

## A FOUR-LEG CLOVER

*Submitted by Matthew Ouellette, K9 Handler*

Say hello to the furriest member of our team, Clover, the termite detecting beagle! With her incredible sense of smell, she helps our team thoroughly inspect all the nooks and crannies in your home to help keep it termite free. You may ask though, "Just how good is her smelling ability?" To understand how good it is, let's first look at how a dog's nose works.

A dog's wet and spongy textured nose helps it collect a large variety of scents scattered in the air. Dogs have the ability to smell separately through each one of their nostrils, this allows for them to have more precision when identifying the scents around them and where they

are coming from. Some researchers say that they are about 10,000 to 100,000 times more precise than the human nose! It's almost hard to process just how staggering the difference is.

After taking a nice big whiff, all that air is moved through the nose and into a special pocket dedicated to just analyzing and detecting all the new scents. This special pocket inside their snout is where the air rests and has around 220 million scent receptors to help break down and understand each one. In contrast humans only have about 5 million of these receptors. This is a big reason why their sense of smell is so much more refined than our own.

So, how much of a difference do those scent receptors make? Well, we might notice if a single cup of coffee has a teaspoon of sugar added to it, but a dog like Clover would be able to smell that same teaspoon in a million gallons of water!

That's about two full size Olympic swimming pools!

Does this powerful sense of smell apply to the small and often hidden termites?

It certainly does! Our very own University of Florida in Gainesville wrote a paper testing this very question. They wanted to test how well dogs can detect a variety of termite species that are found here in Florida, including one of the most destructive species, the Formosan termite.

Through rigorous testing with multiple dogs, they found out that properly trained dogs were ~96% accurate in finding termites that were hidden in the ground out of sight. They concluded with this statement, "Although termites have a cryptic lifestyle, trained dogs are capable of detecting infestations by locating their signature odor." Yes, because of the unique odor that termites give off our trained four-legged friends have no problem smelling them out, even when hidden and out of sight!

This is great news! This high level of accuracy makes Clover an invaluable member of our team when performing termite inspections. With her help, and the expertise of our trained termite technicians we are able to inspect both what is visible and what might be hidden inside a wall or baseboard. It's also why Clover trains with her handler daily, so that she is always at the top of her game, ensuring high accuracy when performing inspections day in and day out.

Yes, a dog's sense of smell is certainly amazing. If you haven't had the opportunity to see our dogs at work, we know Clover would love to come and meet you!

If you don't have our termite protection yet, we hope you'll give us a call. Perhaps you'll be able to see for yourself the extraordinary ability of this lovable little termite detective!



# LAWN & ORDER WEED MANAGEMENT

*Submitted by Joanne Jones*

Many new Florida residents quickly discover that our climate and soil is very different from those of their home state. They also realize that Florida's unique, humid ecosystem can make weed control a real challenge. Let's learn how weeds work and how we work to eliminate them!

When weeds consume nutrients and sunlight, they deprive your turf of these vital resources. This weakens the turf, making it vulnerable to disease. Interestingly, weeds don't create a void — they *fill* a void! So the thicker the lawn...the stronger the defense against invading weeds.

## A Root Awakening

When managing weeds, time and effort are just as important as knowledge and experience. In fact, weed control involves more factors than one might think. Here are just a few of the factors that we consider before we even begin treating weeds:

# 1

### Weed Species and Variety

There are many varieties (e.g., broadleaf, grassy, sedge) and not every weed responds to the same control product. This is because weeds have various life cycles and growth habits, all of which our trained technicians must be familiar with.

# 2

### Turf Type

The most common varieties in our area are St. Augustine, Zoysia, Bermuda, and we must look for other factors that could be affecting health and weak growth. These include conditions such as excessive shade, high traffic areas, hydrophobic soil, poor drainage

# 3

### Cultural/Environmental Factors

It's critical to determine if the lawn is over-watered (or under-watered), over-fertilized (or under-fertilized), whether or not it's been mowed at the proper height or at the right frequency. All these issues play a role in effective weed control. Next we look for evidence of damage by insects or diseases, which will also play a role.

## When it Comes to Weeds, We've Got Pull.

Weed control is more than just spraying herbicides. Here's some of the planning that goes into our weed control program:

- Testing new products on our own business property for effectiveness
- Rotating product usage to maximize effectiveness.
- Selecting appropriate product for weed type, season, and temperature
- Choosing synergistic products to enhance effectiveness
- Mixing in tracker dye so thoroughness of application is visible
- Making recommendations to customers regarding irrigation settings
- Monitoring usage over time to avoid over-application
- Administering additional applications as needed to maintain control

Weeds control programs can be complicated and requires patience. Depending on type of weed, treatment results may take up to 4 weeks. By providing ongoing education and training to our technicians, Deans is uniquely qualified to handle even the toughest weed problems. In fact, we even dispatch a Quality Control team to audit the progress of our customers!

So to make a "lawn" story short...we're easy to get *a lawn* with!



# DEANS Customer Questions

## How Do I Renew My Termite Warranty Online?

Gregory Towne, Customer Service Manager

**H**ave you recently received your Termite Warranty Renewal Notice from Deans, only to log in to your online account and see there is no balance due?

There is no need for concern or a call to the office. Renewing your Termite Warranty through the Customer Portal with a credit or debit card is simple and secure!

### Renewing Online

Simply follow the steps outlined below and you're covered once again for another year!

Our Service Technician will visit your property during your renewal month to perform your exterior inspection, provide a supplemental treatment, and update the *Notice of Protection* sticker on your electric meter box.

I did say it was easy, but we can make it even easier for you! If you bundle your Termite Warranty with

another recurring Lawn Fertilization, Shrub Care, or Home Pest service from Deans, your coverage is *automatically renewed* with each paid service. No renewal notices or extra steps involved!

Even if your Termite Warranty is the only service you have with Deans, ask our Representatives about the GreenPay program! We can keep your method of payment on file and process the payment automatically each year when your renewal is due.

### Why Renew?

Subterranean termites have been found in nearly every state in the U.S., and Florida's climate creates the ideal conditions for them to thrive. Studies have shown that termites are responsible for more than \$5 billion in property damage each year in the U.S. alone! That's why homeowners trust Deans Services to protect their homes -- one of their most valuable assets!



Call Deans to enroll in our free GreenPay option. Never worry about lapsed coverage again!

After logging into your account, follow these steps, then follow the prompts to complete the transaction.

- **Click Menu > Make a Payment > Prepays & Renewals**
- **Check the *Renewal* checkbox**
- **Choose your card**
- **Submit your payment!**

