

The Restoration Report

ServiceMaster by Disaster Professionals

602.431.2222

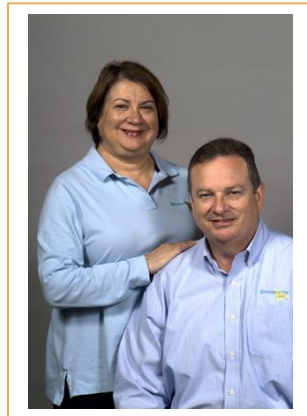
The Holiday Season Begins!

Welcome to the November edition of our newsletter! We're thrilled to bring you interesting and fun articles as well as tips to prevent and mitigate damage to your home or business.

We're wishing you a wonderful Thanksgiving and may it be spent with your family and friends. We have much to be thankful for!

Happy Thanksgiving,

Mike and Terry Hoffman



Things to do in November in the Valley

- Arizona Cardinals Football
- ArtFest of Scottsdale/Carefree
- Arizona Wine Growers Festival
- Classic Jazz Festival in Chandler
- Chiles & Chocolate Festival



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Phoenix, AZ 85009
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Call us 24 hours a day – No Loss is Too Big or Too Small
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Visit Us On the Web at servicemasterdisasterpros.net

WE GUARANTEE YOU...

Where's Your Shut Off?

Are you prepared in the event of a pipe break? Do you know the first thing to do? You should shut off your main water source. Do you know where this shutoff is? Knowing this could mean the difference between a \$2,000 loss and a \$20,000 loss. Make sure your entire family knows the location of your water shutoff before it's too late.

We will answer emergency calls 24 hours a day, 7 days a week, 365 days a year, and contact our customer within 60 minutes of receiving the initial call to schedule an appointment (typically faster).

We will begin emergency services, when required, within two to four hours of the initial call (typically faster).

We will keep our customer informed, as needed, on the progress of each claim.

We will demonstrate our professionalism by delivering our services on time with ServiceMaster identified vehicles, uniformed and well-trained employees, and quality ServiceMaster products and equipment.

We will employ the utmost integrity in pricing and service, providing the insured with quality work and service while striving to control the cost of each job.

**We are ServiceMaster by Disaster Professionals.
Do The Right Thing...Call The King!**

602.431.2222

Water ~ Fire ~ Flood ~ Vandalism
No job too big or too small

October Giveaway ~ Sign up for our monthly newsletter and give us your thoughts on how we're doing. We'll enter you into a drawing for a Starbucks Gift Card. Enjoy a Pumpkin Spice Latte on us! Sign up today at newsletter@disasterpro.net.

What Are Customers Are Saying...

"You and your team did a great job communicating about what was happening and the needs of the job." ~ *M. Marrow*

"You arrived very quickly to our house flood disaster. You packed undamaged items so thoughtfully and carefully. Even items that obviously had no value were packed neatly, clothes were folded, breakables were wrapped to avoid breakage. Items were packed in an organized manner. You cleaned up the awful mess effectively. I appreciate the efforts you made to make a very upsetting circumstance more tolerable. Thank you!"
~ *S. McCormick*

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November Fun Facts!

Using pumpkins as lanterns at Halloween is based on an ancient Celtic custom brought to America by European immigrants.

The largest pumpkin recorded was 1810 pounds brought in by Chris Stevens of New Richmond, WI to the Stillwater harvest festival in Stillwater, Minnesota.

Pumpkins and their seeds were a celebrated food of the Native American Indians who treasured them both for their dietary and medicinal properties.

Illinois grows more pumpkins than any other state in the country. It harvests nearly 12,300 acres of fruit.



Join Us for an
Open House
in our
New Location in
December!

More Information
Coming Soon!

A Taste of Fall Coffee Cake.....



1 cup all purpose flour
3 tsp. baking powder
1/2 tsp. cinnamon
1/2 cup milk
1/2 cup sugar
1/2 tsp. salt
4 tbsp. butter, melted
1 egg

Preheat oven to 350°F.

Mix ingredients in bowl and pour into a greased 8 x 8-inch pan. Mix 1/4 cup sugar and 1/2 tsp. cinnamon and sprinkle on top.

Bake for 15 - 20 minutes.

If You Are An
Insurance Agent
We Have A
FREE Special
Program For
You!

Call Barbara or
Christine today
for more
information!

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"When the trees their summer splendor, Change to raiment red and gold,
When the summer moon turns mellow, And the nights are getting cold;
When the squirrels hide their acorns, And the woodchucks disappear;
Then we know that it is autumn, Loveliest season of the year."

- Carol L. Riser, Autumn

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What If The Supply Line To Your Toilet Burst and Water Is Flooding Your Home?

It's 3am and all of a sudden you awaken to the sound of rushing water. You get out of bed to turn on a light, only to step into 3 inches of water. Once the light is on, you are dismayed to find the master bathroom floating away. Immediately you turn off the main valve to the toilet and look at the rising water all around you. As you leave the bathroom, you begin to notice water in the hallway and making your way thru the rest of the house you find that over two-thirds of your house is amass with water. The carpet is soaked, the wood and tile floors are under water and paperwork you had laid on the floor to get organized is now covered in water.

Although this may be difficult to imagine, many supply lines and/or fittings are made from plastic and over time, pressure and use cause erosion. The fittings slowly disengage and water begins to flood your home or office without any notice or warning.

What Should You Do First To Remove Water From Your Home or Business?

1. **Call Us!** Once on site, our team of experts will be able to perform deep extractions of water on the carpeting and padding so that it may be salvaged. Baseboards can be dried and replacement avoided.
2. Begin to remove as much water as possible by mopping and blotting.
3. Wipe furniture dry.
4. Lift draperies off the carpet, loop through a coat hanger and place the hanger on the drapery rod.
5. Prop up wet furniture cushions for even drying and place small wood blocks or aluminum foil under furniture legs.
6. Remove wet area rugs or other floor coverings and open furniture drawers, closet doors and luggage to enhance drying.
7. Move photos, paintings and art objects to a safe, dry location.
8. Remove damp books from shelves and spread them out to dry.
9. Do not lift tacked down carpet without professional help. Lifting the carpet incorrectly can promote shrinkage.

If you call us immediately, drying equipment can be brought in and extraction machines utilized to help salvage carpet, padding, baseboards and wood floors. Without this type of equipment and expertise, you are almost guaranteed the expense of replacing all of these things and even worse, the possibility of mold growth throughout your home.

ServiceMaster by Disaster Professionals employs highly skilled and trained technicians available 24/7, 365 days a year, available to help you.

Did You Know....Walking thirty minutes a day keeps away weight gain from inactivity....Meditating thirty minutes a day has been proven to improve quality of life....Dancing thirty minutes a day burns 180 calories...Reading thirty minutes a day increases your intelligence....We All Have 30 Minutes – Let's Go!

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