

HONOR GOD IN ALL WE DO. EXCEL WITH CUSTOMERS.

HELP PEOPLE DEVELOP. GROW PROFITABLY.

November 2008

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**Satisfied Customers**



Greetings!

ServiceMaster Total Cleaning invites you to find out more about why WE ARE THE BEST! We are a certified Restoration and Cleaning company with the (IICRC) Institute of Inspection, Cleaning and Restoration Certification. We have a "one stop shopping" approach for ALL restoration needs from clean up to reconstruction.

When you recommend or even hire a Restoration Service make sure the company you hire is the experienced, qualified ServiceMaster Total Cleaning.

**Winter Months and Holiday Season  
 Bring Fire Hazards**

**Does Your Family Have a  
 Fire Plan?  
 Do your clients?**

During the cool of winter fireplaces begin to burn, turkeys are being fried and the holiday lights start going up. These bring fire hazards to the forefront and you AND your clients need to have a plan!



Children especially need to fully understand what to do and should practice these rules often. Otherwise, they will naturally run and hide from a fire instead of getting out of the house safely .

Get a family fire-escape plan ready and have fire drills at least once a month. You can even print out the drill and tape it to the refrigerator so the whole family is reminded.

Encourage your clients and your family to have a plan in case of fire and encourage them to follow these rules:



"Thank you for the excellent service we received from your company when we had the mini-flood at our home. It was Labor Day holiday weekend...your staff was prompt and professional as well as very cordial...I am proud and confident to refer you...!"

*C. Phillip,  
Atlanta, GA*

[What our customers say...](#)

- Make sure that everyone know the way out of every room.
- Plan alternate escape routes.
- Teach children to crawl on their hands and knees to get low under smoke.
- Teach children how to close the door behind them.
- Plan a meeting spot outside, at a neighbor's or in a special place in the yard away from the house.
- Hold frequent fire drills, including some at night.
- Assign a member of the family to be responsible for the younger and older members of the family.
- Assign a responsible adult to get house pets out in case of fire.
- COUNT HEADS, STAY TOGETHER...DON'T GO BACK into the house for personal belonging.

## Safe and Healthy Fireplaces



### Fireplaces

are cozy and warm for the winter. But in order to keep the air healthy and reduce the risk of fire, you need to be aware of the risks they pose. Here are some tips for you and your clients on staying safe and healthy this winter.

### Wood

Burning wood improperly can produce dangerous emissions such as carbon monoxide, organic gas and heavy smoke. To avoid this danger:

- Burn only seasonal hardwoods such as oak, maple and hickory.
- Avoid burning softwoods, and never burn newly cut or wet wood.
- Don't burn wood that has been painted, treated or made with glue.
- New burn papers that contains bleaches or dyes.

### Chimneys

- In the fall, it's necessary to watch for a weak chimney draft. This could cause too much smoke to enter the room.
- Back-puffing is also a danger. An obstructed chimney or flue causes smoke to build up in the house. Blockage can be caused by soot, creosote or a bird's nest.
- Have your chimney inspected and/or cleaned at least once a year.

### On the Hearth

- Use proper fireplace equipment.
- Keep a grate under the firebox that allows the fire to "breathe"
- When building the fire, place the wood in the back of the fireplace
- Keep a fire extinguisher nearby
- Have a fire screen in front of the fire
- Don't put rugs too close unless they are non-combustible hearth rugs

**CONTACT US FOR YOUR RESTORATION AND  
CLEANING NEEDS!**  
**770-486-3770**  
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