

CLIPPINGS

News for the BEST CPs in the Country

2013
[winter]

Dear Contractor Partner,

I hope your 2012 ended positively and you enjoyed the holidays with your family.

To those who provide snow and ice removal, all I can say is it's been better than last year. It sure would be refreshing to at least see "average snowfall" in January and February. I remain optimistic that Mother Nature will deliver more than last winter. Our water levels in the Great Lakes are at all-time lows.

The DENTCO team is excited for 2013. New customer growth, coupled with additional opportunities from our

longtime customers, is keeping us very busy. We will be rolling out a new customer with over 500 locations for landscape management in the next 30 days. Our culture is to show our appreciation and loyalty to our established CPs by offering them new work in their area first so that it will help grow their businesses.

I thank you for providing superior service and wish you the very best for 2013!



Sincerely,
Kevin Dent



**Letter From
Kevin Dent**

A big shout out to all of our Contractor Partners!
Helping you put a face to our names and voices!



DENTCO's Customer Service Team: (left to right)

back row: Jennifer Orweller, Kailee Dewitt, Daria Wallace, Linsey Mauchmar, Melissa Miller

front row: Tori Hockley – Customer Service Manager, Melissa Benjamin, Angie Gingrich

Formula *for* Success

Importance of Accuracy Throughout the Year

- Be sure Service Verification Tickets are signed by the customer and submit within 24 hrs for snow service and 72 hrs for landscaping and sweeping services.
- SVTs that are missing, have service boxes unchecked or are unsigned will result in payment deductions.
- Submit your invoice by the 3rd of the month for the contract amount.
- Failing to submit an invoice will result in non-payment.
- Always read the reports sent to you advising of missing paperwork.
- Remit your signed contracts and amendments within 14 days.
- Renew insurances that are approaching due dates and e-mail to paperwork@dentco.com.
- Service every location to required specifications at each visit.
- Communicate with your QSC or QSM, informing of site issues as they occur.

Taking Precautions

— *during an* —

ONGOING DROUGHT

While much of the nation enjoys a mild winter, a negative result is often depleted water conservation sources and a need for increased water efforts. Contractor Partners need to be actively involved and recognize the effects the current weather patterns will pose for the future of their locations.

The repercussions of having ongoing drought for the exterior management industry is that spring growth will fail to thrive and plant life will diminish. As Contractor Partners, it is important to be more vigilant in monitoring weather. If needed, increase watering options in early spring, provided there are no active Government water restrictions and you adhere to city ordinances. Newly planted landscapes are especially vulnerable and we all know the effect to the bottom line cost if not managed to ensure success. Become educated on drought tolerant plant materials available in your zones and recommend replacement of dead plant material with the alternative plant material. Knowing options are

Most of us, at least once, have made personal resolutions to help create a more fulfilling life, or improve ourselves to strive for a more enriching New Year. DENTCO has formulated a list of professional resolutions to help our Contractor Partners maintain or improve accuracy throughout 2013. Use these helpful pointers to keep you on track!

Spec Review

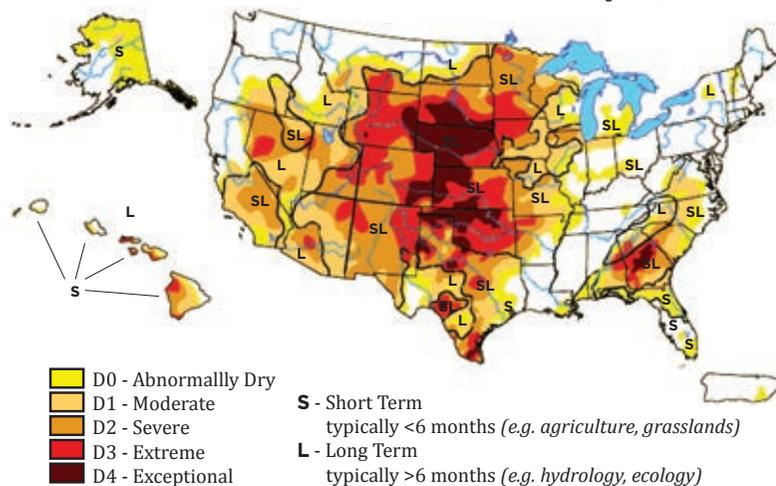
- Quality service requires thorough knowledge of each customer specification.
- All crew members should be briefed on the following contract specifications prior to starting service:
 - *Landscaping*
 - *Sweeping*
 - *Snow removal*
- Please pay attention to details when servicing.

Weather

- A proactive approach is the key to success.
- Be prepared for bad weather by monitoring weather conditions in your local area.
- Communicate with your DENTCO manager during winter storms and bad weather. If you are going to miss an ETA please contact your manager.

U.S. Drought Monitor

January 15, 2013



available for improved irrigation or water retention, staying abreast of new industry practices, and recommending these new practices to improve plant life and water retention are all key to long-term success in exterior management. The map shown above illustrates which areas are being affected by drought and to what extreme.

ADDITIONAL TIPS

- Take note of drought-sensitive plants.
- Plants with more sun exposure are more susceptible to drought injury.
- Parking lot island planters are baking ovens for plant material and trees.
- Water early in the morning when air is cooler and there is less of a chance for evaporation.