



Letter From Kevin Dent

Welcome to a new decade! We hope the start of 2010 has been good to each of you, your families and your businesses. Fortunate are we who have the opportunity to dream, plan, and achieve in our great country!

Dentco has evolved over its 25 year history. Prior to its development, we owned and operated Trees Inc., and Benjamin Parking Lot Maintenance, providing exterior service maintenance throughout the mid-Michigan area, self-performing the same services we manage today. Our expertise in the industry and direct service experience increase our ability to relate to Contractor Partners because it allows us to better understand your needs and concerns, as we have experienced the same.

Rarely will you see a company reach out to its vendors as Dentco did this past year through our Contractor Partner survey. We are all in the service business and understand what it takes to meet customer needs. Our Contractor Partners (CPs) are a finite resource and important to the structure and success of our business model.

Over 700 Dentco CPs were given the opportunity to voice their opinion by completing this survey anonymously. Within the first two weeks of its production, more than a third of all CPs had responded. We were extremely pleased with this response and are proud to share the results with you. They have shown us that building a strong infrastructure and staffing it with exceptional people is acknowledged and appreciated.

Thank you to those who have responded. We have listened and will take action based on your feedback. Dentco is committed to reducing paperwork and streamlining processes in 2010 where technology allows.

Over the past couple of years, several exterior services management companies have emerged, claiming expertise and knowledge in the field. Dentco is different, we take pride in the reputation of the exterior maintenance industry and are confident that we will grow and thrive, while continuing to support and encourage our Contractor Partners to do the same.

Dentco is and *always* will be the 1st National ESM Company!

Wishing you all the best as we beat the winter and jump into the spring season!

Sincerely,

Kevin

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

Proud members of

SIMA



On February 2, 2010, Punxsutawney Phil saw his shadow. Prepare for six more weeks of winter.

What have you done to make your company "green"? Much of the equipment used in exterior maintenance is high-carbon. Green is here to stay. Be an industry leader, and set yourself apart.

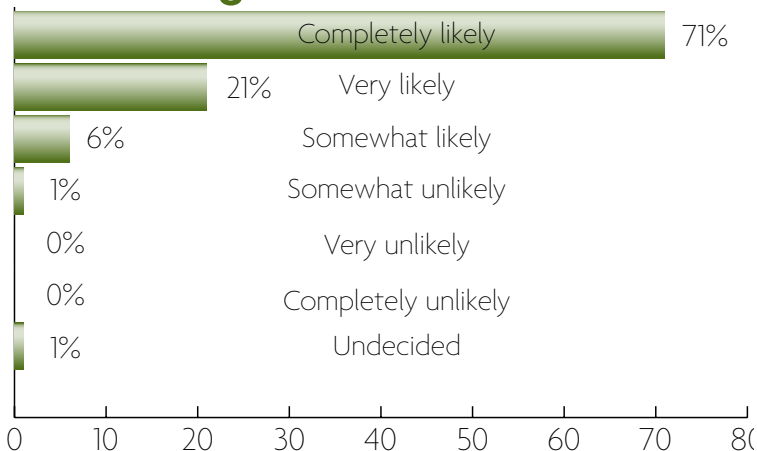
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DENTCO
EXTERIOR SERVICES MANAGEMENT®

Contractor Partner Study Results

Dentco looks forward to a bright New Year with all of its Contractor Partners. We are encouraged by the feedback we have received and are happy to report that you and your fellow CPs are highly satisfied with your current Dentco business partnership. The majority of you have also planned to continue your relationship with us in the future.

What is the likelihood of continuing?



How satisfied are you with Dentco?



On an additional positive note, we were pleased to receive average satisfaction ratings of 8 out of 10 from each of the following categories:

- Business Relationships
- Office Responsiveness
- Field Personnel
- Timeliness and Accuracy of Communication
- Insurance Certification Management
- Clear Scope of Work Specifications
- Payment According to Agreement

We appreciate your feedback and will continue to provide valuable resources to our Contractor Partners.

News Flash

Beginning February 1, 2010, we will commence sending Dentco contracts and amendments to you by electronic means only, utilizing the preferences that you have requested. Whether you receive these documents via fax or e-mail, in most cases there will no longer be a duplicate hard copy sent through US mail.

We know this will reduce duplication and confusion – always a positive. It will also be much “greener” for both of our companies, by reducing our overall carbon footprint!

Stay tuned for additional developments in reducing paperwork as more of us turn to electronic communication!

Quality Service in 2010



Listen to your customers! Business retention and growth should be a top priority; it is at Dentco! Here are some suggestions to help elevate your business:

- Realize the importance of your ability to take broad view and close-up photographs on-site.
- Submit additional work requests to your Dentco QSM/QSC with photographs.
- Notify your Dentco QSM /QSC of site issues while on-site – real-time information with photos tell the story.
- Apply a good pre-emergent to your landscape beds. This will save you money in the long run and will prevent callbacks or loss of business due to weed issues all season.
- Attack hard surface weeds before they appear; apply a sterilization. This will prevent them from becoming an issue.
- When irrigation is included in the contract - check your irrigation clocks to verify all watering times are set correctly. Notify your Dentco QSM/QSC of broken heads or repairs while on site.
- Meet and build relationships with location managers. Have your WOVs and SVTs signed and completed to ensure timely payment.
- Ask yourself these simple questions before sending in your paperwork, so that nothing falls through the cracks!
 - Have I filled everything out correctly?
 - Have I billed the correct dollar amount?
 - Am I inserting the paperwork face up/face down into the fax machine to ensure it is being received?
 - Has my fax number and company name been programmed into my fax machine?
- Take ownership and pride in providing quality service for Dentco, which will lead to growth for your company.