

# ESMDispatch

A Publication for the Best Facility Managers in the Country!



## DENTCO Strikes Gold with 2010 Campaign

This April, DENTCO won an "Award of Excellence" from the 2010 Videographer Awards. The internationally recognized competition awards marketing, communication and video professionals involved in the creation and development of unique and entertaining video productions, television commercials and new media. Entries are judged on their creativity, quality of work and uniqueness. Only 14% of the 1,800 contestants worldwide walked away with this prestigious award.



## Upcoming Events

<b>PRSM 2010 Mid-Year Conference</b> September 14-16, 2010 Hyatt Regency DFW Dallas/Fort Worth Airport, TX Booth # 17	<b>RFMA 2011</b> February 6-8, 2011 Long Beach Convention Center Long Beach, CA Booth # TBD	<b>PRSM 2011</b> April 3-5, 2011 Nashville Convention Center Nashville, TN Booth #TBD
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To learn more about the products and services we provide, contact DENTCO today.

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### Letter from Kevin Dent

Greetings!

The summer edition of the ESM Dispatch indicates that we have passed the mid-way point of the year. Our days are increasingly becoming shorter and fall will be here soon. If you live in the northern states of our great country, be sure to take advantage of the remaining days of summer!

To date it has been a wonderful summer season here in Michigan. We were met with excellent weather during the Memorial Day and Independence Day weekends. Our state parks are flourishing and the beaches have been full to capacity with those who are enjoying the exceptional swimming, boating, and fishing conditions.

Did you know that Michigan is known as The Great Lake State? No matter where you are in Michigan, you are never more than 85 miles from one of the Great Lakes because our shoreline touches four of the five magnificent treasures. Michigan also hosts 11,000 inland lakes that are within six miles of any location in the state. We are very proud of the natural resources that surround us!

As I continue to learn more about the harmful effects of the oil spill, I grow concerned for those who have been affected. My heart goes out to those of you who are seeing, smelling and living through the devastation. Although

I have watched the coverage on the news daily, I struggle to comprehend what these folks are going through. It is hard to grasp the impact of this catastrophe without having to deal with its firsthand effects. How could we, living so many miles from this terrible disaster?

On Father's Day, I enjoyed a day of fishing on Lake Huron with three other fathers. Lake Huron is one of the five Great Lakes and hosts a premium walleye sport fishery that could quite possibly be the best in U.S. The skies were blue, the sun was bright and the seas were calm. From left to right, there were hundreds of boats surrounding us. As we enjoyed the beautiful and tranquil water, I envisioned the impact an oil spill in the Great Lakes would have on me. I quietly continued my thoughts as I prepared fresh fish for my family that evening.

Although I am not surrounded by this tragedy, I sympathize for all of you who have been affected. God bless everyone along our Gulf Shore; my prayers are with you all.

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

Sincerely,

Kevin Dent

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## 🍁 Dog Days of Summer Wreaking Havoc on Your Lawn?



Temperatures are soaring, rain is becoming scarcer, and vegetation is taking an extreme beating. The dog days of summer are here and have only just begun. For nearly two and a half months, from July to September, the nation will experience the hottest, most humid days of the year.

What was once green, flourishing and lively is increasingly becoming yellow, brittle and dried out, and there doesn't seem to be any relief in sight. Fortunately, there are ways to revive and treat a suffering landscape. Our educated and well-trained Exterior Services Management (ESM) team suggests the following steps to ensure a healthy and beautiful landscape.

First, it is important to note the climate of your city during the summer months. There are several plants, flowers, shrubs and trees that thrive in warm environmental conditions. For example, Black Eyed Susans, Bellflowers and Shasta Daisies are practically immune to extreme temperatures, even in the most southern states. The idea is to search out flowers, shrubbery and grass that will flourish in your area. With the proper vegetation, no one will even notice a drought exists.

Second, determine the type of grass you are currently using. There

are several varieties, each requiring a specific set of guidelines to maintain their healthy look. Examples of drought-resistant grass include Bermuda, Tall fescue, and Zoysia. In addition to maintaining a healthy looking lawn, you can take comfort in knowing that you are helping to promote a greener environment. When you invest in a drought-resistant variety of grass, you will decrease the amount of water needed to successfully care for your lawn. By reducing the need for large quantities of our natural resources, you will be positively impacting our environment and your budget.

However, if your lawn is not drought-resistant and is experiencing the tough effects of a harsh summer, it is important to temporarily refrain from fertilizing or over watering your lawn. If your grass is extremely dry, the nutrients will not be absorbed properly. As temperatures drop and the rain returns, restoration of the fertilization and watering process is suggested.

DENTCO's Exterior Service Management team will provide the best care to maintain the exteriors of your facilities and stores. Don't let the dry, summer heat take control of your lawn. Call in the professionals at DENTCO today. An educated team member will provide you with the best options to increase your curb appeal while decreasing your overall expenses.

## 🍁 The Pay Off of Property Surveys

Each summer, DENTCO performs a visual inspection of the exterior facilities and properties to determine their overall condition. We assess the condition of the building exterior, landscaping, and parking lot, breaking down each category into subcategories to help better define the needs of each area.

DENTCO will evaluate the exterior of the building for the overall condition including lighting repair, signage repair, graffiti, pressure washing and painting needs. The overall condition of the parking lot is evaluated for seal coating, striping, pot holes, overlays, or a complete rehabilitation. Within the parking lot we also review the catch basins and drainage, concrete areas and dumpster enclosures, bollards, car stops and curbing. When we inspect the landscape, we focus on the irrigation, mulch, pruning and overall appearance of the property.

