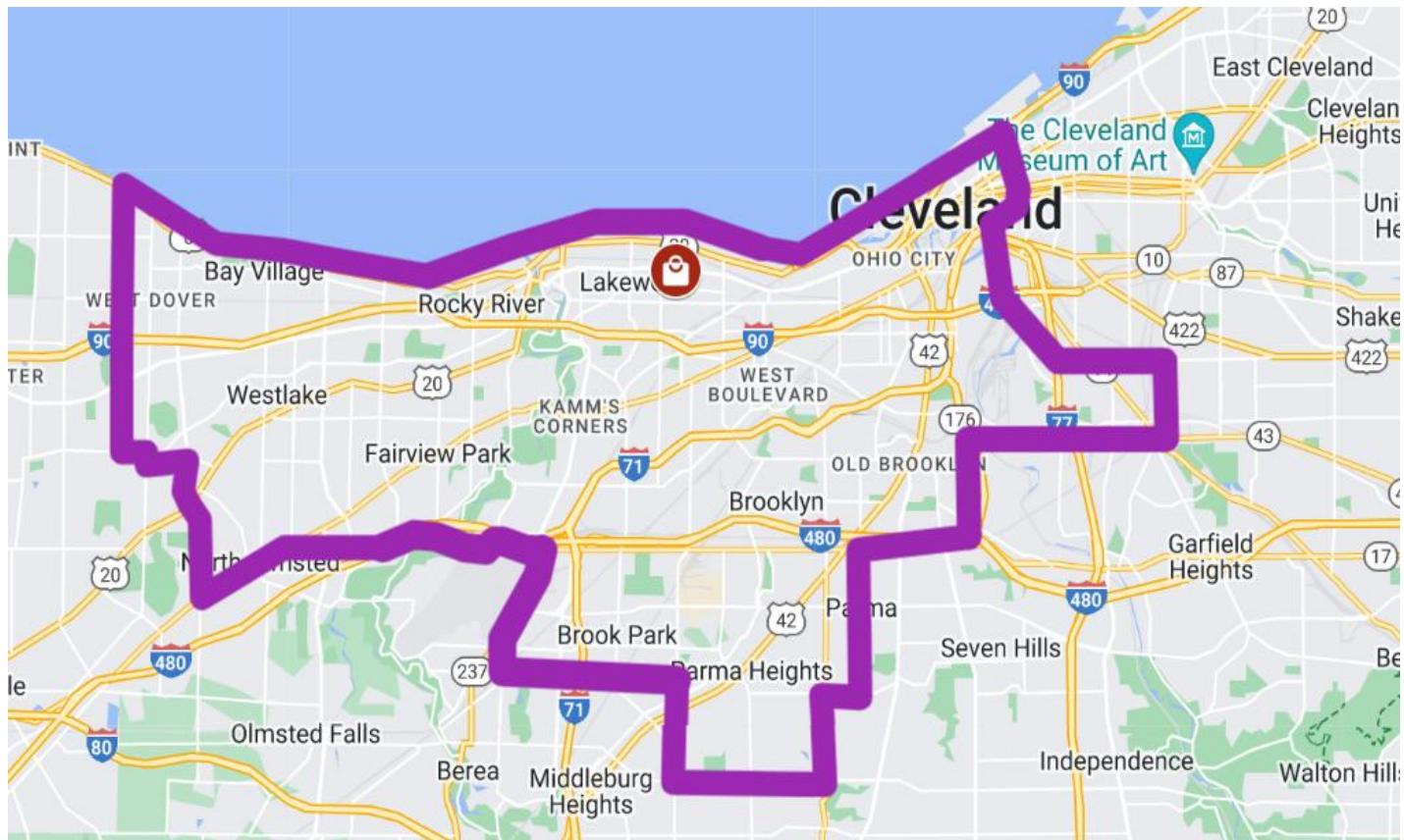


**Service Area:** Our service area is inside the purple line. We service homes outside of the purple line. However, a “trip charge” will be incurred to account for longer drive times.

**Out of Area “Trip Charge”:** For locations outside the purple line- up to forty minutes from the office, a “trip charge” of \$50 per visit applies for single services and non-warrantied follow-up visits. Add \$100 for multi-visit service plans. We do not service homes over 40 minutes away. During the busy April-October season, we might be unable to service homes outside the purple line. We are likelier to take jobs to the West than jobs further away to the South or East.



