



The Restoration Report

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

Could cleaning your HVAC system help prevent common illnesses?

Sick Building Syndrome results in lost productivity, which costs billions of dollars annually.



Did you know that 30% of buildings suffer from Sick Building Syndrome? As defined by the EPA, Sick Building Syndrome refers to a set of symptoms that affect building occupants during the time they spend in the building and diminish or go away during periods when they leave the building. In addition to the health risks employees face, Sick Building Syndrome results in lost productivity, which costs billions of dollars annually.

Poor indoor air quality inside a building is most often attributed to HVAC system related problems such as improper air balance, dysfunctional supply and exhaust systems, malfunctioning controls, and dirty cooling coils. Dirty ducts can circulate odors and contaminants like mold irritating dust throughout a building. Even in a new building, dirt and debris in ducts can build up and hinder system performance, causing operations glitches and health problems.

Our professional services, in compliance with NADCA (National Air Duct Cleaners Association) standards, include the removal of visible debris from all components of an HVAC

ventilation system. Equipped and experienced to remediate HVAC systems contaminated with mold and bacteria, we have extensive experience in providing complete HVAC system cleaning for small and large facilities including:

- office buildings and high-rises
- hospitals and schools (public and private)
- government (local and State)
- manufacturing and industrial sites
- retail shops and malls
- hotels and restaurants

Keeping the HVAC system and duct work clean can extend the lifespan of the equipment by allowing it to operate at peak efficiency, which could save your organization money. Businesses can save up to 25% in energy costs by maximizing the performance of their HVAC equipment.

To safeguard your equipment and your employees' health, call today for a free inspection and consultation from a NADCA certified SERVPRO specialist.



Mark Carpentier Brings Business Development Experience to Team Mattos



Mark Carpentier has joined Mattos & Associates as the Director of Business Development. He will oversee a team of sales professionals that market SERVPRO disaster restoration and reconstruction services in Rhode Island and Massachusetts.

Carpentier brings over 20 years of management experience in assessing operations and expanding product lines, utilizing his strong technical capabilities and marketplace knowledge to inspire customer confidence. He already has been instrumental in working with Mattos' SERVPRO franchises on expanding its disaster restoration capabilities to include reconstruction services. In addition, he has helped the company extend its air duct cleaning service into the commercial market. By identifying efficiency strategies and new market opportunities, Carpentier seeks to streamline SERVPRO services while expanding into new markets and strengthening existing client relationships.



of Boston - Downtown, Back Bay & South Boston

P.O. Box 230821, Boston, MA 02123
617•227•2200 800•722•9600
www.servproofboston.com

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Resources of National Franchise System Helped Weather the Floods

To respond to the thousands of distressed homeowners and businesses affected by the unprecedented flooding, Team Mattos SERVPRO franchises coordinated a massive cleanup. The 25 service crews from SERVPRO of Metro Rhode Island, SERVPRO of Weymouth, and SERVPRO of Boston were joined by other SERVPRO franchises from Texas, Illinois, Ohio, Kentucky and Tennessee to lead the massive restoration effort.

Under the direction of SERVPRO's STORM TEAM, which has responded to every national disaster since Hurricane Andrew, 225 Service Crews were on the ground in Rhode Island and Massachusetts with hundreds of Truck Mounted Water Extractors. Multiple tractor trailers were stocked with thousands of industrial dehumidification units and tens of thousands of high speed drying fans.

The Team Mattos SERVPRO franchises handled some of the highest profile disasters from the floods including a major retail center, property management company and hundreds of homeowners. This colossal disaster response was coordinated from SERVPRO's "Big Green Building" in Providence, RI, and was led by Storm Team Response leader, Frank Mattos, and SERVPRO Storm Site Manager, David Hughes, from Avondale, PA.

"To take care of all the requests by so many distressed home and business owners, we brought in reinforcements to handle every disaster, big and small," Mattos said. ■

Flooding brings to light need for DRP

Only 30% of small businesses have Disaster Response Plans (DRP)

As many business owners witnessed during the floods, lost productivity and products can have a devastating effect on your business.

It is important that you have a plan to deal with any emergency, so that your company can handle the unexpected. In the event of a disaster, the first priority is to secure the building to ensure safety. The next step is to minimize business interruption by putting people back to work as quickly as possible. This can be accomplished by moving employees off premises or to try to find a way to manage operations from an alternate location.

Having seen firsthand during the recent floods the benefit of companies that had DRP's versus those that did not, Team Mattos SERVPRO franchises have set out to help businesses prepare their own DRP.

If your business is interested in developing a DRP at no cost, contact Mark Carpentier at 401.431.0393. ■

Team Mattos SERVPRO franchises donated \$500.00 to The Tomorrow Fund for their annual walk. The Tomorrow Fund was founded in 1985 to ease the traumatic financial and emotional effects of childhood cancer. In addition to the very best medical care, children with cancer and their families need financial and emotional assistance to cope with the overwhelming challenges of this insidious disease. For more information visit, tomorrowfund.org.

