

# PERSPECTIVES

2004 NEWSLETTER ( Issue 2 )



## A MOMENT TO REFLECT AT THE END OF A BUSY SUMMER

We would like to take this opportunity to say “thank you” to the many clients, designers and subcontractors who have supported us and partnered with us through the year. We truly appreciate your collaboration and commitment. We recognize that our success derives exclusively from yours. Consequently, we encourage your feedback and look forward to accommodating your changing needs. It is from this “perspective” that we build our company.

## THE WORLD OF BANKING IS CHANGING



With the events of September 11, 2001, and the subsequent onset of security measures like the Patriot Act, the idea of walking into a bank and getting a check cashed, purchasing a book of traveler’s checks, or asking for change for a \$100 bill isn’t the easy proposition it used to be. Now at most institutions, customers must show ID, and perhaps get finger printed. Even an account holder must be prepared to wait while their identity is checked. Electronic transfer of funds in or out of accounts to other institutions now requires longer lead times and checkpoints. In addition, many customers will soon be dealing with Check 21, a federal law that permits banks to replace original checks with “substitute checks” making check processing easier.

Banking has been transformed by the use of Internet banking. The Office of the Comptroller of the Currency estimates that 67% of national banks allow their customers to conduct online business, such as verifying account information, transferring funds, paying bills, or applying for loans. That figure was up from only 6% in the second quarter of 1998.



It is not uncommon for people to question the safety of online banking. Having banked for many years using traditional bricks and mortar establishments, many find it difficult to get used to the idea of online banking. However, in this modern age of technology just about everything can be done via the Internet, so why not banking? You can do everything through online banking that you can do via traditional methods, and possibly a bit more. The only thing you don’t have to do is get stuck in long lines! The many advantages of online banking include: the

ability to carry out everyday transactions as you would via a traditional bank; the ability to access your account at any time of the day or night; banking from the comfort of your own home without waiting in queues; instant access to statements, information and account transactions; applying for loans and overdrafts online; electronic bill payment systems; completely secure sites; setting up direct debits and standing orders; and viewing or requesting information on products and services. On the whole, online banking gives the customer a much





higher degree of control over their money management.

Does this imply that you can no longer have a meaningful relationship with your business banker? Or that personal banking will be a nightmare of forms and processes? No. In fact, it means just the opposite. With improvements in electronic banking, global information sharing, and sophisticated products and services, you now can, and should expect to have the same, if not a better level of banking service. To put it bluntly, security shouldn't be an excuse for poor service.

Relationship banking is a term you hear often, and may have seen on billboards or advertisements. It is easy for bankers to claim they have a priority to establish and maintain a personal connection with all of their customers. Bottom line, a good banking relationship should exhibit respect, trust, commitment, and loyalty between the partners. "Between" is the operative word; a relationship is not one-sided.

Widely recognized for its commitment to relationship banking with its customers and the communities it serves, **First Community Bank**, a branch of First State Bank N.M., takes pride in its role as a socially responsible corporate citizen. The bank



actively supports worthwhile community activities through both financial contributions and by encouraging its officers, directors, and employees to take leadership roles within their communities. And, their people are friendly too! **First Community Bank** counts education facilities, business organizations, children's charities and arts organizations among the groups in which its employees participate. Examples of organizations include the Children's Hospital at Memorial Hospital, Marian House Soup Kitchen and Pikes Peak Urban League.

The Colorado Springs branch moved this past year to the downtown location at 121 South Tejon Street to better serve their great customers. "We are thrilled to be able to offer our customers the latest technology in banking in a beautiful new branch," states Tim Hargrove, Regional President. By offering customers direct access to decision makers, local community ties and a full line of personal and commercial banking products, **First Community Bank** delivers on its promises and continues to profitably capture market share, and lives up to the motto: "Not Your Typical Bankers. Not Your Typical Bank." The Bank currently has 33 locations throughout New Mexico, Colorado, and Utah. Since 2000 it has grown from 297 employees to over 550 in 2004.

