

CLIPPINGS

News for the BEST CPs in the Country

Dear Contractor Partner,



Letter From
Scott Milnes

For many of our clients it's hard to imagine that the official beginning of Spring is just a few days away. This past winter has proven challenging in ways none of us could have expected. Yet you all persevered. When our clients needed us, you were quick to act, putting in longer hours during some very large snow events. You accomplished all of this while also keeping your own employees protected during this uncertain time. On behalf of the entire team, we want to say thank you for continuing to provide unparalleled service to our clients.

2020 is firmly behind us and I am more optimistic than ever that 2021 will be an incredible year for everyone. Across the country, businesses are beginning the slow process of safely reopening to their customers. Our further understanding of the COVID-19 pandemic is allowing for communities to come together again in a safe and sustainable way. 2021 is going to be a year of innovation, new growth, and new opportunity.

I cannot wait to see what this year brings.

Stay safe and be well,

Scott Milnes, President

Article from the Director of Quality Services

Tips for a Successful Spring Start Up

As we ramp up and begin our spring landscaping maintenance programs there are many key services to focus on and verify completion with DENTCO. Completing these services on schedule not only help get you paid but ensure our customers sites are being maintained at the level of service they expect from DENTCO! Below are some tips for all our contractor partners to ensure we hit the ground running this spring!

Irrigation Activation

- Log "Irrigation Activation" on the DENTCO Verified App
- Run through the irrigation system and make sure all zones are working and report any damage that occurred over the winter to DENTCO
- Take some pictures of the backflow, controller, and irrigation heads running. These pictures should be submitted in the DENTCO Verified App this is the best way to confirm that services have been completed

Mulching / Stone Replenishment

- Plan ahead and order the materials needed to complete mulching and stone replenishment at your DENTCO locations
- Clean, spray and prep the beds before doing your installations
- Log the "Mulching or Stone Replenishment" services on your DENTCO Verified App
- Pictures logged in the DENTCO Verified App provide instant verification that the work has been completed

Turf Fertilization / Weed Control

- Early spring applications are key to establishing a healthy turfgrass stand at your DENTCO locations
- Submit your pictures through the DENTCO Verified App showing us the services are being performed. This again, the best way to provide DENTCO with proof the work has been completed

Thank you for your partnership and we are looking forward to another great landscaping season with all of our CPs across the country!

Trent Limban
Director of Quality Services



Letter From
Trent Limban



Meet Our

QUALITY SERVICE MANAGERS

 **Heather Batson**
QSM Pennsylvania & Texas



My name is Heather and I manage the CP's in Texas and Pennsylvania. I've been with

DENTCO for 2 ½ years and have come to love the culture here. We are all a big family, from headquarters to each CP across the country. I have 4 children, so time for hobbies is hard to come by. I enjoy camping with my family, horseback riding, watching football (GO PACKERS!), and reading. I am also a super geek and enjoy learning something new as often as I can. I am currently trying to learn American Sign Language.

 **Mark Cardinal**
QSM Oklahoma, Louisiana & Ohio



Hello everyone! My name is Mark and I manage the Oklahoma, Louisiana, and Ohio areas. I recently joined the DENTCO team but so far it has been great! Everyone is so friendly and helpful. Outside of work, you can find me cooking, swimming, kayaking, or gardening. Cooking and gardening go hand in hand as I grow my own herbs and vegetables. I also love literature and a fun fact about me is that I have a degree in Classical Literature and publishing for Children's Literature. When not caring for our clients, you can find me looking after my amazing pets. I am the proud dad of five rescue cats and grew up raising all different types of animals. Every year around my birthday, I take donations for the Capital Area Humane Society to help care of other animals in need.

 **Nicole Bodell**
QSM Michigan & Arizona



Hello, I am Nicole! My favorite part of my job at DENTCO thus far has been building and developing relationships with contractors to better service our customers. I manage the states of Michigan and Arizona. In my spare time, I enjoy going on any outdoor adventure with my boyfriend that allows us to bring our yellow lab, Nala, with us, drinking coffee, dirt track racing, and playing beach volleyball. I am look forward to continuing to grow personally and professionally with DENTCO.

 **Suzzy Pross**
QSM Nebraska, Indiana & S. Florida



I manage Indiana, Nebraska, and the southern tip of Florida. The best

part of my job is building great business relationships with the contractors and getting to know them personally. I love having the opportunity to ensure that our contractor partners can provide high quality service and guarantee they get paid for all their hard work. My passion in life is to spread positivity and encourage everyone to just be kind to one another, no matter our differences. When not working my husband and I love to go camping and are planning on doing some exploration of the USA now that we are empty nesters.

 **Chris Davis**
QSM S.E. Michigan & Northern Florida



My name is Chris Davis and I manage the Detroit Metro area and Northern Florida. One of my favorite aspects of my job is interacting with different types of people. The areas I manage are completely different which presents unique challenges and problems that force creative problem solving. I love spending time with my family and raising my young son. Some of my more frequent (and expensive) hobbies are shooting, hunting, and fishing. One passion that I have been involved in regularly around the country is wilderness conservation. As a former wilderness survival instructor, I can get animated talking about my experience in the field and working to learn more.

 **Wendy Smith**
QSM Alaska, Georgia, Hawaii, Oregon & Washington



I joined the DENTCO team at the end of the summer, when I made a career change from being a middle school science teacher. I am currently managing the states of Alaska, Georgia, Hawaii, Oregon and Washington. I have greatly enjoyed getting to know the CPs and seeing the pride they take in their work. Even though we are located in different parts of the country, I enjoy the connecting with them and learning about different areas. I love looking at the pictures from the inspections and seeing all of their efforts. One of my favorite parts is when I can help out and answer questions when needed. In my free time I enjoy spending time outside with my family and prefer the warmer weather. Kayaking and biking are some of my favorite ways to view nature.