**Additional Units:** For multi-family homes (duplexes and apartment buildings), extra units can be added for \$50 for single services or \$100 for multi-visit service plans (per additional unit).

**Add-on Services/ Multiple Pest Treatments:** Customers can purchase multiple services to be performed during the same visit. When bundled, receive 20% off the lesser service. An example of this is mouse control coupled with an ant treatment.

**Arrival Window:** Allow an arrival window of a half-hour before and after your scheduled appointment time.

**Appointment Reminders:** Depending on your service, you should receive an email/ text reminder 3 days or 1 day before your scheduled service. However, our software sometimes fails to send these reminders. You are responsible for keeping track of any appointments that you plan.



## Cockroach Service Guide

### **Missed Appointments:**

- For initial/ single services, if we arrive at the job site and cannot gain access to the property (if required), there will be an \$80 missed appointment fee. This must be paid before scheduling any future service.
- If access is required but not provided for any follow-up visit, the warranty becomes void and counts as one of the follow-up visits. In this case, extra visits can be purchased within the 60 or 90-day service period for 1/3 of the original cost.
- Follow-up visits must be scheduled within the service period (60 or 90 days). It is the customer's responsibility to make sure all visits are scheduled.
- As with all appointments, allow an arrival time of half an hour before and after the scheduled appointment time. We wait for unavailable customers for 15 minutes before counting the visit as a missed appointment.

**Warranty Service/ Service Period:** Most pest control services have a warranty or come with half-price follow-up services within 60 days. **Please allow two weeks for control before requesting follow-up service. It can take about three weeks to achieve 90% control of a German cockroach population.**

- Most pesticides have a residual, which means they keep working after they dry. The average lifespan of a residual pesticide application is 20 days. Most of our pesticides cannot be reapplied for 2-4 weeks.
- Pests also have a lifecycle, which means it can take time to see results.
- Different pests are active during certain times of the year, and pesticide applications only last so long. This is why we offer maintenance plans to manage your pests year-round.

**We will inform the customer during the initial service if sanitation or other factors compromise the warranty.**

### **Chemical Sensitivity:**

- **Suppose a customer or other structure(s) occupants believe they are or may be sensitive to pesticides/termiticides or their odors. In that case, the customer must notify Lakewood Exterminating LLC in writing before service, including whether the customer or other occupants have consulted with a medical doctor or other healthcare provider regarding such sensitivity. Upon receipt of such notification, Lakewood Exterminating LLC reserves the right to deny or terminate service. Failure to provide notification represents the customer's assumption of risk and waiving of claims against Lakewood Exterminating LLC in connection with such sensitivity.**



## Cockroach Service Guide

### **Invoicing and Payment Options:**

- After completing the service, we will return to our vehicle to write up your invoice. Here, you will find information such as our time on site, weather conditions for exterior pesticide application, inspection findings, materials we used for control, documented notes, and recommendations. This will be sent to the phone number and email address on file.
- **We ask that you pay at the time of service.** We accept checks, cash, or credit cards. **We require a signed invoice and credit card on file if you cannot pay at the time of service.** If you are a landlord or responsible party but will not be present for the appointment, please put a card on file during the scheduling process. **Payments will be run after the initial service is complete.** **Receipts are sent via email.** If you have used our services with a history of timely payments, you may be invoiced/ pay online. If we invoice you, payment is due in 2 weeks.

### **Commercial Properties:**

- For large commercial properties and apartments with more than six units, the cost per service starts at \$200 per hour of labor- plus materials costing over \$40.
- Small offices and stores are generally priced the same as homes.
- Restaurants and similar establishments require an on-site visit to provide an estimate. There is usually an initial service fee plus a monthly maintenance fee, which starts at \$100.
- If you are receiving a pesticide application, remember that employees, customers, and other occupants must stay out of the treatment area for a few hours until the spray dries. Our available times for treatments are generally 9 a.m.- 5 p.m.

### **Scheduling For Rental Properties:**

- For rentals, the customer is responsible for coordinating with the tenants, providing access upon arrival, giving tenants the preparation guidelines, and ensuring they properly prepare and vacate.
- Tenants cannot schedule service without the landlord's permission. The only exception is if the lease states that pest control is the tenant's responsibility.
- For any rodent or wildlife issue, the customer must be the landlord.
- We require a credit card on file if the landlord is absent for the appointment.