Your financial institutions are businesses you can trust. Dealing with new policies and procedures does not have to be problematic, as long as the relationships are solid.

## LANDSCAPING IN COLORADO

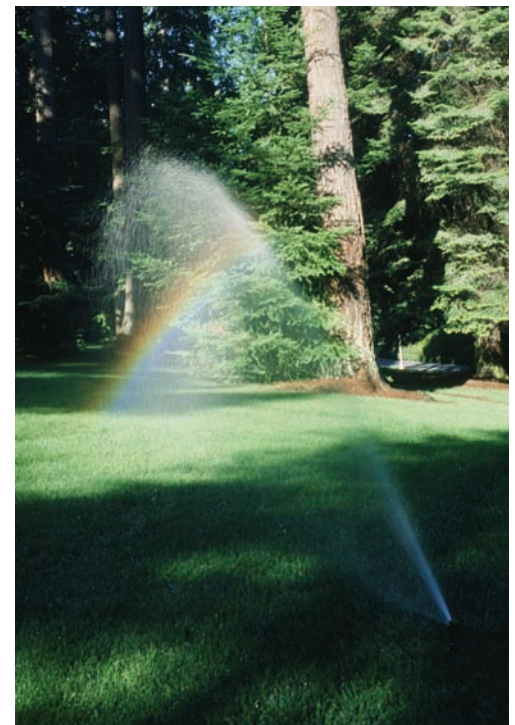
By Joshua Rasp and Candace Remy,  
Timberline Landscaping



Most of the state of Colorado is in a semiarid climate and periods of extended drought are not uncommon. Maintaining a healthy landscape is difficult under normal circumstances and it can be especially difficult during hot, dry drought years. However, landscaping is a valuable asset to your property, it can add as much as 10-15 percent to your property value, and it should be maintained accordingly, with or without Mother Nature's help. Xeric principles and other simple strategies can be implemented to keep your landscape attractive and water efficient.

### Turf Maintenance

Even though we are entering into Fall, do not forget to care for your lawn. Adjust the mowing height of your lawn. Don't cut your grass lower than 2-3". Maintaining your grass at that height provides nature mulch to retain moisture. Also, native or semi-native grasses, such as buffalo grass and grama, actually prefer to be cut less and maintained even higher.



Core aeration is important to allow water infiltration and reduce compaction, and should be done on a regular basis. This will keep your lawn more durable and wear resistant by allowing deeper water infiltration, thus encouraging deep root growth.

Follow a regular fertilization schedule. Healthy turf is more drought tolerant turf. Nitrogen is the most important element for turf color and growth, but too much nitrogen will encourage too much growth, and consequently more water usage. Use of a balanced fertilizer containing nitrogen, phosphorous, potassium, iron, and sulfur is a way to safeguard your turf against nutrient deficiency and create an overall healthy stand of grass.

#### **Irrigation**

Check existing sprinkler head coverage. Minimize overspray on to sidewalks and drives to make sure the water you are using is going only where it is needed.

Utilize the cycle-and-soak method of irrigation. Most soils in the area cannot absorb water at the same rate that an irrigation system applies it. The result is run-off and wasted water. Use a control clock that has multiple start times. By using two start times with a delay in between and lower application times, more of the applied water will infiltrate the soil profile going where it is needed most.

#### **Mulch**

Use mulch, either organic, such as shredded cedar, or inorganic, such as rock. Mulch helps to reduce evaporation and run-off and allows soil to retain moisture longer. Mulch should be used in both irrigated and non-irrigated areas.

By implementing these easy tips, it is possible to create a satisfying and sustainable landscape in Colorado's harsh climate. For details on watering restrictions, contact Colorado Springs Utilities. For more on managing landscapes in drought conditions and tips for plant selection, contact a member of the Associated Landscape Contractors of Colorado (ALCC).

