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ABSTRACTS

RIEDEL, R.M. 1981. **Pinewood nematode discovered in several Ohio pine species**. Ohio Report 66(3): 43-44.

A new and potentially serious pathogen of important species of pine trees has been identified in Ohio. The pinewood nematode, *Bursaphelenchus lignicolus*, was first found in the state in March 1980, in Hamilton County, in response to a call from a Cincinnati arborist about declining 30-year-old red pines. A brief survey in the summer of 1980 found the nematode in red, white, Scotch, pitch, and Japanese red pine in nine Ohio counties. It has been collected from landscape, nursery, and forest plantings.

HALLER, J.M. 1981. **Improving the arborist-customer relationship**. Am. Forests 87(5): 11-14.

As in any other professional-client relationship, difficulties sometimes arise between the arborist and the person employing him. The customer (in most cases a homeowner of modest means) often does not know what he wants or needs, has generally only the haziest idea of prevailing prices, and is unable to distinguish between genuinely good work and the most blatant charlatanism. The arborist, for his part, frequently neglects to explain exactly what needs to be done and how he proposes to go about it, and too often fails to give a realistic estimate of cost — generally because he is afraid of driving the customer into the arms of his competitors. Perhaps the best way to avoid unpleasant misunderstandings is to make out a written agreement in which everything to be done, together with the amount and conditions of payment, is stated specifically and unambiguously. This agreement should be made in duplicate; each party should sign, and each should keep a copy. Both customer and arborist should politely but firmly insist that the other comply.