



Letter From Kevin Dent

Dear Contractor Partner,

In May, several deadly storms passed through the center of our great nation. Hundreds of thousands of people have been tormented by consecutive days of storms, and many lives have been lost. Hopefully, Mother Nature will now give us a reprieve. Please, remember to keep your fellow Americans in your thoughts when tragedy strikes.

Our Exterior Services Management® (ESM) industry as a whole continues to evolve with new startup companies and acquisitions, resulting in some consolidation. It is interesting to me that many think ESM is easy, so they add it to their list and start telling people, "We can do it." DENTCO has over 25 years of self-performing experience and 16 years as an ESM company with a substantial supporting infrastructure. Our objective remains; we deliver superior ESM and customer-focused support.

I thank you for being a DENTCO Contractor Partner! Our CP culture will always be to reward additional work to companies who perform *Best in Class*. The best service, best communication, needed urgency, and being very proactive with your DENTCO properties will result in additional growth opportunities for you.

I wish the best to you and your companies!

Sincerely,

Kevin Dent

WE NEED YOUR ASSISTANCE

- Train your crew to be proactive in monitoring property status when on location by taking notes and pictures of any needed improvements. Our customers depend on DENTCO to keep them informed on their exterior needs. Several things can happen between our quality inspections, and we depend on you to keep us informed.
- Doing additional work orders is good business for both of us. Most important is ensuring great management of the customer's exterior brand.
- Work order approvals increase heavily when pictures are provided. In fact, many customers now require pictures prior to approval, which will continue to increase.
- Notify your Quality Service Manager or Quality Service Coordinator of any needs on your DENTCO properties. This ensures happy customers and renewed CP contracts.



Thank You!

OUR MISSION:
We deliver superior
Exterior Services
Management and
customer focused
support.

Important Reminders

Please help us with the following to ensure smooth workflow and on time payment:

- Program your fax machine with your fax number and company name.
- Submit your insurance renewals on time.
- Submit your previous month's invoice by the third of each month.
- Submit your SVTs weekly.

MAXIMIZE YOUR GROWTH

As the seasons change, consider these strategies to help increase growth:

- Stay open-minded towards new service requests such as fence repairs, removing graffiti and pothole repairs.
- Train and educate your team on new services, while becoming a one-stop-shop for your customers.
- Keep us up to date on the services you provide to ensure all work orders will be offered to you first.

Brought to you by:

DENTCO[®]
EXTERIOR SERVICES MANAGEMENT[®]

HURRICANE REPORT

Hurricane season has started. Now is a crucial time to ensure your storm recovery plans are in place and communicated to your team. This season is expected to be action-packed between now and November. Keep a close watch on the weather reports and be prepared to implement your storm recovery services, if needed.

The National Oceanic and Atmospheric Administration (NOAA) predicts that there is a 70 percent chance of:

- 12-18 named storms
- 6-10 hurricanes
- 3-6 major hurricanes



SUMMER PREPARATIONS

Summer is a very busy time of year. With the anticipation of severe weather, it is important to be prepared for action. Customer service and satisfaction must always be the goal!

Here are some suggestions to help your business, while showing your customers that they are a top priority year-round:

- Always have a camera ready for any on-site issues. Send the photographs to your DENTCO QSM/QSC. DENTCO customers will require storm damage pictures for insurance.
- Be ready with your storm recovery plans for each location. It is crucial to be prompt and thorough when dealing with the aftermath of a storm.
- Stay ahead of the game by monitoring upcoming storms and weather patterns.
- Meet and build relationships with location managers.
- Secure fuel prior to the storm affecting your area.
- Plan for lost power and communications; seek solutions such as generators.
- Provide quality service and take pride in your work.

DUE TO THE LOSS OF LIFE AND PROPERTY, HURRICANE CLEANUP IS NEVER PREFERRED. HOWEVER, MOTHER NATURE DICTATES OUR BUSINESS, AND IT CANNOT BE TAMED.

CONTACT INFORMATION

Has your contact information changed? If so, let us know so that we can update our systems to ensure prompt, efficient communication and timely payment.

To update your information, visit http://www.dentco.com/CP_contact_update.html.



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LOOKING AHEAD

Winter is on the way, so plan on accepting snow contracts early in order to:

- Forecast your projected budgets.
- Source your needed winter materials and equipment early.
- Perform needed equipment repairs and plan your maintenance budgets.
- Determine if you need to lease or buy new equipment.
- Plan out training for new hires.
- Map out your logistics for the season and leave room for worst case snow storms.