



The Restoration Report

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

Meet the People Behind the Scenes

The TEAM MATTOS Office Staff



Yvonne Mattos Rego recently was promoted to office manager of SERVPRO of Metro RI, having worked for over 4 years as an operations coordinator. Her previous

work as a junior high school teacher and social worker have come in handy as she juggles the day to day responsibilities of one of the largest SERVPRO franchises in the country. She is a certified Water Restoration Technician (WRT), and she has a BS from Lynn University. She resides in Westport, MA, with her husband, Chris.



Beth Clement is the newest edition to the office staff at SERVPRO of Metro RI, joining TEAMMATTOS six months ago. She has extensive experience in customer

service, having worked as a Military Moving Coordinator for Axis International for 3½ years. She lives in Warwick and has two boys ages 4 and 8 and an 11 year old daughter. ■

Case Study *What would a fire department do if it discovered a fire occurred...in its own building?*

Imagine you're a volunteer fire fighter. You haven't stopped by the community fire house in a few days; simply put, there weren't any fires to put out. The "real fire" that needed putting out had occurred two nights before when a boiler had exploded, blanketing the fire house with a layer of soot. When the fire fighter had arrived on scene, he was welcomed with a smoke-settled haze floating up to his chest.

Not only is the fire house the base of operations for the town's fire services, but it also was the host location for a major function two weeks later. So, who does a fire fighter call when faced with smoke damage? Well, this firefighter called his insurance agent, who had placed their insurance with a specialty lines insurance company for volunteer fire fighters. A call was placed to SERVPRO of Metro Rhode Island, and a TEAM MATTOS project manager was on location with an adjuster from New York the very same day.



TEAM MATTOS immediately took care of ridding and cleaning the fire house of soot, so that the local fire fighters could return to helping the local community fight future fires. ■

Got Ducts?



A professional cleaning will:

- Enhance indoor air quality
- Eliminate built-up dirt and contaminants
- Extend the life of heating and cooling systems

(see article on other side)



On Sunday, April 26th, TEAM MATTOS along with family and friends came out for the Tomorrow Fund Walk in Garden City in Cranston. A donation was also made to The Tomorrow Fund, which was founded in 1985 to ease the traumatic, emotional, and financial effects of childhood cancer. The founders – a group that included doctors, child life specialists, and parents of children with cancer – recognized that, in addition to the very best in medical care, children with cancer and their families need and deserve financial and emotional assistance to cope with the overwhelming challenges of this disease. ■



Managed by Mattos & Associates, LLC

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In Our Customers' Words

The following is an excerpt from an email from Erica of Coventry, RI:



"On Wednesday night of last week our washing machine malfunctioned in our first floor water closet and flooded the bathroom. The water found its way into the hall, my kitchen and down our air vent into our HVAC system and duct work, and into the basement. We built this house last year and have only been in it for six months. As you can imagine, this was a devastating discovery.

We were trying to be calm, but it was hard to know what to do or where to turn. I called my insurance company and spoke with Kelly Ann, who was very patient with me. Kelly was very nice and spoke to me like a friend who was trying to keep me focused and calm. She was compassionate and understanding and very eager to

help. Most important, she listened. Had I been received by someone who was curt or quick, I probably would have been pushed over the edge. Kelly was just great and I truly appreciated being taken care of like that.

Kelly offered to send out SERVPRO right then. She connected me via conference call right to Ryan at SERVPRO (who was also fabulous) and made the introduction. Looking back, this was a really effective process because he didn't feel like a stranger once Kelly introduced us. Ryan was at my house by 12:20 am as promised. He, too, was awesome. He could tell we were just so distraught and did everything he could for us. I went to bed at 2 am, but Ryan and his crew were with my husband until after 3:30 am. They were back again the very next day with tons and tons of machines and equipment.

I am less than thrilled that this happened to us. I am very upset that only 6 short months into owning our new construction, I have major damage to repair. However, knowing that I have your team of professionals to see us through this truly has made all the difference in the world." ■

I thought it was important that you know just how pleased I have been and how much I appreciate your fine customer service.

Professionally cleaning HVAC Systems improves air quality and improves efficiency

After fire, smoke, or mold damage occurs, it may be necessary to inspect the interior to ensure proper indoor air quality. TEAM MATTOS SERVPRO professionals can inspect HVAC systems and ductwork and make recommendations to address indoor air quality concerns.

Unlike the majority of duct cleaning services, your TEAM MATTOS' staff have NADCA certified technicians, who are recognized experts in HVAC inspection, maintenance, and restoration from the National Air Duct Cleaners Association.

We utilize a Portable Ventilation & Air Duct Cleaning System to examine ductwork and make a clean sweep, removing years of dust and grime. Before vacuuming begins, we use our patented roto-scraper, which automatically adapts to the duct shape while removing debris and filth. Clean air is then filtered through a HEPA filtration system, removing 99.97% of particles before the roto-scraper returns to air-wash the duct. A sealant often is sprayed to eliminate fall-out, and to remove dirt and odor, filters are either cleaned or replaced.

Having a clean HVAC system and ductwork not only can improve the quality of the air you breathe, but it also could potentially extend the life span of equipment. Allowing HVAC systems to operate at peak efficiency also could mean considerable savings. ■