



The Restoration Report

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

Not only will we continue to clean and restore a damaged home or business, but now we will be putting everything back together.

Like it never even happened now means putting it back together

We offer **complete reconstruction services**, including rebuilding damaged walls, plastering ceilings, and installing flooring. With our one-stop-shopping capabilities, you have one company for restoration and contractor services.

Whether you face a disaster in the middle of the night or on a weekend, you can depend on our restoration and reconstruction services – 24/7, 365 days-a-year. We respond immediately once you contact us and we'll come to your location to assess damages and provide a cost estimate.

Our professional reconstruction services enable us to manage the entire restoration process. You now have only one call to make to ensure the job is done right, all the time. ■



RID HOME OF STINKY CELLAR DWELLER

CASE STUDY

Not even a room full of sewage can slow down the crews from SERVPRO of Boston. The main sewage line in the basement of a rental home broke at the joint where the waste exits the dwelling, flooding a room with more than an inch of raw sewage. The problem went undetected until the odor became overpowering, creating a great amount of concern for a first-floor tenant with an infant.

SERVPRO of Boston was notified of the situation at 11 a.m. and by 2 p.m., had started removing a dumpster full of personal belongings from the affected room. With a truck mounted extraction unit, the crew was able to remove all of the sewage and pressure clean the room with steam. The crew then saturated the basement with a disinfectant registered with the Environmental Protection Agency, so the area was usable again.

"Within 24 hours we had everything cleaned like the problem never even happened," Paul LaGrandeur, general manager of SERVPRO of Boston, said proudly. ■





of Boston - Downtown, Back Bay & South Boston

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Is your business prepared for a major disaster?

25% of businesses that close due to a disaster never reopen.

Disasters are not only the catastrophic weather events that you see on the evening news. 95 percent of disasters affecting regular business operations are internal or man-made, such as fires or internal flooding. Many businesses have an evacuation plan in place, but few have a plan to get back into their building following a disaster.

SERVPRO of Boston offers additional preparedness planning resources including business preparation and employee emergency communication plans. Our goal is to minimize business interruption, which often times can be larger than the restoration of the physical facility. As part of our services, we also provide preparation resources and materials from the Department of Homeland Security to aid you in your contingency planning process.

It's important to have a plan of action before an event occurs. You do not need to reinvent the wheel, but you can utilize the expertise of others to help disaster-proof your business. We will work with your current vendors, and have the capability to bring additional resources to them. You want to select vendors that will supply priority emergency response in any situation, whether a loss is great or small. ■



Helping Haiti

SERVPRO of Boston donated funds to help the people affected by the January earthquake in Haiti.

For more information or to donate to the Haitian relief effort, visit www.redcross.org.

