



Green Care



Parking Lot Maintenance



Snow Removal

Trade Shows

DENTCO would like to thank all of you that visited our booth at our recent trade shows. We exhibited both at SPECS 2005 in Dallas, Texas, as well as at PRSM 2005 in Las Vegas, Nevada. We hope that some of you were able to make it to the panel discussion "The Partnership of ESM and Retailers" held at the 2005 PRSM Show, featuring our Panel Members: Ann Shinnars, Director of Property Management for Dollar Tree Stores, Inc., Jim Lombardi, Preventative Maintenance Manager for Hollywood Entertainment, Dave Donaldson, Facilities Manager for Pep Boys, and Kevin Dent as the Moderator.



For those of you that may have missed it, the following is a summary of discussion points:

- Explanation of the ESM model and basic service categories
- Choosing an ESM company: panel members discussed key decision points including budget efficiency and value, streamlined consolidation, quality and consistency, professional management, reduction of staffing, paperwork and processing, and liability
- Retailer structure and centralization: panelists described the obstacles of their structure pre-ESM and how the ESM model alleviated them
- Technology: panel members shared how technology has furthered the ESM model
- Operational and corporate benefits and cost control: each member of the panel discussed how their company in particular has benefited through an ESM partnership
- Dynamics of the decision: panelists shared their best advice in making the decision to centralize and then opened the floor to questions from the audience

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To organize a team of the most talented and dedicated people, whose purpose is to provide support for change and continued growth. We will be regarded by our corporate peers as the benchmark of the exterior services industry, combining world-class service and customer-focused support.

Extreme Weather Preparation

By Kevin Dent

As a facility manager, you bear the responsibility of handling any situation that may arise for any store in your portfolio. Although extreme situations like the 2004 hurricane season or the extreme winter weather earlier this year cannot be avoided altogether, damage from these situations can certainly be mitigated, and recovery hastened, with the implementation of a comprehensive action and recovery plan. Now is the perfect time to commence discussions, specification development and procedure for winter's operations, as well as emergency response plans.

Even if the stores in your footprint are in mild climates, you may be at risk of dealing with repairs from an emergency situation. For instance, over the last few decades, New England and the Middle Atlantic regions have experienced blizzards, tropical storms, hurricanes, tornadoes, flooding, snow and ice storms, snowmelt, ice jams, mudslides, landslides and even earthquakes. The South and Southwest regions have been susceptible to hurricanes, tropical storms, severe storms, flooding, tornadoes, snow and ice storms, freezes, blizzards, mudslides and landslides. Finally, the Midwest and West have been damaged by tornadoes, severe storms and flooding, blizzards, freezes, snow and ice storms, snowmelt, ice jams, mudslides, landslides, earthquakes and volcanic eruptions.

Understanding which hazards are most likely to affect your portfolio will help you combat obstacles before they arise. So, as we look forward to extreme weather seasons, take advantage of this tame season to work with your ESM company to produce a carefully-considered, strategic specification and response plan.

Whether you are gearing up for a simple Snow and Ice Control Plan, or putting together a full Disaster Recovery Plan, it is important to get a head-start. Additional planning time ensures procurement of quality contractors with service time availability and allows your service providers the opportunity to become more familiar with your properties' needs, allowing them to develop a service strategy that will guarantee customer satisfaction and safety.

Begin by establishing a team that best represents all interests and consult your "CAM responsible list." From there, your ESM company will help you examine your site maps and most recent site surveys to identify location of sensitive exterior assets and highest priority. Yet regardless of the steps you take to be prepared for an emergency situation, the recovery process will weigh most heavily on your properties' bottom line. Without a response and recovery plan in place, your properties may experience delayed maintenance and repairs that could leave your stores non-operational, driving your valued customers to your competitor. Work with your ESM company today to be sure you are ready for all the surprises Mother Nature may have in store this year!



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As the winter fades into spring, your exterior assets begin to show the effects of the harsh conditions of the cold season. With a bit of proper planning, your spring rejuvenation plan will bring your exterior assets back up to spec in a timely manner. The necessary spring services will depend greatly upon the region in which your property is located, as defined below.

Northern Properties

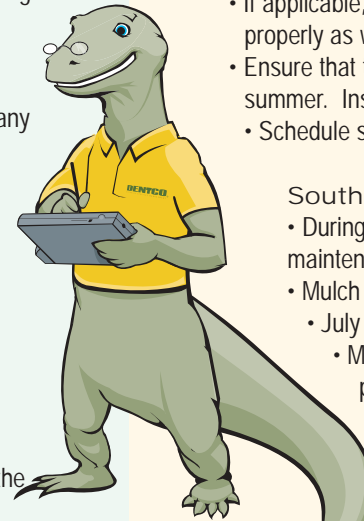
- Beginning as early as March, schedule for turf weed control, fertilization, pre-emergent, broad leaf control and insecticide (as necessary).
- Parking lot sweeping and maintenance will be crucial to identify and repair plow damage, pitting, cracking and potholes. Seal coating and striping may be necessary.
- April is key for general spring cleanup and mulch installation. Mowing, shrub pruning and planting bed maintenance should be continued through the season.
- Irrigation activation will be necessary by April or May. Inspections should be conducted initially to identify any damage caused during the winter months, continuing through the season to ensure proper function.

