



of Weymouth-Hingham,  
Quincy & Brockton



# The Restoration Report

THE OFFICIAL NEWSLETTER FOR SERVPRO OF WEYMOUTH, HINGHAM, QUINCY AND BROCKTON.

## Meet Our TEAM MATTOS Members

### Sales & Marketing

**Tricia Barboza** brings her diverse background in sales and marketing and environmental sciences to her position as marketing manager. In her position, she manages the marketing and sales force of the three TEAM MATTOS SERVPRO franchises, having also worked for the company as a sales representative. In addition, she has owned an environmental testing company, and has worked as the marketing manager for a home inspection company and as a sales executive in the printing industry. A graduate of Providence College with a degree in marketing and management, she is active in the business community, serving as the Secretary of the RI Chapter of the Association of Facility Engineers and she is also a member of 2 RI Chambers, RIASMD, IREM & BOMA. Tricia lives in Pawtucket with her adopted beagle, Henry, and is a Big Sister volunteer.



**Jean Roche-MacDonnell** joined TEAM MATTOS as a marketing representative last year. She brings extensive sales and marketing experience, having worked within the SERVPRO franchise system and previously for another restoration company. She is a graduate of Bridgewater State College, and lives in Cohasset with her husband, two daughters, and mother. She is very active in the community, serving as President of the Cohasset Rotary and as an ambassador for the Metro South Chamber of Commerce.



### In Our

### Customer's Words

*"Everyone was outstanding, kind, and helpful...SERVPRO was excellent in every way."*

Sandra F. (Braintree, Mass.)

**Karen Boyle** brings over 10 years of sales and professional experience to her position as marketing representative for SERVPRO of Weymouth. She worked in the tour industry as a guide and as an activities director for senior and assisted living communities. Her professional experience includes work as an executive assistant for the chief of emergency medicine at a major Boston hospital and for a director of a major Boston Hotel. She holds an Associates Degree in science and is currently pursuing a degree in psychology. She lives with her son in Braintree and is a Sunday school teacher and Cub Scouts Den Mother.



## CASE STUDY *in disaster response*



**When: 1/1/09, 8:30 am**

**Where: Charlestown Condo Complex**

SERVPRO of Weymouth received a call at 8:30 am on New Years Day about a water leak that had affected five floors and seven units in a high-end condo complex in Charlestown. Emergency crews were immediately dispatched and

arrived on-site at 9 am. By 9:30 am, disaster and restoration services were underway, including extraction, demolition, and drying in 6 out of the 7 condominium units. All units were returned to living condition, and power was restored by the end of the day. One vacant unit with an electrical panel that had been flooded required additional work. Daily monitoring continued, and drying was accomplished in all units. Both the property manager and agent were extremely impressed by project manager John O'Keefe's constant communication during this trying time. ■



## TEAM MATTOS Focuses on Saving Precious Items. *Isn't that what really matters?*

*Knowing the types of smoke and their behavior patterns is vital to proper restoration.*

Pre-testing services provided by your TEAM MATTOS SERVPRO technician determines which cleaning method we should conduct and what can be restored or replaced.

Sometimes the worst part of smoke or fire damage is the odor that remains. We provide specialized services that rid homes or businesses of odor. Our technicians do not merely cover up odors with a fragrance, but get to the source, neutralizing it for good.

Ductwork and return air are usually the first items checked and cleaned at most smoke or fire losses. In most cases, a HVAC system was operating when the fire occurred and it could circulate the smoke odor throughout a structure. Heating, ventilation, and air conditioning (HVAC) units need to be inspected to determine the extent of soot. We purge systems of soot, and apply a sealant that is fogged into the ductwork system to eliminate fallout. The filters in all HVAC units are then either cleaned or removed to eliminate any odor and residual soot. ■

**TEAM MATTOS** staff donated hats, gloves and winter coats to a local church in support of **Cradles to Crayons**, an organization in Quincy that provides low-income and homeless children with the basic essentials needed to be "safe, warm, ready to learn, and valued."



If you're interested in supporting this organization, visit [www.cradlestocrayons.org](http://www.cradlestocrayons.org)

## Insurance Agents Win with SERVPRO

If you are interested in participating in our monthly raffle, contact your SERVPRO of Weymouth marketing representative.



**Mary Lou Walsh**  
from McDonald  
Insurance



**Ruth Anne Weber**  
from A.E. Barnes



**Lisa Maroney**  
accepting for  
Stephanie MacDonald  
from President Insurance



**Sarah Duncan**  
from Amity Insurance

**SERVPRO** of Weymouth - Hingham, Quincy & Brockton  
Fire & Water - Cleanup & Restoration™

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