

# ESMDispatch

A Publication for the Best Facility Managers in the Country!



## In This Issue



Letter from Kevin Dent



Warnings and Effects on Drought-Stressed Plant life



Managing Tree Damage



Speed Is Life. Dentco Work Order Management

To learn more about the products and services we provide, contact DENTCO today.

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## Letter from Kevin Dent

Greetings,

Many areas across our nation have already welcomed winter. In Michigan, we enjoyed a two week run of wonderful Indian summer weather during the month of October. Our season of fall is coming to a close and now long-term forecasters are calling for a severe winter across the country. While some areas will experience a milder winter, other areas need to be ready for harsher conditions, so preparing for the season is prudent.

We've been blessed with 2011 being a great year at DENTCO. With continued re-investment in our infrastructure, we are poised for future growth in 2012! I believe DENTCO now employs the largest field inspection team, devoted to Exterior Services Management. In the current business and economic climate, field resources are a luxury for many companies. DENTCO provides a nationwide network of quality service inspections, proactive reports, hazard identification and work verification. As the old adage goes, "Inspect what you expect." Put our team to work for you!

I'm wishing you a wonderful Thanksgiving. Enjoy a bountiful spread of food while cheering the Lions to victory (we hope!). The best to you and your families for a blessed and joyous holiday season! If we have not had the opportunity to meet, I look forward to doing so in the future!

Thank you for your business!

Sincerely,

Kevin Dent

## Warnings and Effects on Drought-Stressed Plant Life



Every fall, we suggest to customers that have locations without irrigation that this is the perfect time to install plant material. The ground temperatures are appropriate and typical rainfall this time of year assists in survival when irrigation isn't present. Trees and shrubs are often in dormancy, but should flourish with spring rains and warmer temperatures.

This is also the perfect time to renovate your lawn – from basic maintenance such as slit seeding or overseeding, to actually starting a new lawn. With many new landscape installations, we find that the turf areas have not developed well and need help. Fall is the perfect time to make the investment for improved spring curb appeal.

For spring colors, now is the right time to incorporate spring bulbs into your landscape design. You will love seeing the pop of color as soon as the snow melts. Planting in the fall will allow this to happen (although you need to take the zone location into consideration). The basic concept would be prepping the landscape in the fall to benefit in spring.

### A brief overview of how drought affects plant life

Immediate effects of drought on hardwood trees are usually obvious, but delayed effects also occur. When unfavorable growth conditions are present now, growth for the coming year is often impacted. During the current growing season, plants store food reserves and prepare for the next growing season. For instance, buds for next year's growth will be set during the current summer. The effects of the drought of 2011 will carry over to the next growing season, and maybe beyond.

### Expounding further



Drought-stressed trees may exhibit signs of dieback or decline. This may be the trees' way of coping with a stressful situation. If the roots are unable to supply enough moisture and nutrients to the crown of the tree, the crown will usually begin to die back to bring the tree's crown and root system into a more favorable balance. It should be mentioned that it is often difficult to determine if a tree has died from drought stress or has simply become

dormant and appears to be dead. Two simple tests can be done to help determine if a drought-stressed tree is alive or possibly dead. First, collect some small twigs about one-eighth inch in diameter and try to break the individual twigs. If the twigs snap and break like dead, dry twigs, it could mean the tree has died. On the other hand, if the twigs bend and don't break with a snap, the tree may still be alive. Second, use your fingernail to scrape bark from a small twig or branch. If the tissue under the bark is green and moist, the tree may still be alive. To be absolutely sure the tree is not dead, wait until the next spring to see if it sprouts a new crop of leaves.

### In the year 2011, DENTCO...

- Completed over 11,000 on-site inspections by our ESM field team.
- Increased ESM inspection teams to over 30 and are still growing.
- Completed 6,500 quality/customer service surveys.
- Performed over 1,400 exterior asset inventories.
- Stored our 3,600,000 digital inspection and work verification pictures.
- Maintained 1,000 acres of landscape.
- Removed snow & ice from over 2,000 acres of parking lots and sidewalks.



## DENTCO Manages Tree Damage

With DuPont implementing a voluntary suspension of sale of Imprelis® herbicide, DENTCO is managing this pain for you and taking all the necessary steps to identify affected trees on site. Recent reports appear to identify certain tree species as being more susceptible; the species being Norway Spruce and White Pine. DuPont has received reports that other species appear to have sustained some damage.