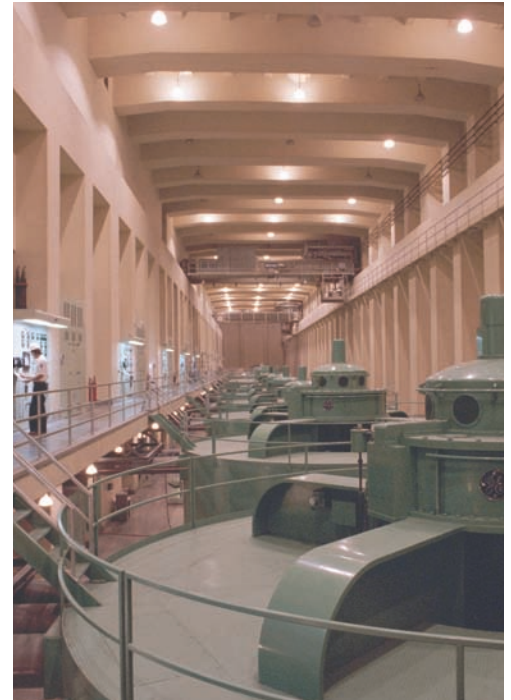
## **INDOOR AIR QUALITY CONCERNS IN RECENT YEARS**



Everyone knows a trip away from the city to the country or the seashore produces a feeling of well-being. Although the feeling may stem partly from the lack of pressure, it almost certainly stems also from the cleaner air - less pollution.

Pollutants in the air do not come just from automobiles, power plants, and factories. People breathe out carbon dioxide, and generate odors; furniture, plywood, and carpet release formaldehyde into the air; gas appliances generate carbon dioxide, carbon monoxide, and various acids. When these pollutants are generated in a closed space, they must be removed continuously, or they increase in concentration.

One of the significant advances of the nineteenth century was recognition of the fact that ventilation - continuously exhausting air and replacing it with fresh outside air - provided a healthier indoor environment. Building codes, which had long existed to regulate the structural aspects of buildings, were written or revised to require ventilation. Apartment buildings were



constructed with courtyards or air shafts to allow operable windows in every apartment.

With the advent of air conditioning it became necessary to keep windows closed, or make them inoperable, but ventilation could be accomplished through the air conditioning system. Indeed, forced ventilation could be more effective than natural ventilation obtained by merely opening windows.

In the 1970s, however, the energy crisis focused attention on the amount of energy used in conditioning ventilation air, and designers began to reduce the amount of ventilation air. One result of this movement was the appearance of 'sick building syndrome', caused by inadequate ventilation. Surveys of large buildings with low ventilation rates revealed indoor pollution levels higher than the outdoor pollution levels of problem urban areas.

ASHRAE - American Society of Heating, Refrigerating and Air Conditioning Engineers - recognized the growing concern over indoor air quality in the 1970s, and addressed those concerns by publishing Standard 60-1973, "Standards for Natural and Mechanical Ventilation." This standard is considered to be the first "IAQ Standard."

The current published version of the IAQ standard is Standard 62-1989R, 'Ventilation







for Acceptable Indoor Air Quality.' When initially published, this version of the standard had far-reaching effects, requiring higher than ever ventilation rates and lower pollution levels. Compliance dictated higher percentages of outside air, more effective air cleaning devices, higher pressure drops, and increased refrigeration capacities. The renewed focus on indoor air quality lead many brokers, tenants and building owners

to re-examine existing environments and address concerns not previously recognized.

In the long run, designers and contractors have developed new approaches to creating safe and clean environments for users and have done so in cost effective ways so that today we can all be thankful for the recent attention to indoor air quality and the improvements resulting to our buildings.



## **HOT 100**

Colarelli Construction was recognized by Entrepreneur Magazine and Dunn & Bradstreet in their 10<sup>th</sup> Annual Hot 100 Listing in June 2004 as one of the best new businesses in America. The secret to the company's success according to Vince Colarelli is "It's never about us. We view every decision based on what's in the best interest of our client, and then we make sure that we deliver." Colarelli Construction has great clients and appreciates their help and contributions.

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