

# ServiceMASTER<sup>®</sup> Clean

## Ashland Massachusetts Housing Authority Site Of Major Fire Loss

## Newsletter

Winter 2006-2007

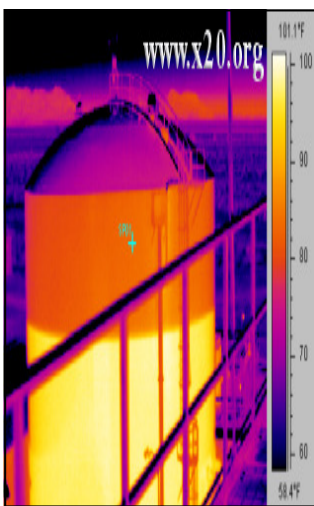


Park Avenue Housing Authority Complex in Ashland.



Fire and Smoke Damage Inside Housing Authority Unit.

When disaster struck at the Ashland, Massachusetts Housing Authority just after the New Year, ServiceMaster Assured Restoration responded rapidly. Thanks to the great relationship that Sales Representative Leslie MacDonald has built up over the years with our good friends at Sullivan Insurance Agency of Worcester, they had peace of mind knowing that we would handle this loss for their very important client quickly and professionally. Working with Executive Director Dyane Richards of the Housing Authority and Adjuster Doug Dodge of Eastland Claims we were able to turn around another large multi-family loss within a week.



This thermal camera image shows an analysis of fluid levels inside a holding tank.

### We Save Carrier Thousands!

**Thermography is Our Most Recent Cutting Edge Technology...** When Gendron Corp. called our Worcester Division recently with an undetectable water leak under a cement slab in one of their plant facilities, they called in ServiceMaster Assured Restoration to find the source and mitigate the loss. Previously this investigation would have required thousands of dollars in demolition. Today, with our new Thermal Imaging Technology, we are able to pinpoint exactly where a hidden leak is without the invasive demolition and associated costs. The photo on left demonstrates the capability. It works the same way for mold! Need a demonstration? Give us a call!!

### CONNECTICUT C.E. CLASS SCHEDULE FOR 2007

- March 29-SHELTON: Risk Mgmt. Approach to Identity Theft; Personal Lines Cvg.
- April 19-CROMWELL: Law and Ethics; Employment Practices Liability.
- May 2-NEW LONDON: Law and Ethics; Personal Lines Coverage.
- May 3-SHELTON: Law and Ethics; Life and Health Insurance Fundamentals.
- June 6-N. HAVEN: Errors & Omissions; Risk Mgmt. Approach to Identity Theft.
- Sept. 9-SHELTON: Elements of Contracts; Flood Insurance Course.
- Sept. 12-CROMWELL: Elements of Contracts; Flood Insurance Course.
- Sept. 18-WILLIMANTIC: Elements of Contracts; Flood Insurance Course.
- Sept. 20-N. HAVEN: Flood Insurance Course; Employment Practices Liability.
- Sept. 25-NEW LONDON: Flood Insurance Course; Errors and Omissions.
- October 2-SHELTON: Law and Ethics; Flood Insurance Course

"When you come to the end of your rope, tie a knot and hang on."

- Franklin Delano Roosevelt

## Annual Worcester Holiday Party



What Spirit!! A Very Large Group Of Representatives From The Protector Group Had Lots Of Good Cheer To Share.



Oh What Fun It Is To... Enjoying The Holiday Mood With Our Fellow Colleagues and Friends From The Herlihy Agency.

ServiceMaster Assured Restoration would like to thank our many friends who joined us for our annual Holiday Celebration held again this year at the Elks Club in Auburn. This annual celebration is our way of expressing our deep gratitude to all who partner with us in servicing your clients throughout the year. This event continues to grow, with well over 200 insurance professionals attending this year. Along with the usual fine spread of hors d'oeuvres and buffet style entrees, this year also featured a chocolate fountain with lots of confections for dipping which turned out to be a huge hit! Congratulations to all of the winners of the many fine gifts that were given out that night, and thank you one and all for the great evening.

### Another Satisfied Customer Letter...

Dear Leslie,  
My husband and I wanted to compliment ServiceMaster Assured Restoration for the wonderful job you did at our house. We had a pipe break in our basement last week. Your crew came out and cleaned up for us. They were very professional and courteous. Our basement looks and smells wonderful. Thanks for doing such a great and quick job! I will highly recommend ServiceMaster Assured Restoration to any of our customers that have a loss in the future.

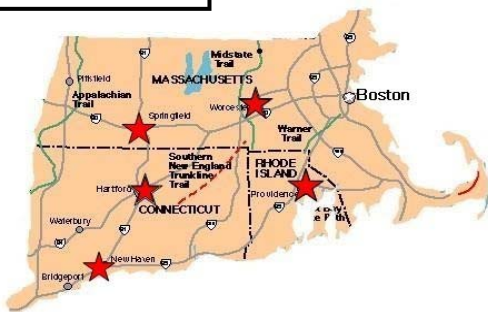
Sincerely,  
Laurie Scully  
Bouvier Insurance

### Major Sewage Loss at The Lane Construction Company In Meriden, CT Our Hartford Division Takes The Lead, Several Divisions Respond Business Continuity Is The Priority

It took the combined efforts of our Connecticut, Massachusetts and Rhode Island Divisions to mitigate this major loss, and once again we proved that our Emergency Response teams can meet a challenge. When the after hours call came into our Hartford Division on Friday night December 1, we didn't know what we were "stepping into." Over several thousand square feet on two floors were affected and the client expected to be open for business by Monday morning. We extracted all standing water, removed two layers of glued down carpet, opened walls and removed others, applied anti-microbial treatment to all areas, set up drying and dehumidification equipment, and cleaned and scotch-guarded all of the remaining contents, carpeting and upholstery. Due to the huge scope of the loss, it was not feasible to complete in two days. However we were able to organize our work so that proper containment walls were established, allowing critical areas to be prioritized. The result was Lane personnel did not have to miss one day of work. Lane executives were so amazed at the progress we had made over two days that they expanded our services into other areas of their facility.



The Lane Construction Company's archives department showing evidence of the sewage loss we faced upon entering the building.



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