Minnesota, Wisconsin, Michigan, Indiana, Ohio, Pennsylvania and New Jersey have the most damage reported. DuPont has advised that the damage reported has most often been in the current year's growth and the common symptoms are needle browning and curling of new growth. This is not to be confused with similar symptoms due to drought conditions and/or fall decline.

We will keep you updated on sites that are affected and the progress being made to help report the claim to DuPont. A website and hotline has been set up by DuPont to handle any questions or concerns you may have. Visit [www.imprelis-facts.com](http://www.imprelis-facts.com) or call 866-796-4783, should your managers require additional information.

Please call DENTCO at 800-993-3689 to see how we can assist further by providing you with the information needed to substantiate your claim.



## Speed Is Life. DENTCO Work Order Management

The DENTCO team is pleased to inform you of new and exciting developments happening within our work order processing department. We've been diligent in capturing data, building tables and completing the infrastructure which enables us to in-house price services, throughout the United States. We know that in order to meet our customers' needs, we must take more control of the process. DENTCO's goal is to in-house price 80% of our customers' needs in 2012. Services that we are focusing on include plant life replacement, flower installation, tree trimming, mulch installation, landscape renovations, parking lot car stops, signage, irrigation repairs, etc.



### Objectives:

- Quicker turnaround to meet or exceed expectations
- Professional scope of work & specification
- Itemized invoice breakdown
- Competitive cost with exceptional value

DENTCO listens to our customers and then we take action! It's with changes such as these that allow us to deliver superior Exterior Services Management and customer focused support!

## DENTCO Expands Office

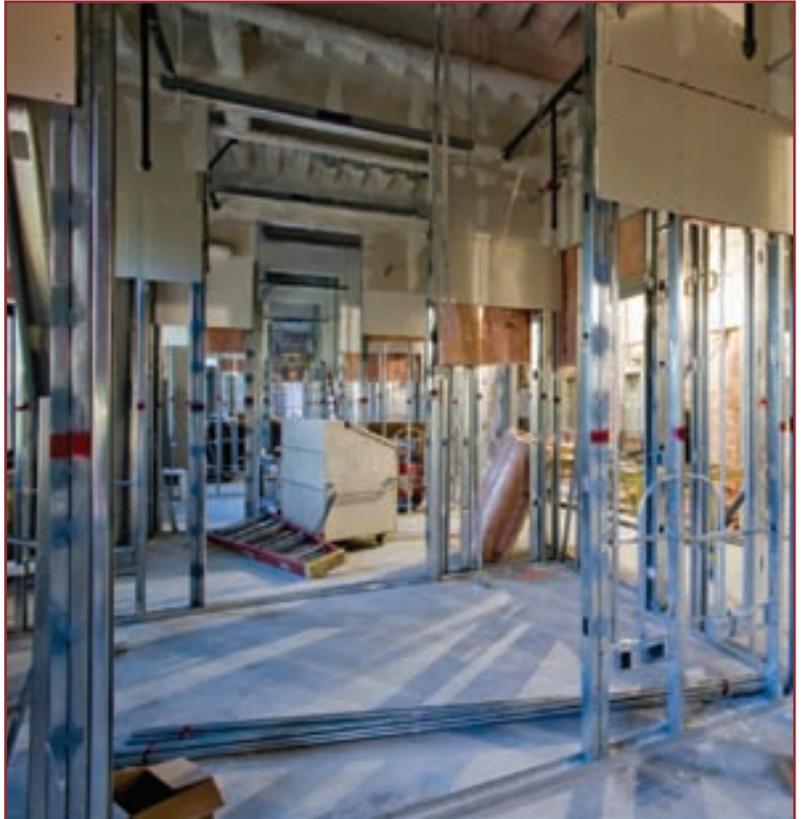
DENTCO recently completed an office reconfiguration that resulted in additional work spaces. Kevin Dent, CEO of DENTCO, stated, "Our recent office changes have met our two objectives. First, we wanted to allow space for new team members to join our company. Second, we needed to provide a better and more productive work environment for our department teams. We are very excited to have this completed as we continue our plans for a very busy 2012."

## Upcoming Events

### RFMA 2012

March 4-6, 2012

Las Vegas, NV



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<http://www.youtube.com/user/myDENTCOtv>

### DENTCO Management Services:

Exterior Services Management (ESM)  
Exterior Asset Inventory

Dark Properties  
Parking Lot Maintenance

Snow & Ice Removal  
Complete Landscape