Vaseline or oil.
- Pour anti-freeze into sinks, toilet bowls, and tubs if the heat is off during freezing season.





TEAM MATTOS Focuses on Saving Precious Items.

Isn't that what really matters?

Knowing the types of smoke and their behavior patterns is vital to proper restoration.

Pre-testing services provided by your TEAM MATTOS SERVPRO technician determines which cleaning method we should conduct and what can be restored or replaced.

Sometimes the worst part of smoke or fire damage is the odor that remains. We provide specialized services that rid homes or businesses of odor. Our technicians do not merely cover up odors with a fragrance, but get to the source, neutralizing it for good.

Ductwork and return air are usually the first items checked and cleaned at most smoke or fire losses. In most cases, a HVAC system was operating when the fire occurred and it could circulate the smoke odor throughout a structure. Heating, ventilation, and air conditioning (HVAC) units need to be inspected to determine the extent of soot. We purge systems of soot, and apply a sealant that is fogged into the ductwork system to eliminate fallout. The filters in all HVAC units are then either cleaned or removed to eliminate any odor and residual soot. ■



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Volume 2, Issue 2

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TEAM MATTOS staff donated hats, gloves and winter coats to a local church in support of Cradles to Crayons, an organization in Quincy that provides low-income and homeless children with the basic essentials needed to be "safe, warm, ready to learn, and valued."



If you're interested in supporting this organization, visit www.cradlestocrayons.org

In Our Customer's Words

"Hopefully I will not need the service I got from SERVPRO again, however if I did, I would definitely use SERVPRO again."

Ralph S. (East Sandwich, MA)

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