



The Restoration Report

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



Case Study in Disaster Relief:

Avoid Cleaning After Steaming

When an area university opened the doors to their dorm units that had been closed since June, they were met by an overwhelming stench. While the maintenance department had steam cleaned all the rugs shortly after final exams, they mistakenly did not provide for enough ventilation. So, who do you call, when you have two weeks to open up the dorms again? The answer: a restoration company with the capacity to clean 76 units, each with of 600 square feet of carpeting and furniture – a company who can return the dorms back “like it never even happened,” in 6 days. Of course, that company was SERVPRO of Metro RI. Fourteen crews worked around-the-clock to clean and dehumidify the dorm rooms, so that the university could open their dorms to their eager students. For General Manager Larry Blau, who oversaw the cleaning project, a lesson should be learned from the university: “For any school or business or residential facility that is going to steam clean carpets, you must control the moisture by either running dehumidifiers or air conditioners. If proper humidity levels are not maintained after steam cleaning, you could find yourself in a Petri-dish of unwanted activity.” ■

“Best in Class” has been the Mattos Focus for 20 Years

Frank Mattos has maintained the same fundamentals as he did when he purchased his first SERVPRO franchise two decades ago. In 1989, Frank and 2 partners purchased 5 SERVPRO franchises and a trainership license in Rhode Island.

SERVPRO of Rhode Island, as it was called then, was housed in a 2,700 square foot warehouse in Warwick, and included 8 employees and 4 service vehicles. Over the next decade, Frank built the core of his organization, initiating systems and processes to grow the business and develop additional SERVPRO franchises.

In 2000, Frank bought out his partners and moved into a 10,000 square-foot facility in Providence. After acquiring the franchise licenses for Weymouth, Quincy, Hingham, and Brockton in 2005, he applied his “best practices” principles to build SERVPRO of Weymouth. Two years later, he would acquire the licenses for SERVPRO of Boston and open an office in Woburn, MA.

Today, Frank owns 9 SERVPRO franchise licenses, a fleet of 40 vehicles, and has 90 employees. TEAM MATTOS SERVPRO franchisees now rank in the top 2% of all 1400 national SERVPRO franchises. In 2007, he received the SERVPRO Franchise of the Year award, which recognizes the top franchisee for loyalty, support, attitude and growth within the SERVPRO system and was nominated and voted by franchisees throughout the United States.

Frank has become a recognized specialist in the property damage restoration industry with expertise in multi-million dollar disaster restoration cleanups. From fires in California to flooding in Georgia, SERVPRO has called

on Frank to lend his expertise. This experience inspired Frank to work with other national franchises to develop Extreme Team Disaster Response (XTDR), a company focused on responding to catastrophic emergencies and large commercial disasters.



Frank’s key focus is to be continually viewed as “Best in Class” within the industry through consistency in service, competitive pricing, value, and customer satisfaction. This was recognized by SERVPRO, which has honored Frank with “Outstanding Sales and Customer Service” for 6 years in a row.

Frank has developed a corporate culture focused on being the best you can be, no matter the position in the company, and to “love what you do everyday.” This is encapsulated in his team focus aptly named, TEAM MATTOS.

Through the application of old school values and an approach of never forgetting that the customer is the primary purpose of the business, Frank Mattos has been able to build a company positioned to succeed for decades to come. ■



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TEAM MATTOS Joins XTDR to Respond to Any Job, Anywhere, Anytime

Recent catastrophic disasters throughout the country prompted SERVPRO to enlist their top franchises to develop an Extreme Team Disaster Response unit. XTDR, LLC has been created by Frank Mattos and 4 other SERVPRO professionals across the country to respond to natural catastrophes as well as large commercial losses.

With experience in disaster restoration cleanups of over a million dollars, Frank has been called upon by SERVPRO to direct catastrophic restoration projects in California, Georgia, and Louisiana. Frank has applied his expertise during these complex losses to create a specialized team for natural and large commercial losses. National and regional insurance carriers have embraced the creation of this elite unit, which can respond to policyholders faster and mitigate enormous financial losses.

In 5 locations around the country, emergency response units equipped with tractor

trailers, command centers, power units, and commercial dryers are ready to mobilize in minutes for any flood, fire, hurricane or earthquake. Team XTDR has strategically placed tractor trailers, desiccant (5,000 CFM) dehumidifiers, industrial generators (300-400 kw), mobile command centers, and 1000's of air movers, air scrubbers and dehumidifiers across the country.

"Whether it's 3,000 miles away or right here in our neighborhood, TEAM MATTOS and our new partners at XTDR have the capacity and capability to respond to anything from hurricanes and major fires to large commercial losses," said Frank Mattos, one of the managing members of XTDR, LLC.

"Any catastrophe in a home or business is the biggest disaster someone will face at the time, and the same team that can respond and mobilize within a moments notice can handle any storm affecting someone's property, big or small." ■

Agents Win with TEAM MATTOS



(left) Mary Ann Rivelli, office manager at A.R. Bucci in North Providence, proudly receives a "breakfast basket."

(right) Fatima A. Milhomens of Narragansett Underwriting in Barrington also accepts a breakfast basket.

Each month TEAM MATTOS raffles off a prize package for participating agents. For more information, contact your TEAM MATTOS marketing representative.

TEAM MATTOS in the Community



Cheryl Keller and Mattos teammate Linn Butler at the National Ovarian Cancer Coalition walk at Roger Williams Park on September 27th. TEAM MATTOS was proud to support Linn and Cheryl as they raised funds for research to prevent and treat ovarian cancer.