



Letter From Kevin Dent

Dear Contractor Partner,

I hope you enjoyed a wonderful holiday season with your families and that 2011 was a good year!

Where is our winter? A year ago, we were setting severe winter weather records. We're setting records this year also, for warm weather and no snow! Science says, we have a positive Artic Oscillation taking place which does not allow cold air to push down into the United States. So far this winter has been unique, for very few areas have received any appreciable cold, let alone snow. Normally we have pockets of below average winter weather and then some areas will be above average, which is not the case so far this winter. I'm optimistic that we'll see additional cold weather and snow during January and February. This will bring relief to many industries and businesses that depend on winter weather.

Thank you for the services you provide to DENTCO! Wishing you and your companies the very best for 2012!

Sincerely,

Kevin Dent

WINTER REMINDERS

Due to the fluctuating temperatures, trees and shrubs tend to show signs of winter damage. The tender succulent growth is often damaged first with freezing weather, particularly following a period of warm weather. Cold damage may occur immediately or may not be evident until late this coming spring to early summer. Make a note to review the health of the plant life in the spring and notify your QSM/QSC as soon as you see any type of deterioration.

Winter is the time for our contractors to focus on all the detailed work that you do not have time to do during the growing season. Be sure to **clean out planting beds**: remove leaves and old mulch that may have built up over the years. Remove vines and other difficult weeds that require more hand labor. Focus on tree pruning before the growing season begins to get a head start, and be proactive in maintaining your sites to specification. Make your QSM/QSC aware of proactive work orders such as plant replacement, and issues that the customer should be made aware of such as broken fences, lighting and graffiti.

Stay ahead of your property damage this spring, have your crews make you aware of any plow damage caused by your crew members or someone else on the site. You will need to communicate this to your QSM/QSC so that it can be documented in the reports of property damage. Schedule your repairs as quickly as possible so damage is repaired prior to your site being inspected. Call your QSM/QSC and make them aware that you have repaired any damage caused by your snow removal this year. Please review your contract terms regarding plow damage.



DENTCO WELCOMES A NEW FACE TO THE TEAM



We would like to welcome Brian Pogore, Quality Service Manager, to our Quality Service Team. Brian comes from a service industry and property management background and may have worked alongside some of you prior to joining the DENTCO team. Brian will be managing the western NY market, and has already reached out by introducing himself to your company; he will be your main contact in this market and is based out of Lancaster, NY.

SENSITIVE TO SECURITY



We need to remember that some of our customers are security sensitive and rightly so. If you must take pictures of a site especially a bank, communications center, or telecommunications site, please make sure to let your QSM/QSC know in advance so that we can advise the customer. We do not want to cause embarrassment or create a security alert while on site, so please communicate at all times when you plan to be on site taking pictures; whether it is for a work order or plow damage.

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MANAGE YOUR COST

There is a lot of technology available to manage your costs. Some of you are already using GPS tracking on service trucks to verify times / routes and to save money on fuel and payroll. This is very inexpensive these days and the cost in saving pays for the devices. It is also a great tool for tracking service times when crews are on site, should there be a question regarding date and time of service or if a report of property damage comes through from a customer. Depending on the system purchased, you will be able to print out the place, date and time in minutes, and submit for review.

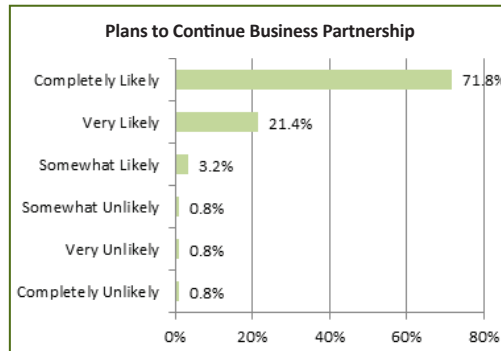
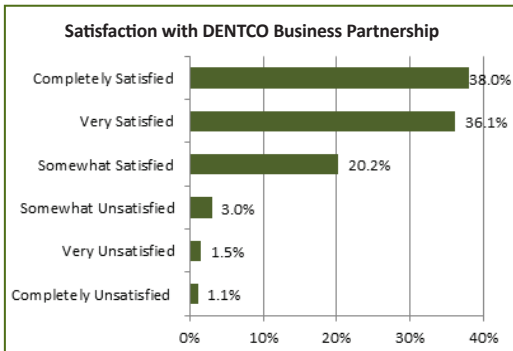


“DENTCO CONTRACTOR PARTNER SURVEY RESULTS”

We would like to express our sincere gratitude for those of you who participated in the 2011 contractor partners' survey conducted in October. With more than 300 responses, we were able to sufficiently gauge what desired areas of improvement are needed. Your feedback helps DENTCO resolve what needs to be streamlined and improved, which essentially will make your job easier, and in the end, save you time. Being one of the most esteemed exterior service management companies in the industry, we take pride in our work and make it our priority to give all of our contractor partners a chance to voice your criticisms and praises.

We treasure our long-lasting relationships with you and offer many thanks for your continued superior service!

The following charts document survey results of 2009 vs. 2011



Satisfaction with DENTCO on 10-Point Scale

Answer Options	2011 Average Rating	2009 Average Rating
Office Responsiveness	8.56	8.07
Clear Specifications & Scope of Work	8.50a	8.08
Insurance Certification Management	8.46	8.18
Payment According to Agreement	8.37	7.70
Timeliness and Accuracy of Communication	8.31	-
Field Personnel Responsiveness	8.23	8.15
CP Paperwork Management	7.77	-
Work Order Revenue	7.60	7.11

- 94% of CPs are satisfied with their DENTCO business partnership.

- There were 32% more CPs in the current study, than in the prior study, who reported that they are completely satisfied with their DENTCO business partnership.

- 96% of CPs plan to continue their business partnership with DENTCO in the New Year.

- There were 2% more CPs in the current study, than in the prior study, who reported that they are completely likely to continue their DENTCO partnership.

- Average CP ratings of DENTCO on eight internal processes ranged from 7.60 to 8.56, on a 10-point scale.

- 2011 CP average ratings exceeded the prior study (2009) average ratings, for all eight internal processes.

BUSINESS REMINDERS

We all know that paperwork is part and parcel of being in business. Here at DENTCO, we have systems in place to track missing Contractor Partner paperwork. We send emails of missing documents and do our best to remind you, our CPs, of missing paperwork. If all paperwork is received on time, payments go out as scheduled. If certain paperwork is missing, payments could be delayed or too late to invoice for payment.

Please remember the following while servicing for landscaping, sweeping, snow removal and responding to work orders.

- Per push snow invoices should accompany the SVT.
- Please let location management know you have completed maintenance services and get the required Service Verification Ticket signed, and store stamped, where necessary. Remember missing SVTs could result in non-payment.
- Send in your estimates for work orders in a timely manner so we can process and send to the customer for their review.
- Submit your invoices in a timely manner so you won't miss a payment.
- Remit your signed contracts and amendments within 14 days.
- Renew all insurance that has approaching due dates and fax the new certificate to DENTCO.
- Communicate with your QSM or QSC, advising of any site issues as they occur.
- Report any change in email addresses, fax and phone numbers to your QSM or QSC.

All the above may be scanned and e-mailed to paperwork@DENTCO.com