

*ServiceMASTER*  
*Restore*

®

**ServiceMaster by Gaudet**

6 Jefferson Ave

Woburn, MA 01801

**We plan for disaster, so let us plan for you!**

# How to Participate Today

- Open and close your Panel
- Submit text questions
- Q&A during today's session
- Pop quiz for your entertainment

The screenshot displays a GoToWebinar interface with two main panels. The top panel, titled 'Audio', includes a menu bar (File, View, Help), a 'MUTED' status indicator, and radio buttons for 'Use Telephone' and 'Use Mic & Speakers'. The bottom panel, titled 'Questions', features a large text input area with the placeholder '[Enter a question for staff]' and a 'Send' button. A vertical scrollbar is visible on the right side of the question input area. A red box highlights the 'Questions' panel, and red arrows point from the list items to the 'Audio' and 'Questions' panels.

File View Help

Audio

Audio Mode:  Use Telephone  Use Mic & Speakers

MUTED

Audio Setup

Questions

[Enter a question for staff]

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# Agenda

- ▶ History of our franchise
- ▶ Why focus on municipalities?
- ▶ FREE preventative walkthroughs
- ▶ Services offered
- ▶ Case Studies
  - ▶ Concord Fire Station
  - ▶ Concord-Carlisle Highschool
  - ▶ Wellesley Sewage
  - ▶ Stoneham Elementary
- ▶ What sets us apart?
- ▶ How will we partner with you?

# History of Franchise

- ▶ 1987: Founded by Rob and Cheryl Gaudet
- ▶ 1997: Bought first commercial building located in Woburn, MA
- ▶ 1998: Joined forces with leading municipal insurer in MA to provide restoration services
- ▶ 2007: bought second building in Woburn
- ▶ 2017: Son Tyler Gaudet takes on role of GM
- ▶ Soon opening location in southern NH
- ▶ 4 sons – all have worked for company
- ▶ Consistently in top 50 franchises nationwide

# Why focus on municipalities?

- ▶ Overlooked part of the marketplace
- ▶ In need of specialized services that differ from commercial property
- ▶ Large scale/specialized disasters need to be handled by well-equipped teams
  - ▶ Concord-Carlisle Highschool
  - ▶ Concord Fire Station
  - ▶ Wellesley Sewage
- ▶ Needs of municipalities need to be understood and prioritized
  - ▶ Each building's needs are prioritized differently



# FREE preventative walkthroughs

- ▶ We want to assist in preparation, not just be a 911 call
- ▶ No one knows when a facility disaster will happen
- ▶ Our experts have seen many different scenarios
- ▶ Save money by pointing out potential problem areas
- ▶ Helps us and onsite staff prepare for inevitable facility issues
- ▶ Detailed report on-hand for when a loss occurs



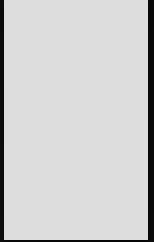
# Services Offered

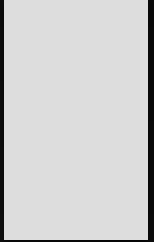
- ▶ Fire Damage Restoration
- ▶ Smoke Damage Restoration
- ▶ Water Damager Restoration
- ▶ Mold Remediation
- ▶ Sewage Cleanup
- ▶ Soot Damage Cleanup
- ▶ Trauma and Biohazard Cleanup
- ▶ Carpet and Upholstery Cleaning
- ▶ Hoarding Cleanup
- ▶ Home/Facility Deodorization

# Concord Fire Department

- ▶ Fire truck caught on fire inside fire station.
- ▶ Called in by town to relocate and restore the fire department.
- ▶ Responded at 2:00am with emergency service crew.
- ▶ Heavy soot throughout the building.







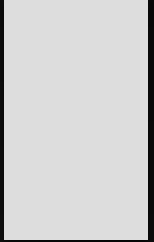


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## Services provided by ServiceMaster

- ▶ Content pack out and relocation
- ▶ Fire and soot cleanup
- ▶ Demolition of non-salvageable building materials
- ▶ Air purifying and deodorization
- ▶ Dry cleaning
- ▶ Duct cleaning









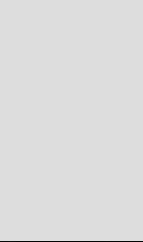
# Concord-Carlisle Highschool

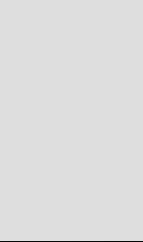
- ▶ Fish tank fire on the fourth floor
- ▶ Fire activated sprinkler systems
- ▶ Water damage on all four levels including 12,000 square foot gymnasium
- ▶ Fire started 3 weeks before school was scheduled to start
- ▶ Concord-Carlisle Highschool enrolls 1,300 students each year









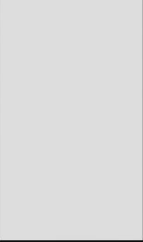


# Services provided by ServiceMaster

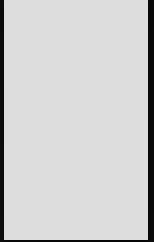
- ▶ Content pack out and relocation
- ▶ Fire and soot cleanup
- ▶ Water extraction and dry out
- ▶ Demolition of non-salvageable building materials
- ▶ Desiccant dehumidification for gym floor
- ▶ Air purifying and deodorization
- ▶ Duct cleaning







