



of Boston - Downtown,  
Back Bay & South Boston



# The Restoration Report

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

## Case Study *Disaster Response*

When a third generation, high-end children's clothing boutique – a fixture in the community for over 70 years – has a substantial fire, getting back in business as soon as possible is essential. The fire had not only damaged the store but also an antique book store and an apartment on the second floor. The historic building was over two hundred years old,



making it essential that special care be used to avoid damage to the structural system during demolition and cleanup. Utilizing ozone machines, TEAM MATTOS was able to remove the smoke odors and had the building cleaned and the apartment livable within 16 hours. Specialized drying equipment was used to dry the old support beams and floor boards, so that contractors could begin remodeling. The boutique had over \$100,000 worth of inventory damaged by both water and smoke, but TEAM MATTOS was able to remove the clothes into pods on-site and perform an ozone treatment. This enabled the owner to conduct a "fire sale" to recoup some of the losses. The ability to salvage and restore important property was instrumental in saving a business and historic landmark. ■

**The sooner help arrives,  
the sooner restoration begins.**

*The sooner restoration begins, the sooner you or your customers can resume life and business as usual.*

After a minor fire damage or a widespread disaster, SERVPRO remains constantly vigilant. The franchise system has developed elite teams to respond to major devastation including Hurricane Katrina in 2005, the San Diego wildfires in 2007, and the Iowa floods in 2008.

Heading up the Northeast regional response unit is TEAM MATTOS. From its 3 regional locations in Rhode Island, Boston and Weymouth, TEAM MATTOS handles any fire and water cleanup and restoration with its 25 service crews and vehicles, 16 truck mounted units, and 4 large loss trucks for emergency pack outs. The TEAM MATTOS management staff has over 50 years of combined experience in fire, water, mold, vandalism and storm team response, and are certified from the National Institute of Disaster Restoration and in Applied Structural Drying (ASD) from the Institute of Inspection.



Responding to the California fires, TEAM MATTOS franchises mobilized within 24 hours, loading up 5 vans, a box truck, and over 700 pieces of equipment to trek across the country to battle the aftermath of some of the most devastating fires in our nation's history.

When an 8,000 square foot home in Albany, New York, suffered a major water loss, TEAM MATTOS deployed with their Desiccant truck, equipped with specialized equipment for the removal of moisture, excess humidity, and odor.



After 3 feet of flood water damaged 86,000 square feet of a regional hospital, TEAM MATTOS led the major restoration effort, bringing in resources from throughout the area.

No matter the severity of the disaster, nor where the disaster occurs, TEAM MATTOS has the capacity, experience, and expertise to heed the call. ■

**Fire Safety for the 4th**  
*(See article on other side)*

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## Fire Safety for the 4th

It would not be the Fourth of July without fire works. However, according to a U.S. Consumer Product Safety Commission, emergency departments treated more than 9,200 fireworks-related injuries around the holiday. In fact, sparklers accounted for one-third of the injuries to children under the age of 5 in the same time period.

While a professional display is the safest way to enjoy fireworks, the National Council on Fireworks Safety suggests the following tips if you do it yourself:

- Be aware of and obey all local laws regarding the use of fireworks.
- Only use fireworks outdoors.
- Children under 16 should only use fireworks under adult supervision.
- Always have a bucket of water or a hose nearby. If conditions are excessively dry, do not use fireworks.
- Avoid alcohol and fireworks – it's a bad mix.
- Parents should pay special attention to children using sparklers, since sparklers can reach temperatures of up to 1,800 degrees. ■



## TEAM MATTOS Supports Local Charities



In June, TEAM MATTOS supported Amica Insurance's charitable efforts for Amos House, a nonprofit social services agency that provides direct services to the homeless and poor of Rhode Island. TEAM MATTOS also contributed to a charitable event sponsored by Bob Bolton's Allstate office of Warwick in support of Meeting Street School, a leader in designing and advocating for early intervention, inclusion, education and therapeutic services for children with various needs. ■

## What You Can Do About Indoor Air Pollution

The National Safety Council (NSC) reports that, on average, people spend about 90 percent of their time indoors, with 65 percent of this time in the home. Unfortunately, the ones who are home the most – children, pregnant women, the elderly and those with chronic illnesses – are often the most susceptible to indoor



air pollution. Fortunately, there are steps that can be taken to help breathe easier and improve the condition of the air in homes.

TEAM MATTOS recommends the following tips for safeguarding homes against dangerous airborne contaminants:

**Clean and replace filters** – It is recommended that air conditioning filters be cleaned or replaced as frequently as every month. Some filters can easily be hosed off or rinsed in the sink. Fiberglass filters, however, can't be reused but can be purchased at most home improvement stores.

**Inspect ducts** – Consider having TEAM MATTOS assess the condition of your home's ductwork. These airways that transfer the hot and cold air throughout your house can be brushed and vacuumed, and air can be filtered through a HEPA filtration system in order to help ensure optimum decontamination.

**Control moisture** – Mold is more likely to spread when an environment has been subject to moisture for a long period of time. Take steps to correct any water leaks or standing water, including water under cooling coils of air handling units. If humidifiers are used, make sure they are properly maintained. ■