



of Weymouth-Hingham,  
Quincy & Brockton



# The Restoration Report

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

## Meet the People Behind the Scenes

The TEAM MATTOS Office Staff



**Elisabeth Gillespie** serves as the office manager of SERVPRO of Weymouth. She has over 20 years of administrative experience and previously worked for

TEAM MATTOS as Operations Manager. She lives in Weymouth and has been married for 31 years. She and her husband have 2 children and recently became grandparents, welcoming their 1st Granddaughter Shyann Elisabeth on Valentines Day.



**Meghan Plott** is the newest operations coordinator for SERVPRO of Weymouth, joining TEAM MATTOS 2 months ago. She has over 4 years of office management

experience, having worked as an administrative assistant to the president of a restoration company. As a licensed real estate agent with a B.A. in print journalism, she brings a diverse perspective to her position. She also volunteers once a month with the Long Island Homeless Shelter. She and her husband, Taylor, live in Quincy and are expecting their first child in October. ■

## Case Study in disaster response

Imagine, a sprinkler head bursts, and for 15 minutes water pours out flooding a high-end retail store in an upscale shopping center. Within 15 minutes, SERVPRO of Weymouth responded and had a crew on-site within half-an-hour. A half-inch of standing water soaked the floor, and water permeated half of the store. SERVPRO of Weymouth extracted the water, cleaned the shelves, and then set up drying equipment. Water that was seeping through the ceiling also was drained, and the panels were dried. Due to electrical codes, the store was closed for one day, but as soon electrical requirements were met, the store was back up and running with SERVPRO equipment still in place. SERVPRO technicians dried all surfaces and were out of the store on the third day, as a result of their quick and professional response. When it involves a business dependent on daily foot traffic to make sales, time is of the essence. SERVPRO's immediate response, professional cleanup, and use of advanced drying techniques enabled this business to be back in business in hours rather than days. ■



## 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. ■



## Volume 3, Issue 4

**In this issue:** Meet the People Behind the Scenes

- Case Study ■ Walk for The Tomorrow Fund
- In Our Customers' Words ■ Professionally Cleaning HVAC Systems May Result in Improved Air Quality and Increased Efficiency

## 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. ■