

# Let's Talk Trees

Ethics Loyalty Integrity Quality of Life



## From Joe...What's New

Here at NPHC, we are always excited when a new year arrives at our doorstep. There is something special about the simple act of flipping the calendar to January and the way it inspires creativity and stirs within us a sense of renewed hope for the future. It also gives us reason to pause and consider our valued clients who were a big part of the previous year's success. And this, more than anything, is what matters most as we plan for the year ahead and strive for industry excellence.

We recently completed a Customer Care Survey. In it we asked you to tell us what you love about NPHC as well as what you would like us to improve upon. We were thrilled to learn that the qualities we believe differentiate our services are the same qualities you listed as most important. And when it comes to our weaknesses, we learned there are some small changes that will make a big difference, namely, doing a better job of communicating our scheduling and sticking to it. So thank you for responding, we know it will make a huge difference in how we serve you in 2011.

If you are considering a landscaping project in 2011, call us right away. Our spring landscaping schedule is filling up fast! Also, from now until February 28 we are offering \$10 off every man hour of pruning and removals. Many of you know this can really add up to big savings so don't miss this opportunity. ☺

In care of trees,

Joe Zubaly, President



Based on our 2010 Customer Care Survey, the above graphic shows the top 5 reasons customers like working with NPHC along with our overall client satisfaction rating of 95.5%.

## THE COOL CROWD

### The Kappen Family!

This issue's Cool Crowd is very close to our hearts and we are excited to share it with you! Division Manager Ben Kappen and his beautiful wife, Glenda, welcomed their first child, Isaac James, into the world November 30. We know Ben and Glenda are going to be awesome parents and we can't wait to see Isaac climbing trees! Mom and Dad love gardening, the outdoors and football and look forward to sharing these things with Isaac as he grows in the years to come. Congratulations Ben and Glenda! ☺



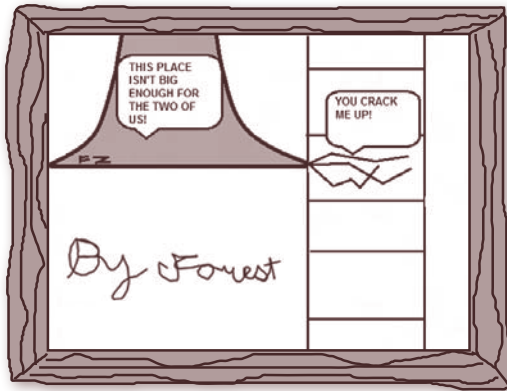
*Babinus perfectus*

Isaac James Kappen  
11.30.2010  
3:46 pm  
10 lbs, 4 oz

# Replacing sidewalks near street trees

by Joe Zubaly

Replacing sidewalks that are deteriorating or being heaved by tree roots can be an expensive undertaking. The liability of having an uneven or buckled sidewalk is certainly great as well. Add to this the possibility that the trees adjacent to the sidewalk could easily be damaged in the excavation and construction process, and now you have a project that requires some informed decision making and proper execution.



At NPHC, we normally look at these issues from a tree preservation standpoint. We also realize the responsibilities associated with home ownership. Tree preservation may not be the first thing on your mind when repairing your sidewalk, but it should be part of the decision making process for several reasons.

First, the city (Spokane, Spokane Valley, Post Falls, CDA, and Hayden) will require that your contractor obtain a permit for the work. This will put on notice the inspectors from the engineering department and the urban forestry department to look at the project. Second, excavation in the root zone of street trees can have severely adverse effects on the stability and safety of the tree as well the long-term health of the tree. Many times, damage from excavating will not show up for 3-5 years.

In addition, concrete contractors are often times focused on the physical task of removing and laying concrete. This can produce some less than desirable results for the tree and its roots. Yes, excavation and concrete work is costly, but having to replace large mature trees several years later

can also be expensive, not to mention frustrating. Our goal is to help you avoid this scenario by providing a holistic solution.

NPHC has been involved in the resolution of street tree/sidewalk issues for years. We perform sidewalk removals using specialized tools with no adverse effects to the tree. We can perform root pruning when needed and then work with subcontractors under our direct supervision to replace the sidewalks. Best of all, NPHC has extensive experience working with the cities using a number of different means to come up with solutions that have longevity for the tree and the sidewalk installation. ↻

*The London Plane is very tolerant of atmospheric pollution and root compaction, making it a popular urban roadside tree. It is also desirable for its lovely shape and distinctive bark.*



*Platanus spp.*



## Ask the tree care experts

### What is considered a City Street Tree and what is required to prune or remove one?

Street trees are those planted in the city owned right-of-way or parking strip next to your property. If you are uncertain whether a certain tree qualifies, you may need to check your plat or contact the city's Urban Forestry Department in order to make a determination.

