

The Other Side - By Stan Southwick



My wife and I recently finished up a remodel at our house and dealt with a variety of designers, contractors and vendors. It has been a long time since I was sitting on the "client" side of the table. I was reminded of the importance of client relations. Let me just start by saying that the finished... or almost finished product is everything we expected. There are still a few odds and ends that need to be completed. The quality of workmanship and materials was very good. However, there were many times we were promised a product or work done on a specific date only to have the promised item be a no-show. It was apparent

that one of the laborers didn't care about quality. A couple of people had to be removed from the job because that just couldn't get it done right. Those things that were late or sub-standard did get done correctly after a good heart-to-heart conversation with the owner.

It was good for me to wear the client's shoes to remind me of the importance of taking care of every one of our clients. Every project has bumps in the road that need to be navigated. This is just a normal part of the development of a project. The key to smoothly navigating those obstacles is to have a solid relationship with the client based on honesty and respect. The client that knows you have their best interest in mind will gladly allow you the opportunity to correct an error or work through an unforeseen situation. It is important that you are upfront and sincere always being proactive. Immediate and thoughtful "action" to address a situation will invariably solve a problem whereas a quick knee-jerk "reaction" usually makes the situation worse.

The principles of honesty and respect apply to all our relationships and when followed, make life a whole lot better for you and everyone around you.

"Life is very interesting. In the end, some of your greatest pains become your greatest strengths."
Drew Barrymore

Favorite Flora:

Pistachia atlantica x integerrima 'Red Push' Pistache - By Jon Marenfeld



At least it's a dry heat right?! Like just about any living thing out there right now finding shade is a top priority. If you have a larger space and want deep summer shade one tree to consider would be Pistachia atlantica x integerrima (sometimes shown as Pistachia x 'Red Push') commonly known as Red Push Pistache. This long-lived hybrid deciduous tree is known for its deep summer shade and spectacular fall color. The Red Push Pistache typically grows moderately to 25'-40' tall by 20'-40' wide with a broad canopy. In summer they have a rich dark green color and then in fall the leaves change from red to orange to yellow as the temperature drops. The sharper the initial drop the

redder it becomes. If the temperature declines slowly the leaves will be mostly light orange to yellow before dropping altogether.

Planting and care of the Red Push Pistache is easy. It prefers full sun locations with good draining soil. Once established it only needs deep infrequent watering to keep it happy. When young the tree can be a bit gangly but will round out with age. Trimming should only be done to get the canopy up to the preferred height and then left alone. If trimmed too heavily it can get sunburned. Never trim more than 30% of the canopy in any one year. Because of its dense canopy care should be taken when planting it so that it won't negatively impact turf or flowering shrubs. Use the Red Push Pistache for shade, a windbreak, or lawn tree.



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