



The Restoration Report

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

Behind the Scenes

In the TEAM MATTOS Office



Chris Gorski has worked as the office manager for SERVPRO of Boston for the past 1 1/2 years. Prior to joining TEAM MATTOS, she was an Executive Assistant for

for the Regional Vice President of Enterprise Rent-A-Car in San Diego, CA. She also held a variety of management positions in the retail sector. She has 12 years of administrative experience and holds a B.A. in Business administration. She resides in Lowell, MA, and is an avid photographer.

John Kelliher Joins SERVPRO of Boston as Sales Executive

SERVPRO of Boston announced that John Kelliher has joined the company as a Sales Executive for the territories of downtown Boston, Back Bay and South Boston.

John brings over 25 years of experience in the building industry in both inside and outside sales as a lumber industry sales representative, a construction staffing recruiter for a national construction staffing company, and residential remodeling project manager for a high-end residential building company.

John has a Bachelors Degree in Business Management and is a resident of Beverly, MA.

Case Study in disaster response

There are many challenges in the disaster-restoration business, but the most difficult and routine cases deserve the same level of professional courtesy. So, when an insurance company called on behalf of an elderly woman whose home had experienced extensive water damage, SERVPRO of Boston understood that this project required special care, since the last restoration company had walked off the job.

As can be imagined, the 87-year-old lady was displeased and had the impression that all restoration companies were the same. To complicate the process, she did not live at the damaged property, and SERVPRO technicians needed to pick up and return keys each day to her apartment across town. They also brought her to the location to help her sort through 60 boxes of miscellaneous contents and belongings, so that damaged items could be discarded and salvageable items could be packed away for her. She was not able to stay on-site for long periods of time, requiring multiple return trips coordinated by SERVPRO.



General Manager
Paul LaGrandeur

What started as a very difficult experience ended in thanks and gratitude for a patient and helpful staff. There are many companies who can handle water removal and salvage operations, but it takes dedicated people to understand what people are going through during these difficult periods in their lives. The insurance company took notice of this fact, and thanked General Manager Paul LaGrandeur for his professionalism and his staff's commitment to getting the job done right. ■



On Sunday, April 26th, TEAM MATTOS along with family and friends came out for the Tomorrow Fund Walk in Garden City in Cranston. A donation was also made to

The Tomorrow Fund, which was founded in 1985 to ease the traumatic, emotional, and financial effects of childhood cancer. The founders – a group that included doctors, child life specialists, and parents of children with cancer – recognized that, in addition to the very best in medical care, children with cancer and their families need and deserve financial and emotional assistance to cope with the overwhelming challenges of this disease. ■

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In Our Customers' Words

The following is an excerpt from an email from Erica of Coventry, RI:



"On Wednesday night of last week our washing machine malfunctioned in our first floor water closet and flooded the bathroom. The water found its way into the hall, my kitchen and down our air vent into our HVAC system and duct work, and into the basement. We built this house last year and have only been in it for six months. As you can imagine, this was a devastating discovery.

We were trying to be calm, but it was hard to know what to do or where to turn. I called my insurance company and spoke with Kelly Ann, who was very patient with me. Kelly was very nice and spoke to me like a friend who was trying to keep me focused and calm. She was compassionate and understanding and very eager to

help. Most important, she listened. Had I been received by someone who was curt or quick, I probably would have been pushed over the edge. Kelly was just great and I truly appreciated being taken care of like that.

Kelly offered to send out SERVPRO right then. She connected me via conference call right to Ryan at SERVPRO (who was also fabulous) and made the introduction. Looking back, this was a really effective process because he didn't feel like a stranger once Kelly introduced us. Ryan was at my house by 12:20 am as promised. He, too, was awesome. He could tell we were just so distraught and did everything he could for us. I went to bed at 2 am, but Ryan and his crew were with my husband until after 3:30 am. They were back again the very next day with tons and tons of machines and equipment.

I am less than thrilled that this happened to us. I am very upset that only 6 short months into owning our new construction, I have major damage to repair. However, knowing that I have your team of professionals to see us through this truly has made all the difference in the world." ■

*I thought it was
important that you
know just how pleased
I have been and how
much I appreciate your
fine customer service.*

Professionally cleaning HVAC Systems improves air quality and improves efficiency

After fire, smoke, or mold damage occurs, it may be necessary to inspect the interior to ensure proper indoor air quality. TEAM MATTOS SERVPRO professionals can inspect HVAC systems and ductwork and make recommendations to address indoor air quality concerns.

Unlike the majority of duct cleaning services, your TEAM MATTOS' staff have NADCA certified technicians, who are recognized experts in HVAC inspection, maintenance, and restoration from the National Air Duct Cleaners Association.

We utilize a Portable Ventilation & Air Duct Cleaning System to examine ductwork and make a clean sweep, removing years of dust and grime. Before vacuuming begins, we use our patented roto-scraper, which automatically adapts to the duct shape while removing debris and filth. Clean air is then filtered through a HEPA filtration system, removing 99.97% of particles before the roto-scraper returns to air-wash the duct. A sealant often is sprayed to eliminate fall-out, and to remove dirt and odor, filters are either cleaned or replaced.

Having a clean HVAC system and ductwork not only can improve the quality of the air you breathe, but it also could potentially extend the life span of equipment. Allowing HVAC systems to operate at peak efficiency also could mean considerable savings. ■