

The Restoration Report



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

SERVPRO of Metro RI Honored as Business of the Year

The Central Rhode Island Chamber of Commerce awarded SERVPRO of Metro Rhode Island as "Business of the Year" in the category of companies with 1-49 employees.

SERVPRO of Metro Rhode Island president Frank Mattos, was recognized for maintaining the same fundamentals of the company for the past 20 years, with a goal of providing 24-hour emergency response and service in a professional and consistent manner.

Mattos started SERVPRO of Metro Rhode Island in 1989, and applied his "best practices" principles to build SERVPRO of Weymouth and SERVPRO of Boston. The company's focus has been to be continually viewed as "Best in Class" within its industry through consistency in service, competitive pricing, value, and customer satisfaction.

Tom Celona, owner of Thrifty Car Rental, who served as the Master of Ceremonies of the "Rising Above the Rest" breakfast, noted in his presentation of the award that Mr. Mattos has created an atmosphere for all employees to "be the best you can be, no matter the position in the company," and to "love what you do everyday."

The company's sponsorship of The Make A Wish Foundation, Children's Museum, and Gloria Gemma Breast Cancer Foundation also was recognized. Mattos and his staff have supported charitable causes providing blankets for the homeless, book drives for veterans, and through direct financial support to numerous charitable endeavors in which his employees and customers are active. ■



Lauren E.I. Slocum, President/CEO of the Central Rhode Island Chamber (Left), with Tom Celona, President of Thrifty Car Rental (Right), present Frank Mattos, president of SERVPRO of Metro Rhode Island, with the "Business of the Year" award.

Give Yourself the Gift of a Safe Holiday Season



To ensure your holiday season will not be marred by an unforeseen disaster, you should take the following precautionary steps:

- **Do not place your tree close to a heat source, including a fireplace or heat vent.**
- Inspect holiday lights each year for frayed wires, bare spots, gaps in the insulation, broken or cracked sockets and excessive kinking or wear before putting them up. Use only lighting listed by an approved testing laboratory.
- Do not link more than three light strands unless the directions indicate it is safe.
- Do not leave holiday lights on unattended.
- **All decorations should be nonflammable or flame-retardant.**
- Never put wrapping paper in a fireplace.
- Have working smoke alarms installed on every level of your home, test them monthly and keep them clean and equipped with fresh batteries at all times.

Managed by Mattos & Associates, LLC

Volume 3, Issue 8

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As most New Englanders know, ice, snow and wind can take a toll on buildings, so homeowners, proprietors and managers should take precautions to protect their property well before the snow starts to fly.

Property owners, especially those who spend the winter in warmer locations such as Florida, should do the following:

- **Remove leaves, acorns, sticks, pine cones and other debris from gutters so melting snow and ice can flow freely.** Cluttered gutters can cause ice damming, which is when water is unable to properly drain and instead seeps into a structure, causing water to drip from the ceiling and walls.
- **Trim trees and remove dead branches.** Ice, snow and wind can cause trees or branches to break, damaging your home or place of business, automobile or injuring someone walking on the property.
- **Add insulation to attics, basements and crawl spaces.** If too much heat escapes through the attic, it can cause snow or ice to melt on the roof. The water might freeze again, causing more snow and ice to build up. That can result in a collapsed roof, and can contribute to ice damming.
- **Wrap pipes with heating tape and insulate unfinished rooms** such as garages that frequently have exposed pipes. Also, check for cracks and leaks. Have minor pipe damage fixed immediately to prevent much costlier repairs.
- **Install programmable thermostats and keep the temperature at a minimum of 65 degrees.** The temperature inside the walls where the pipes are located is substantially colder than the walls themselves. Temperatures lower than 65 degrees will not keep the pipes from freezing.

40 Turkey Dinners to the Rescue

SERVPRO of Metro Rhode Island provided the Providence Rescue Mission with funds to purchase 40 Thanksgiving dinners for individuals and families in need. Larry Blau, General Manager of SERVPRO of Metro Rhode Island, responded to the call of the Providence Rescue Mission: "Sometimes in life there is that moment when it's possible to make a change for the better."



- **Have furnaces, boilers and chimneys serviced at least once a year.** Make sure that smoke and fire alarms are working properly and consider installing a carbon monoxide detector.
- **Have water systems drained by a professional to keep pipes from freezing or bursting.** ■

Clues to Avoid the Winter Blues