DENTCO coordinates the assessment with the facility manager at the start of each landscaping season. After the assessment takes place, DENTCO provides the information to facility managers along with a recommendation of which fiscal quarter the work should be completed, keeping in mind the seasons of each geographic region. The facility managers are then able to determine the repairs that need to take place right away and what can wait. The process assists facility managers in planning and preparing their upcoming fiscal budgets accordingly so that the necessary repairs can be made.

This is just another example of DENTCO's commitment to go above and beyond to provide exceptional service to clients by keeping their facilities looking fresh, clean and inviting.

## Snow Jabber in July

It is never too early to start prepping for the chilly weather effects that accompany the winter season. In an effort to ensure the best snow and ice removal this winter, it is imperative that we all take proactive measures to prepare for Old Man Winter.

Pre-planning in the summer allows for a smoother transition into the winter season. We suggest you have a plan in place no later than the beginning of September. Early decision-making helps secure superior service providers before resources are fully committed. This creates cost efficiencies and enables us to provide optimal service to our clients.

Call DENTCO today to establish a snow and ice program that will inevitably save us all time, money, and hard work. Winter may be a distant memory, but at DENTCO we are channeling our wintery weather state of mind to prepare for the hectic season. It's time you start preparing too.

## 🍁 DENTCO Receives ServiceChannel Certification



On June 23, 2010, DENTCO completed the ServiceChannel Contractor Training Program. ServiceChannel, with over 11 years in existence, gives companies the opportunity to properly and effectively manage the maintenance performed on their facilities.

The web-based program provides organizations with access to a variety of live reports from an unlimited number of contractors and locations, allowing facility managers to conveniently monitor and control each aspect of their business from one secure location. By taking on this responsibility, DENTCO adds another level of quality assurance to its

client offerings, enabling them to keep a close eye on the progress and success of each project while maximizing their potential to increase revenue within their organization.

As a certified member of ServiceChannel, DENTCO is confident the program will allow for faster turnaround on completed projects, as they will be able to track the work that is being completed on a recurrent basis. In addition to the quick turnaround, ServiceChannel will allow DENTCO to resolve issues that may occur on site even faster, so they can continue to provide top-notch, efficient service to their clients.

To learn more about the products and services that ServiceChannel provides, visit [www.servicechannel.com](http://www.servicechannel.com).

## 🍁 Floods in the Midwest Wash in Worries



Although many areas of the U.S. are experiencing excessively dry, hot and humid weather, the Midwest has fallen victim to a series of destructive storms that have caused

concern for the construction of buildings, landscapes and their surrounding areas.

During the month of June, the severe storms swept through several states including Indiana, Wisconsin, Iowa and Illinois, and were accompanied by flash floods, strong winds and tornadoes. Dangerously high floodwaters threatened residents and damaged hundreds of homes throughout Indiana and Wisconsin and even forced evacuation of a mobile home park in Indianapolis. The string of storms moved further west to Illinois, where families living in an apartment complex were left homeless after strong winds snatched the roof off of the building, according to the Associated Press.

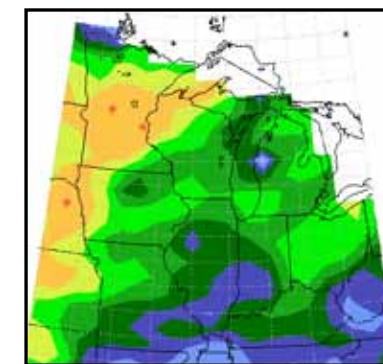
In order to minimize the effects these storms have on your landscape and/or facilities, make sure all doors and windows are safely secured. It is recommended to place sandbags along the building to avoid further damage from strong gushes of water. To prevent potential dangers associated with your landscape, make certain that all large, nearby trees are sturdy, deep-rooted and trimmed. It is not uncommon for loosely rooted trees to come free during natural disasters like flooding.

During the cleanup process, avoid leaving water stagnant

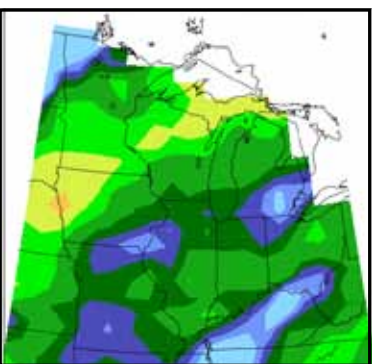
for more than a few days; standing water is a breeding ground for microorganisms and can lead to dangerous health risks. It is also advised to rid the building of any excess moisture in an effort to prevent dust mites or mold from growing in these prime areas. The process can take weeks, but excess humidity will severely damage your facilities if it is not controlled.

Flooding can be catastrophic to your exteriors; with the help of a DENTCO specialist, you can rest assured that our highly knowledgeable Exterior Service Management team will take very good care of your buildings. With our help, your location will be back on the fast track to success in no time.

Total Precipitation: Percent of Mean  
May 1, 2009 to May 31, 2009



Total Precipitation: Percent of Mean  
May 1, 2010 to May 31, 2010



The precipitation maps above show the percentage of rain in inches received, versus the average expected. As you can see, the 2010 map demonstrates more substantial rainfall than in 2009—especially over Minnesota and Iowa.

Source: NOAA Midwestern Regional Climate Center