

# The Restoration Report



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

## Case Study in Disaster Response

Imagine...an office tower in downtown Providence experiences a water loss affecting 13 floors. Not an unimaginable disaster in the property business, but the damage occurs only 6 months after a water pipe had wiped out 16 floors of the same building. The only salvation comes when the property manager knows that SERVPRO of Metro Rhode Island can again respond in minutes and return the property to working condition in a matter of days. Within a half an hour after the call, a team leader was on site followed by a disaster team that was on location within the hour. Within 3 days, the building is restored back to normal without any business interruption.

SERVPRO's prompt response was not the only reason for the return call. With tenants and 1000's of employees inhabiting the Providence landmark, the property management professionals turned to SERVPRO for not only its capacity and professionalism, but also for its sophisticated drying logs and monitoring system. The company's human resources department wanted to ensure that the building was professionally dried and that it was fully documented, to safeguard against "Sick Building Syndrome," which may result when building occupants experience acute health effects from the indoor air quality of a building. ■



## Newest Equipment Improves Efficiency and Helps Control Costs

*To improve efficiency and ultimately lower costs for our insurance partners, TEAM MATTOS has made significant investments in the newest and most innovative technology and equipment.*



TEAM MATTOS recently procured a **TES thermal energy system**, a unique water-damage restoration system designed to dramatically improve the drying process by combining controlled heat and air flow to produce high-speed evaporation. TES uses its uniquely designed exchanger boxes to contain water in ceilings, walls, and floors. This new drying process enables property owners to have their structure restored in less time, with less hassle,

and less damage; insurance companies also can see considerable savings.

To optimize drying efficiency, TEAM MATTOS also has purchased new **Phoenix Arctic Max portable air conditioners** that are designed specifically for the restoration industry. The Phoenix Arctic Max boasts one ton of cooling capacity and in a single pass can provide a 15 degree temperature decrease, which greatly enhances the comfort level of occupants. By pre-treating the air, the system also improves the performance of our desiccants and LGR dehumidifiers.



To efficiently power the new equipment while conserving energy, **Portable Power Distribution Centers** have been purchased. These systems are designed to stand up to the toughest conditions and have been engineered utilizing the latest in GFCI technology, which stops current flow in a circuit when it detects current leakage.

In addition to the latest technology, TEAM MATTOS has added to its arsenal of reliable drying equipment by purchasing new **extreme extractors**. These ride-on suction devices have been proven as the best machines for water removal when compared against all other extractors in an independently conducted test.

To continuously improve indoor air quality, TEAM MATTOS has added additional **portable ozone air purifiers**, which are designed to reduce indoor bacteria, allergens, mold and pollutants. ■



Managed by Mattos & Associates, LLC

## Volume 3, Issue 6

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### TEAM MATTOS Responds to Veterans

With the assistance of many of our insurance agency partners, TEAM MATTOS responded to the needs of many of our area veterans who had requested books for their library. During the Veterans book drive in July, area insurance agents helped collect over 12 moving boxes of books for the Veterans Hospital in Brockton.

TEAM MATTOS would like to say a special 'Thank You' to those agents who participated in the Veterans Book Drive:

- Starkweather & Shepley – East Providence*
- James J. Sullivan Insurance – Quincy*
- Agnitti Insurance – Quincy*
- Morris and Yalowchuk – Quincy*
- Burgin Planter Hurley – Quincy*
- Dailey Insurance – Quincy*
- Congress Insurance – Quincy*
- Foy Insurance – Quincy*
- Cushman Insurance – Brockton*
- Harrington Insurance- Brockton*

### TEAM MATTOS Gives Back to Agents



SERVPRO of Metro RI sales representative, Elaine Jones (right), presents Taylor Cooke (left) of Barton Insurance with a summer gift basket complete with sun block, grilling supplies, and tumblers.

#### Other winners of SERVPRO's gift basket included:

Debbie Crowell of Smith Mack Insurance of Warwick  
Joanne Augustine of Sampson Insurance of Weymouth  
Bonnie O'Hara of D'Agostino Insurance of Brockton

If your office wants to participate in our monthly give-away, contact your TEAM MATTOS sales representative.

### MITIGATING MOLD

Molds are simple, microscopic organisms that are virtually everywhere, indoors and outdoors. Constant moisture from water damage, excessive humidity, water leaks, condensation, water infiltration, and flooding is most often responsible for mold's growth. Mold releases innumerable lightweight spores that can become airborne and travel, resulting in mold infestation that is sometimes toxic.

If you can see or smell mold inside your home, office or school, TEAM MATTOS recommends that you eliminate excess moisture and safely clean and remove the mold. You may also suspect mold contamination if mold-allergic individuals express mold health problem symptoms, even if mold is not visible. You need to be aware that mold infestation may be hiding underneath or behind water-damaged surfaces or behind walls and ceilings.

When excessive mold contaminates a home or building, SERVPRO's professional remediators follow five principles in dealing with the mold:

**Principle 1:** Provide for health and safety of workers and occupants and prevent mold from spreading to occupied areas of the building.

**Principle 2:** Document conditions and processes including the extent of the contamination and the amount of moisture saturation.

**Principle 3:** Control the mold contaminant at its source to prevent mold contamination from becoming airborne and spreading.

**Principle 4:** Remove contamination by physically removing materials damaged by growing mold by vacuuming excessive mold spores into HEPA filters and by damp wiping soiled surfaces with detergent cleaning products.

**Principle 5:** Correct the moisture problem by uncovering and fixing the source of moisture that initially contributed to mold growth. ■