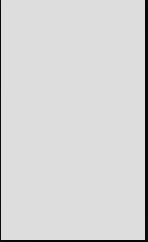




# Wellesley

- ▶ Responded to multiple homes on a single street
- ▶ Sewage backup caused by a blockage in town line
- ▶ Raw sewage affecting both finished and unfinished basements
- ▶ Required emergency response and extensive cleanup







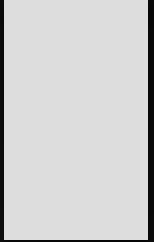
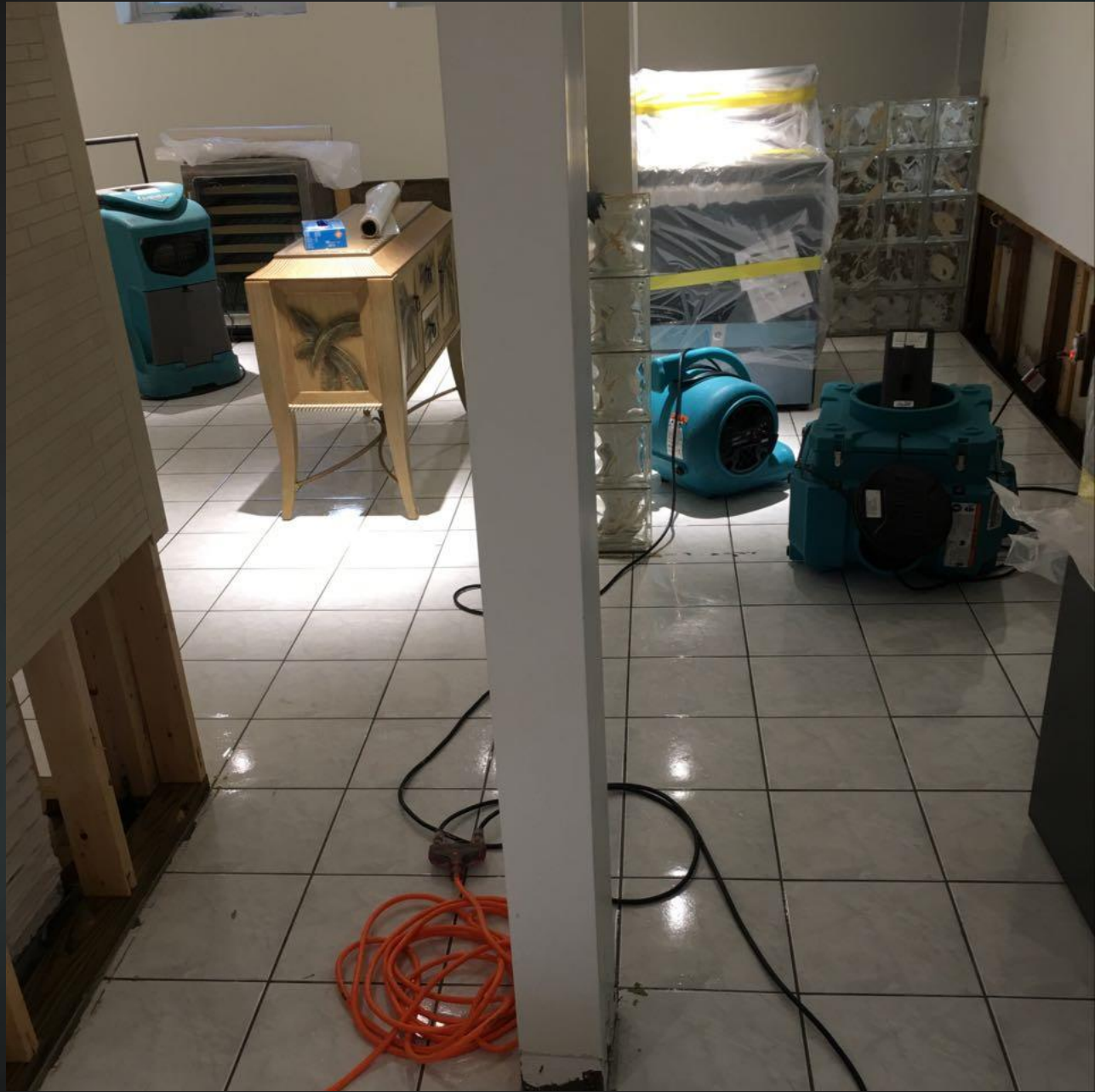
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# Services provided by ServiceMaster

- ▶ Content pack out
- ▶ Containing off unaffected areas
- ▶ Sewage extraction
- ▶ Pressure washing, cleaning and sanitizing
- ▶ Air purifying, dehumidification and dry out









## What sets us apart?

- ▶ Family owned since 1987
- ▶ 20+ years of experience working in municipal space
- ▶ Comfortable with large-scale losses
- ▶ State of the art equipment
- ▶ Tenured crew chiefs and technicians
- ▶ Experienced project managers

# How will we partner with you?

- ▶ Coverage area and strategic network
- ▶ Field questions from your staff
- ▶ Emergency response
- ▶ Priority service
- ▶ Discounts for town funded projects
- ▶ Free estimates
- ▶ Nurture relationships with insurance providers to streamline claims process

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**Thank you!**

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## Mission Statement

The New Hampshire Municipal Association is a non-profit, non-partisan association working to strengthen New Hampshire cities and towns and their ability to serve the public as a member-funded, member-governed and member-driven association since 1941. We serve as a resource for information, education and legal services. NHMA is a strong, clear voice advocating for New Hampshire municipal interests.

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