



The Restoration Report

THE OFFICIAL NEWSLETTER FOR SERVPRO OF METRO RHODE ISLAND CUSTOMERS AND FRIENDS.

When it comes to water damage, who you call matters.

No one responds quicker to your home or business than Team Mattos.

If water seeps into your home or business, saturating ceilings, drywall, carpets, and furniture, you need a professional team that responds quickly to mitigate damage. **Immediate response** with **proven techniques** and the **newest technology** may mean the difference in how quickly you can live in your home again or return to work.

Team Mattos SERVPRO water technicians are available **around-the-clock** to help minimize water damage to ceilings, walls, and floors. Having acquired advanced drying techniques at an industry leading Applied Structural Drying (ASD) Training, our technicians concentrate on safely drying, deodorizing, and disinfecting areas flooded or damaged by water.

With over **25 service crews**, an experienced management staff, and ample equipment, we can handle any job of any size.

No one plans for a disaster. But, when it comes, you will have the confidence to know that Team Mattos SERVPRO professionals will return your home or business back, "Like it Never Even Happened."



When an exclusive high-rise experienced a major pipe break that flooded their luxury units, they knew to call SERVPRO of Metro Rhode Island, who was on-site within the hour.

CASE STUDY in Disaster Response

Los Angeles, Buffalo, Albany – no matter where the call comes from, Team Mattos responds. As a catastrophic team leader, Frank Mattos and his SERVPRO franchises are called upon for their specialized expertise. So, when a 8,000 square foot home in Albany, New York, suffered a water loss affecting three floors, it was SERVPRO of Metro Rhode Island that was called to action.

immediately deployed with their Desiccant truck, equipped with specialized equipment for the removal of moisture, excess humidity, and odor. The team was on-site for five days, utilizing their powerful truck mounted and portable extraction units to perform efficient water removal. Heavy-duty submersible and gas-powered pumps were used for continuous water pumping.

An HVAC pipe had burst in a stately Victorian, gushing water down the attic to the basement. A SERVPRO of Metro Rhode Island Project manager and large loss crew

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

In Our Customer's Words

"Thank you for sending two wonderful gentlemen to do the removal of smoke and soot damages. The information that was provided was priceless!!! I feel these men really did a fantastic job removing all traces of smoke and soot. In fact some of the items in the apartment look better now that your crew has done their thing to them."

-Kimberly Tate

MEET OUR TEAM

SERVPRO of Metro Rhode Island Project Managers



For over 5 years, **Ed Reakes** has worked as a Project Manager for SERVPRO of Metro Rhode Island. He brings to his position experience as a SERVPRO crew chief. He has received advanced training in the disaster restoration field, becoming certified as a Applied Structural Drying (ASD) Technician, Water Remediation Technician (WRT), Fire & Smoke Restoration Technician (SRT), and Certified Microbial Remediator (CMR). He resides in Rumford, RI, with his wife, Alecia, and 5 children.



William Norsworthy brings project and regional management experience to his position as Project Manager. A highly trained disaster restoration professional, he is a certified Water Remediation Technician (WRT) and is certified in Applied Structural Drying (ASD). William is a resident of Warwick.



James Lawrence has over 25 years of real estate, mortgage and home inspector experience, which lends to his unique expertise. A graduate of Dartmouth College, he has worked as a sales manager, director of business development, and sales associate during his career. He has furthered his training in the disaster restoration field by becoming a certified Water Remediation Technician (WRT). He lives in Wrentham, MA, with his wife, Anne.



Ryan Boughton is applying his experience in the housing industry as a loan officer and construction contractor to his position. During his first year on the job, Ryan has become certified as a Water Remediation Technician (WRT) and Applied Structural Drying (ASD) technician. He resides in Bristol with wife Karen and 3 children.

Team Mattos Helps Provide *Light of Hope*



Team Mattos member, William Collazo, delivered over 300 gifts donated by area insurance agents and Team Mattos employees to Gateway Healthcare's Light of Hope Campaign, which provides holiday support for abused and neglected children.

Insurance Agents Win with SERVPRO



Left to Right: Christine Collins and Jackie Beaudoin-Collins

from Rural Insurance of Coventry Win a Holiday Basket.

If you are interested in participating in our monthly raffle, contact your SERVPRO of Metro RI marketing representative.



1193 Broad Street, Providence, RI 02905
800•734•0602 401•SERVPRO
www.servproofmetrori.com

Managed by Mattos & Associates, LLC



Volume 3, Issue 1

In this issue: When it comes to water damage, who you call matters ■ Case Study in Disaster Response ■ Meet Our Team ■ Team Mattos Helps Provide Light of Hope ■ Insurance Agents Win with SERVPRO

PRSR STD
US POSTAGE
PAID
PROVIDENCE, RI
PERMIT # 712