Rules vary by municipality, but commonly, a permit to prune or remove Street Trees must be submitted to the Urban Forester for approval and a street obstruction permit and traffic revision plan may be required before work can begin. In addition, all work must be performed by an ISA Certified Arborist that is licensed to do commercial tree work within that municipality. Once completed, the work is typically inspected by the Urban Forester or City Arborist to ensure quality. ↻

### What is required to plant a City Street Tree?

To have a Street Tree planted, an ISA Certified Arborist works with the property owner to review a list of approved Street Trees typically based on the size of the parking strip. The approved street tree list was developed to promote tree diversity and longevity. Once a tree has been selected, the Certified Arborist applies for a Street Tree permit to perform planting services. Upon permit approval, work can begin. Upon completion it is inspected to ensure quality. ↻

*This is one of those "I feel loved" meals, especially on a snowy day. ~ Mama Kate*

## Aunt Jan's Authentic Spaghetti Sauce

3/4 lb Italian sausage  
3/4 lb hamburger  
2 medium onions, chopped  
2 Tbs garlic, minced  
6 Tbs olive oil  
2-30oz plum tomatoes and juice, puree in blender!  
2-12oz can of tomato paste  
4 tsp each, oregano, basil, and sugar  
3 bay leaves  
2 tsp salt  
1 tsp fresh ground pepper  
1 c red wine  
1 c water

Brown the meats in a skillet, then drain any fat. Sauté the onion and garlic in 2 Tbs olive oil. Mix all ingredients in large pot. "Bubble" on low for 1 ½ hours. Serve over pasta with side salad, garlic bread and fresh grated parmesan. ☺



## ✓ SEASONAL To Do List

- Knock snow off plants
- Water evergreens that are under overhangs
- Protect high value plants under metal roofs
- Mark landscaped areas with plow stakes
- Look for storm damage in trees now that the leaves are off

## Who's hot!

### Dan Dengler

Dan Dengler is a native of Spokane with degrees in Horticulture, Fine Arts and Winter Emergency Care. He is also a Certified Arborist who spent three years in Nashville climbing and pruning huge trees, from which he built cabins and custom furniture. His many talents include building custom skate boards and wooden sculptures that he sells worldwide.

"I love trees more than you can imagine," says Dan. "And I want to learn as much as I can about them and inspire other people to pay more attention to them. I think if people understood trees better, they would value them more."

When Dan isn't climbing your trees this winter, you can find him at Mt Spokane teaching people how to ski and snowboard. ☺



*Dan is one of eleven ISA Certified Arborists on staff*

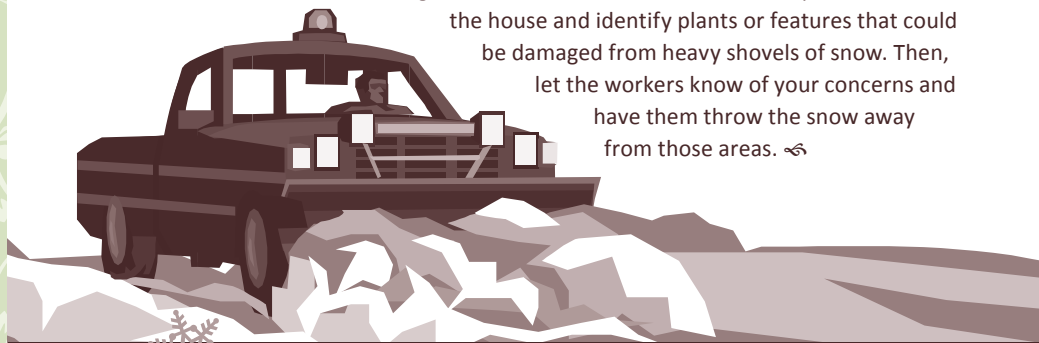
*at NPHC. We have more Certified Arborists than any other tree care company in the area!*

## What's not!

### Damage to landscapes from winter snow removal

It's inevitable that every spring as the snow melts, we notice that some features of our properties have experienced damage as a result of snow removal. And whether it's a chip in the curb, a crumbled plant, a broken sprinkler head, or scorched needles on an evergreen, these unexpected surprises require resources to repair. The good news is, in most cases, these situations can be avoided by following a few simple steps.

First, walk your property and look for things that might get damaged by snow removal efforts, and mark those features with a brightly colored flag or stake. Tell the person that does snow removal why the flags are there, and ask them to be careful when plowing in those areas. Second, before removing snow from the roof, walk around the perimeter of the house and identify plants or features that could be damaged from heavy shovels of snow. Then, let the workers know of your concerns and have them throw the snow away from those areas. ☺



*All the guys I dealt with were great, hardworking and very professional. What I thought was really amazing is that all three of them are Certified Arborists.*

*~ Greg W., Spokane*



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**THE  
INSIDE  
DIRT**

Learn about City  
Street Trees

Special rates on  
winter pruning

Meet  
Isaac Kappen

## Choosing the perfect plants

A three-part series on how to plan your landscape

### Part 3: Planting

The landscape design process involves looking at the big picture to identify major needs and site attributes and combining the results of those discoveries with ideas that include your desires to develop a unified concept for the finished landscape. Throughout this process, working from that larger overarching concept and narrowing choices to focus on fine details serves to draw your vision together. Once plans for site uses and infrastructure are chosen, plantings are the next consideration in your design.

As opposed to non-living materials such as wood, metal, brick or stone, plants are living elements of the garden that provide dynamic change with the passing of the seasons and over the broader span of time. Individual plant choices and arrangements must satisfy functional qualities, as well as fulfill aesthetic design intent. Is there a need for a shade tree to shelter a patio in the summer, a sound barrier to muffle a road or hedge to screen an unsightly view? What are the maintenance expectations? Are you interested in a feature such as a pond or vegetable garden and which areas of the site would best lend itself to that purpose? Once functional needs are determined, establishing the detailed environmental aspects of the site or "culture" will help to focus and direct plant selection.



*The right tree in the right place makes all the difference.*

Again, plants are living things, and each species has particular needs with respect to water, light, soil and space. Is the soil sand or clay? Is it continually wet or prone to drought? Is a location shaded or exposed to intense light and wind throughout the day? Are there known pests or disease concerns that would preclude using a particular species within a given area? Careful thought and attention to detail in plant choices can help to ensure a landscape that is useful, healthy and thriving as well as beautiful. ☘