



The Restoration Report

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



Case Study *In Disaster Response*

Imagine you're away in Florida – sounds nice, I know – but you learn that water is gushing out from your investment property back in RI. To make matters worse, your renters are also away, so you don't have anyone that you would trust or rely on...but you do have Larry Blau, General Manager of SERVPRO of Metro Rhode Island.



Larry personally handled a major water restoration project for an owner and renters who were both out of town. The disaster was only discovered after another tenant noticed a steady stream of water flowing from his neighbor's house. A local insurance company then contacted an area adjuster, who knew to call SERVPRO of Metro Rhode Island. Everyone from the owner who was out of state, to the brother-in-law who gave Larry the keys, to the insurance company "who spoke so highly" of TEAM MATTOS to the adjuster, all placed their trust in Larry and his service crews to get the job done right. They lived up to the owner's expectations, who had exclaimed, "Please take care of everything. I trust you implicitly." ■

Taking care of possessions is as important as restoring the property

After a major disaster, the property may be saturated with water or permeated with smoke to such an extent that it affects many treasured possessions collected over time. Relocating contents salvaged from a home or business to our safe and secure warehouse is an integral component of our professional restoration services.

During storage, our certified technicians clean and deodorize possessions, restoring

them to pre-damage condition. We then pack, tag, and inventory items until they are returned to the property owner.

Understanding the difficulty many customers face during a major disaster, we accommodate their needs during a move back.

TEAM MATTOS also will inventory contents before disasters such as fire, flood, theft, or vandalism strike. ■

In Our Customer's Words

"On Christmas Eve of 2008 I found that my furnace had a cracked pipe and was pouring soot into my home.

Jim Lawrence came to my home to inspect and Friday, December 26, you dispatched the cleaning crew of Sal and Stan. They performed their work as true professionals and explained what they were going to do and the expected results." -Steven P, Cranston

SERVPRO's Contents Inventory services involve:

- Developing a pre-loss list with the value of contents
- Writing detailed and accurate reports
- Providing better information to settle claims quicker
- Assisting with burden of proof for claims
- Providing peace of mind when you it's needed most!



Meet Our Service Crews

They're called on in the middle of the night, over the weekend, often in the bitter cold. They go into homes that have been burned out, or find themselves in two feet of water in flooded office buildings. They are the men and women who make up the 14 service crews of SERVPRO of Metro Rhode Island.



TEAM MATTOS technicians are highly skilled professionals, many of whom having received advanced training as Water Restoration Technicians (WRT), Applied Structural Drying Technicians (ASD), and Fire & Smoke Restoration Technicians (SRT) from the Institute of Inspection Cleaning and Restoration (IICRC). Whether your home or business is damaged from fire, smoke, or water, or if a property is in need of deodorization services or mold remediation, TEAM MATTOS technicians respond in people's time of need. They also perform a variety of services you may not have realized, including duct cleaning, emergency board up services, and document restoration. It takes dedication to return a property back, like it never even happened. ■



As a production Crew Chief for SERVPRO of Metro Rhode Island, **Debra Vinas** brings professional expertise in water, fire and soot damage, as well as mold remediation, carpet cleaning and general cleaning. She has received advanced training in her specialty, having become certified as both a Water Restoration Technician (WRT) and Fire & Smoke Restoration Technician (SRT). She resides in Providence with her seven year old son, and she is committed to furthering her education with continued industry training and by acquiring an advanced degree. ■



Sales executive **Jeff Spicola** and the TEAM MATTOS sales team spearheaded a food drive, delivering over 42 pounds of food to the Rhode Island Community Food Bank. The Rhode Island Community Food Bank provides quality food to people facing hunger through a network of certified member agencies. For more information, visit www.rifoodbank.org.



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