



# The Restoration Report

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



## Case Study *In Disaster Response*

Imagine, a contractor remodeling a house in Wellesley leaves behind paint rags, which combust and ignite a fire in the garage. The garage is badly damaged, and the house is blanketed in a light soot with strong smoke odors permeating the air. Now, imagine, that the owners of this 4000 square foot house in Wellesley, MA, have a 50th birthday party scheduled for the following weekend. **What would you do?** Their insurance agent knew to call SERVPRO of Boston. Crews were immediately on the scene and worked from Friday, through the weekend, and all the next week to make the home ready for the party. All the contents of the house, including priceless oriental rugs, were brought back to SERVPRO, cleaned and deodorized, and put back exactly where they were found in the home. As the deliveries for the party began arriving on the Friday before the party, SERVPRO was just finishing the duct cleaning and the contractors were doing final touchups. The house and party were saved, and the homeowners were so thankful that SERVPRO was able to get things cleaned up in time. ■

## Taking care of possessions is as important as restoring the property

After a major disaster, the property may be saturated with water or permeated with smoke to such an extent that it affects many treasured possessions collected over time. Relocating contents salvaged from a home or business to our safe and secure warehouse is an integral component of our professional restoration services.

During storage, our certified technicians clean and deodorize possessions, restoring

them to pre-damage condition. We then pack, tag, and inventory items until they are returned to the property owner.

Understanding the difficulty many customers face during a major disaster, we accommodate their needs during a move back.

TEAM MATTOS also will inventory contents before disasters such as fire, flood, theft, or vandalism strike. ■

## In Our Customer's Words

*"On Christmas Eve of 2008 I found that my furnace had a cracked pipe and was pouring soot into my home.*

*Jim Lawrence came to my home to inspect and Friday, December 26, you dispatched the cleaning crew of Sal and Stan. They performed their work as true professionals and explained what they were going to do and the expected results."* -Steven P, Cranston

### SERVPRO's Contents Inventory services involve:

- Developing a pre-loss list with the value of contents
- Writing detailed and accurate reports
- Providing better information to settle claims quicker
- Assisting with burden of proof for claims
- Providing peace of mind when it's needed most!



# Meet Our Service Crews

*They're called on in the middle of the night, over the weekend, often in the bitter cold. They go into homes that have been burned out, or find themselves in two feet of water in flooded office buildings. They are the men and women who make up the 8 service crews of SERVPRO of Boston.*



**TEAM MATTOS technicians** are highly skilled professionals, many of whom having received advanced training as Water Restoration Technicians (WRT), Applied Structural Drying Technicians (ASD), and Fire & Smoke Restoration Technicians (SRT) from the Institute of Inspection Cleaning and Restoration (IICRC). Whether your home or business is damaged from fire, smoke, or water, or if a property is in need of deodorization services or mold remediation, TEAM MATTOS technicians respond in people's time of need. They also perform a variety of services you may not have realized, including duct cleaning, emergency board up services, and document restoration. It takes dedication to return a property back, like it never even happened. ■



Bringing his professional expertise in mold remediation, HVAC systems cleaning and restoration, and "Green" cleaning, **Enrique Quiñonez** is one of the most experienced crew chiefs for TEAM MATTOS. He has worked in the field as a project supervisor and lead technician for five years and has received advanced training as a Water Restoration Technician (WRT), Applied Structural Drying Technician (ASD), and Fire & Smoke Restoration Technicians (SRT) from the Institute of Inspection Cleaning and Restoration (IICRC). With an advanced degree in architecture, he brings skill and a unique perspective to each restoration job. He lives in Roslindale with his wife and daughter. ■



**Big Brothers Big Sisters**  
of Massachusetts Bay

*Little Moments. Big Magic.™*

TEAM MATTOS ran a clothing drive and donated coats, hats, and other clothing to children from Big Brothers Big Sisters of Massachusetts Bay. As one of the largest adult-to-child mentoring organizations in the nation, Big Brothers Big Sisters of Massachusetts Bay currently serves over 3,500 youth in the 155 cities and towns throughout the Massachusetts Bay area. For more information, visit [www.bbbsmb.org](http://www.bbbsmb.org).



of Boston - Downtown, Back Bay & South Boston

Fire & Water - Cleanup & Restoration™

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