

# ESM Dispatch

A Publication for the Best Facility Managers in the Country

## Letter from **Scott Milnes**

*"Summer's lease hath all too short a date."*

**—William Shakespeare**



**Scott Milnes**  
President

Greetings,

Records show that this has been the hottest La Niña year in history. As this glorious summer sadly comes to an end, it is time to begin counting down the days until we are once again scraping ice off our windshields and plowing our parking lots. We advise you to take extra precaution in advance of the first snowfall in order to ensure that all of your facilities are in tip top shape.

DENTCO went back to school this year for our annual Spirit Week. We had a fantastic time bringing the team together to rally behind an important cause. Together we were able to help many different organizations. It's amazing what our team can accomplish when we unite to give back to the community.

As we wind down in preparation for the upcoming snow season, we hope you all have had the chance to get your snow removal plans in place. Don't let the warm weather fool you, Mother Nature always finds a way to trap us in the cold. As the industry leader in Exterior Services Management, we want to guarantee that you have a solid plan to keep your site up and running throughout the winter season.

From everyone here at DENTCO, we are excited to continue to provide you with the best service we can.

Warm regards,  
Scott Milnes

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Lena Sliver  
Customer Management  
Team Lead

# N.A.M. Chat

National Account Manager

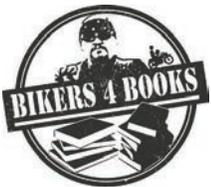
Green or sustainable landscaping is a way of creating and maintaining landscape in order to save energy, reduce air, soil and water pollution.

## What are some ways you can become Green?

- Utilize native plants that will thrive in your area and require little water. Before planting think about what this plant will look like in 5 years in the current space.
- Limit the need for pesticides by choosing plants that naturally repel pests.
- Utilize strategic placement of evergreens to help with energy consumption by reducing winter winds.
- Plant deciduous trees that block the sun in the summer to reduce cooling costs and reduce water evaporation.
- Add organic material to planting beds to promote moisture retention.
- Plant shade trees to help moderate temperatures by providing summer cooling and winter warming.
- Mow lawns no lower than three to three and half inches to allow for deeper roots and less weed problems so you may reduce the need for chemicals.
- Leave grass clippings on the lawn to add organic matter and nutrients to the soil.
- Aerate soil to allow water to more easily flow into the ground and reduce runoff.
- Install an automatic irrigation system with timer and rain sensor or use soil moisture sensors to better determine when plants, shrubs and trees need to be watered.
- Water turf areas early in the morning to minimize evaporation.
- Choose natural pest control instead of pesticides by introducing predatory insects such as ladybugs.
- We all have an impact on our eco system and can take part in some portion of sustainable landscape. If we hold ourselves accountable we can make a significant difference in the stewardship of the land.

## DENTCO CHARITIES

DENTCO has been part of this community for 41 years, and every chance we have, we like giving back to our neighbors. Every year we choose a few charitable organizations and contribute to their cause. This year, during our annual Spirit week, we chose 4 fantastic organizations that help people in our community collect some extra money for their fight. We encourage you to check them out and if you are so inclined. No donation amount is too big or too small to make a difference. These organizations include:



### Bikers for Books

Bikers for Books is a network of bikers and other reading enthusiasts working together in an effort to raise reading awareness. B4B works diligently in order to raise awareness and promote literacy by establishing a presence in the community and networking with others to do the same. Last year Wendy was able to get a LOT of books out to children!

[www.bikersforbooks.com](http://www.bikersforbooks.com)



### Guardian Angels Medical Service Dogs

The organization that has trained our wonderful employee, Julie! They train medical servicedogs to mitigate the challenges associated with several disabilities, including: Post Traumatic Stress Disorder, Traumatic Brain Injury, seizure disorders, mobility issues and more.

[www.medicalservicedogs.org](http://www.medicalservicedogs.org)



### Lansing City Rescue Mission

The City Rescue Mission of Lansing was founded in 1911. As the largest shelter in Michigan's capital area, they provide shelter to 140 women, children, and men every night and serve about 100,000 meals every year.

[www.bearescuer.com](http://www.bearescuer.com)



### The House of Promise

Human trafficking is a major issue in the world, with not enough being done to fight it or help its victims. Their goal is to disrupt the destructive patterns of slavery through education and care for the survivors. They do this through training, counseling, and helping the young girls/women relearn basic skills, so that they can rebuild their lives and reintegrate into society.

[www.thehouseofpromise.com](http://www.thehouseofpromise.com)

# READY FOR WINTER?

While proper snow removal and ice management goes a long way, it is important to recognize the domino effect that winter planning has on springtime landscaping, irrigation systems and parking lot maintenance.



## Parking Lot Preventative Care

A critical step, prior to the first big snowfall of the season, is to ensure your parking lot is free of cracks and potholes. Once potholes are patched and cracks have been filled, it's important to add a seal coat to protect the lot from Mother Nature.

Failure to do this in advance of snowfall allows rain and snow to seep into the existing cracks and potholes. Once temperatures reach freezing point, the ice expands and pushes the dirt and gravel down, causing more holes, cracks and headaches for you and your customers down the line. Preventative care minimizes parking lot maintenance for the following year.

## Winterize Your Exterior

No matter where in the country your facility is located, winterizing your properties is imperative to the functioning & operation of plumbing and irrigation system.

### Northern Regions

Areas prone to freezing temperatures should be winterizing their systems.

#### This includes:

- Disabling water supplies
- Drain and tag backflow preventers
- Drain valves and leave partially open
- Blow out sprinkler systems
- Shut off automatic controllers
- Shut power off

### Southern Regions

Other areas should also be doing their own version of winterization.

#### This includes:

- Reduce watering times
- Run system every month to prevent dry-cracks in the rubber parts
- Inspect above-ground components monthly
- Prepare for freezing conditions before cold weather arrives

# 2018 Spirit Week

Dentco's Annual Spirit Week took us Back to School with the entire office transformed to include a school library, faculty offices, locker rooms and more!



To learn more about the products and services we provide, contact DENTCO today.  
Teresa Phelps, National Sales Director | 800.993.3689 | tphelps@DENTCO.com

# Note from Teresa

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## SUMMER OF 2018

Trent and I will be at Mid-Year and are looking forward to having everyone stop by to visit us in booth 627.

As Co-Chair of the Supplier Relations Committee I would like to invite and encourage suppliers and retailers to join us on Wednesday, September 26th at 3:00 p.m. for a round table discussion! Through this interactive forum, we will have multiple topics to choose from that are top of mind and critical to our day-to-day world. The results of our discussion will be used by the Supplier Relations Committee to develop PRSM resources focused on assisting the FMCommunity!



**Teresa Phelps**  
National Sales Director

## Upcoming Tradeshows

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### **PRSM Mid-Year**

September 26-28, 2018  
Westin Kierland Resort & Spa, Scottsdale, AZ

**Booth #627**

### **RFMA 2019**

Feb 10-12, 2019  
Austin Convention Center  
Austin, TX

**Booth #636**



Exterior Services Management®  
Dark Property Management

Snow & Ice Management  
Exterior Asset Inventory

Parking Lot Management  
Landscape Management