

ESMDispatch

A Publication for the Best Facility Managers in the Country!



Letter from Kevin Dent

Greetings,

I hope this edition of ESM Dispatch finds you doing well!

Something wonderful has happened in my life. I'm a first time grandpa! My granddaughter Charlie Shea Dent is a most welcome and loved addition to our family.

I'm on the downhill side of my fifties and as I age my priorities change. My health and time spent with family has become a priority in my life. After over forty years of work and career driven goals, I've discovered I can indeed relax a bit. It's been a difficult realization for me and still a work in progress. I'm sure it's been a blessing for those around me!

More and more, the opportunity to experience new places and people creates an alluring pull upon me. Some people have a bucket list of things they wish to do in their lifetime; although I have no such list, my zest for adventure grows as I get older. I no longer enjoy just sitting idle and reading a book for relaxation. I want to be immersed in the local culture and activities, cramming as much as I can into each day and making new acquaintances that develop into friendships. I believe it's a result of acknowledging that I'm also on the downhill side of life.

Summer is a very busy time of year for many with ball games, golf, family reunions, gardening, etc. Those who live in the northern part of our great country have such a short window of prime weather to enjoy outdoor activities. As this group is enjoying the sunshine and warm temperatures, those who live in our southern states are staying comfortably out of the blistering sun and heat. We adapt to our environment to fully enjoy life. So please seize the moment and enjoy the rest of your summer with family and friends!

Thank you for your business!!

If we have not had the opportunity to meet, I look forward to doing so in the future.

Sincerely,

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

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 Director of Sales
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In This Issue



Letter from
Kevin Dent



Sustainable
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Chat



From the Desk of
Teresa Phelps

Brought to you by:
DENTCO
 EXTERIOR SERVICES MANAGEMENT

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Sustainable Landscape

Our Contractor Partners not only execute superior ESM support, they also act as consultants, helping clients minimize their costs and still maintain an attractive and well-groomed exterior appearance. One major request from clients has been to assist in developing a sustainable landscape. We can provide simple solutions on how to create or retrofit the location's exterior with sustainable landscapes. When assessing each property, we evaluate the products and plan thematically!

To create a sustainable exterior, it's important to know what water-hardy plants are native to your environment and how to protect them when they are first rooted. A lot of clients struggle over the decision of what kind of medium to spread over the ground that will be ornamental, long-lasting and be the most effective at preventing weed growth. Mulch and lava rock are the top two choices—one is not better than the other, but DENTCO can help you determine what will work for your landscape and maintenance needs. Contact DENTCO to successfully take out the guesswork in converting your landscape into a sound and sustainable exterior.

Tip:

Mulch will help greatly to retain water, but will need to be topped off annually; whereas, lava rock will not decompose and is very low maintenance.



DENTCO's Most-popular, Green Gardening Products:

- Lava Rock
- Mulch
- Pebble Landscaping
- Timber Edging



Customer Alliance Representative

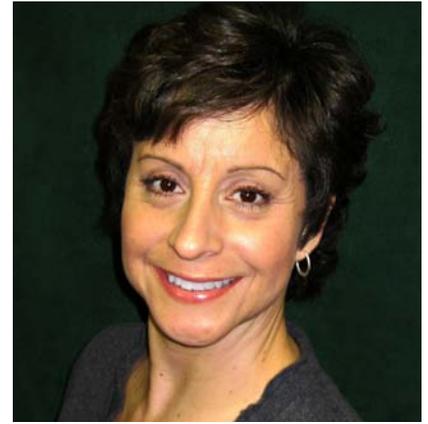
CAR Chat

In recent years, Facilities Maintenance Professionals have become more aware of the importance of maintaining the exteriors of their dark locations. Without management and inspection, the facility manager must then deal with the issues such as graffiti, illegal dumping, code violations, and vandalism. Damage resulting from vandalism can range from moderate to severe and is often costly to repair. Theft of Copper Wire



increased 50-percent in 2010 over the previous years due to the record high prices for Copper. Your buildings conduits and HVAC unit could all be in jeopardy.

What have you done to protect your dark location assets, or be a good neighbor, and project the same positive company brand? Your dark store is a valuable real estate investment that you want to protect. Many companies exercise a proactive approach utilizing the same scope of work for dark locations as they do their active ones.



Lena Sliver

Customer Alliance Manager

DENTCO will be your resource to eliminate the burden of trying to maintain a dark location. We specialize in maintaining dark locations to include on-site inspections to keep you and your real estate team informed. We can relieve your dark location maintenance concerns. Just call DENTCO!

From the Desk of Teresa Phelps, DENTCO's Director of Sales

DENTCO has over 35 years of experience in Exterior Services Management[®] (ESM). We work with you to develop a customized program that will give you peace of mind and more information on your properties than you ever imagined possible. DENTCO's Quality Service Team are "feet on the ground" at your properties, bringing real time information to you direct from our website. We are committed to bringing your company a recognized and consistent brand. Our customers tell us that we are an extension of their team. Consolidation is our expertise, and would enjoy working with you to develop a program just right for your company.

Some of the challenges that large companies face with vast portfolios are a lack of information on their properties. If you find yourself in the position of having a large portfolio, then ask yourself and your colleagues the following questions:

- Which properties have irrigation?
- Is it an operational property?
- Is there turf on the properties?
- How many planting beds are there and what is dead or thriving in them?
- Do they have mulch, if so what type?

Recently, Susser Holdings, Corpus Christi, Texas has signed DENTCO to consolidate and manage landscaping services for their portfolio of over 600 Stripes convenience stores located throughout Texas, New Mexico and Oklahoma. We are very excited to bring to our new customer a consolidated program that will enhance their curb appeal and bring consistent exterior brand recognition to their stores. The program has launched with services beginning May 1st.

Have a safe and fantastic summer!

Kind Regards,

Teresa

P. S.

It was great to see so many of you at PRSM's National Show in Anaheim this past April. Thanks for coming by our booth. It was a great conference and I know I left with many new ideas, contacts and friends and hope you did too.



From left to right: Teresa Phelps, Angela Hills, Stephanie Hall, Lena Sliver, and Kevin Dent at PRSM 2012.

Visit us at
PRSM
 Mid-year 2012
 Booth #88

Congratulations to PRSM Kindle Fire Winners, Clif Coker, Murphy Oil USA and Cary Hudson, Dollar Tree. We look forward to seeing you at the 2012 mid-year conference. Please visit us at booth #88!



From left to right: Teresa Phelps, DENTCO Director of Sales, Clif Coker, Manager, Retail Facility Operations Murphy Oil USA, Lena Sliver, DENTCO Customer Alliance Manager

DENTCO Management Services:

Exterior Services Management (ESM)
 Exterior Asset Inventory

Dark Properties
 Parking Lot Maintenance

Snow & Ice Removal
 Complete Landscape

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