Central Properties

- For this region, general spring cleanup, shrub pruning, mulch installation, mowing and planting bed maintenance should begin as early as March.
- Irrigation inspections should take place in March, with activation occurring simultaneously or following in April.
- Turf and weed control, fertilization, pre-emergent and insecticide applications should be scheduled as needed through the spring.
- Parking lot sweeping and repair should also be conducted at this time.

Southern Properties

- Mowing, shrub pruning, leaf cleanup and planting bed maintenance should be maintained throughout the year. March and April are prime times to install mulch if needed.
- Irrigation should be inspected throughout the year (if applicable).
- Turf weed control and fertilization should be conducted at intervals in the spring. Insecticide should be applied as necessary as determined by your service provider and/or your specifications.
- Sweeping and parking lot maintenance may be scheduled throughout the year in this region.



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Seasonal ESM Matrix: The facility manager's guide to seasonal maintenance.

The autumn months are the perfect time of year to refresh your curb appeal with new plantings and functional landscape design. Moreover, it provides an opportunity to prepare your exterior assets for the oncoming winter months. Taking the time to winterize your properties prior to the first freeze will help save you additional maintenance costs and repairs once the cold weather subsides.

Northern and Central Properties

- Mowing, shrub pruning and planting bed maintenance should be continued until turf growth stops completely. Leaves and other debris must be collected from planting beds and turf areas to avoid insect infestation and dead spots. General fall cleanup should be scheduled for the late fall months to prepare for the cold season.
- Turf fertilization is ideal in fall as the roots of cool season grasses will absorb fertilizer and store it through the winter, creating a lush, green lawn the following spring. Insecticide may be applied as necessary.
- In the northern regions, irrigation systems should be deactivated by October to avoid broken pipes and heads following the first freeze. Deactivation may be scheduled in November for properties in the central regions.
- Parking lots should be scheduled for sweeping and maintenance throughout the year.
- Beginning as early as October, snow removal services should be included in planning and specs.

Southern Properties

- In the fall, mowing, shrub pruning, leaf cleanup and planting bed maintenance continue to be crucial services for southern properties.
- A quarterly application of turf fertilizer and weed control may be scheduled while the roots are still active.
- Irrigation inspections may be conducted throughout the year in this region, as well as parking lot maintenance and sweeping.

Throughout the summer months, many of the services that began in the spring should be continued to ensure curb appeal and safety on each of your properties. Since potential problems are lessened during this season, it is the ideal time of year to begin planning for the winter months ahead.

Northern and Central Properties

- For properties in the northern and central regions, planting bed maintenance, mowing and shrub pruning should be continued through the summer according to spec. Mid-summer is an ideal time for a mulch touch-up as well as tree pruning.
- If applicable, regular irrigation inspections should be scheduled to ensure your systems are working properly as well as identify potential problems.
- Ensure that turf weed control and fertilization are scheduled to be performed intermittently through the summer. Insecticide can also be applied as needed.
- Schedule service times each month of the summer for parking lot sweeping and potential repair.

Southern Properties

- During the summer months, scheduled mowing, shrub pruning, leaf cleanup and planting bed maintenance should be continued from spring.
- Mulch touch-ups may be necessary by mid-summer.
 - July is a good time to schedule a mid-year tree pruning.
 - Monthly inspections of the irrigation systems should be performed to detect any potential problems or inefficiencies.
- Many of the turf services that were necessary in spring are no longer required; however, insecticide may be applied as needed. Further, late summer may be a good time to schedule a quarterly weed control and fertilization application.
- Sweeping and parking lot maintenance may be scheduled throughout the year in this region.

If you successfully planned ahead, your properties should be fully prepared to handle the harsh weather conditions of the winter season as detailed in your Snow and Ice Control Plan. By working with your QAM and utilizing DENTCO's online monitoring system, you will be able to track services on each of your properties nationwide, regardless of your location. Winter is also the ideal time of year to begin working on your master plan for the year to come.

Northern Properties

- Planting bed maintenance and various other landscaping related services are not necessary in the northern regions during the winter months.
- Landscaping services are replaced with snow and ice removal services, such as parking lot plowing, parking lot ice control, sidewalk snow clearing, sidewalk ice control and hauling services.
- Parking lot sweeping and maintenance may remain on the service schedule through the winter.

Central Properties

- Depending on the particular location, planting bed maintenance, mowing, fall cleanups, and shrub pruning may be scheduled through December in areas of the central region.
- Insecticide may be applied as needed through December.
- Services may continue to include parking lot sweeping and maintenance.
- Primary focus is shifted to winter services, such as parking lot snow plowing, lot ice control, sidewalk snow removal and ice control and hauling services.

Southern Properties

- Snow removal services are not typically necessary in the southern regions, however, typical exterior service maintenance should continue through the cold season.
- Planting bed maintenance, mowing, shrub pruning and leaf cleanup should remain heavily on the maintenance schedule.
- Turf weed control, fertilizer and pre-emergent should be scheduled once in this quarter to keep turf up to spec. Insecticide may be applied as needed.
- Irrigation systems should be continually inspected for cold season damage.
- Parking lot sweeping and repair should remain on the maintenance schedule.

For more information, call (800) 993-3689.