### **Diagnosing Unknown Pest Problems/Service Call Fee:**

Many pest problems can be diagnosed over the phone or by email for free. If you are unclear about which service your problem falls under, please email pictures to [support@lakewoodexterminating.com](mailto:support@lakewoodexterminating.com). Our owner also provides phone consultations upon request. Please reach out through the contact form on our website to speak with our Owner.

If you require a site visit to diagnose a pest issue, there is a \$99 plus tax fee. This includes an inspection/consultation. A price quote will be provided to remedy problems as needed.

### Two-Treatment Cockroach Service Plan:

#### One-Time Visit/ Single Service Cockroach Control

- **250\$ plus tax (Out of Service Area +50\$) (Additional Living Units +50\$ per unit)**
- **Enjoy half-price follow-ups within 60 days of initial service.**

*(Property Management companies and most rentals- default to the one-time visit option.)*

#### Cockroach Service Recommendations:

- **We recommend the two-visit plan for homes that can be vacated, and the preparation guidelines are complete.**
- **For a budget-friendly option, choose the one-time visit and call back as needed. Also, choose the one-time visit if the home cannot be vacated or if there are sanitation issues that would compromise the warranty.**

*Examples of sanitation issues that would compromise the warranty include grease on/ around the stove, water leaks under the sink, garbage cans not regularly emptied, and cockroaches inhabiting untreatable household items.*

#### Add-On Services for Cockroaches:

##### Exterior Treatment

- Add \$100\$. This includes spraying the foundation level and around first-floor windows and doors.
- Granular bait and dust may also be applied, but it is left to the technician's discretion. Dust is applied under the siding and around door frames. Dust is also used in place of spraying along the foundation from November to March.

##### HEPA Vacuuming

- This can be added to any service for \$100 per half-hour of vacuuming, and it is billed at a minimum of \$100. This is for manual removal of live/dead cockroaches only.



#### Vacating The Home for Cockroach Treatments:

- If the home cannot be vacated, we only treat the kitchen, bathroom, and basement. This is in agreement that occupants will not enter treated rooms until the spray has dried.
- We cannot spray in rooms that cannot be vacated until the spray has dried.
- When cockroaches are found in rooms other than the kitchen and bathroom, we recommend vacating the entire home.
- We recommend vacating the home for 2-3 hours for the initial service. That allows us to be thorough without restrictions due to occupants.
- The home must be vacated for the initial visit if choosing the two-visit plan.



## Cockroach Service Guide

### Where We Treat Inside For Cockroaches:

- **Basement:** We focus on the box sill and subfloor (basement ceiling) under the kitchen, bathroom, and infested area. We also treat under the hot water tanks, furnaces, washers and dryers, and freezers or fridges.
- **Kitchen:** We try to avoid contaminating food preparation surfaces and food. **Note to customers- After any spray or dust application, please wipe food preparation surfaces before use.** Products are applied along the kick plate of cabinets, above top cabinets, behind and around the stove and fridge, under baseboards, inside empty cabinets (without food, plates, pots, etc.), ceiling-wall junction, and around door and window frames. Again, we focus on treating crevices as opposed to surfaces. We cannot move refrigerators with water lines attached or gas stoves. However, we can attempt to pull out appliances with a low risk of damaging the floor. Otherwise, we spray under and around it as best as possible. We cannot attempt to move stoves by pulling the door handle.
- **Bathroom:** We treat around the shower frame, cabinets, toilet, baseboards, ceiling/wall junction, door, and window frames, and where water lines enter the wall for both the shower and sink.
- **Other rooms:** Focus is placed on the baseboards, ceiling/wall junction, under couches, door frames, and windows, including top of blinds.

### Cockroach Control Solutions:

Cockroaches cluster inside crevices, so we treat every possible crevice in affected areas. We combine many control methods into our practice- manual removal with HEPA vacs and Sticky traps, cultural controls with our preparation guidelines, and a mix of chemical controls. Products with different modes of action are rotated when more than two treatments are required. This prevents pesticide resistance and bait aversion, which is common with cockroaches. The technician determines the products we use, and we do not guarantee the use of any specific product.

### Watch our Cockroach Service YouTube Video

<https://youtu.be/zOA6CZj7kIE>

### The most critical factors for the customer to focus on are:

- Regular garbage removal.
- Minimize water sources. Water leaks under the sink are a leading contributor to infestations. This also includes not leaving wet rags, sponges, and dishes in the sink overnight.
- Avoid cooking with oil and grease. Most homes with cockroaches have cooking oil/ grease accumulations on and around the stove. If you cook with oil or grease, it is crucial to clean after.

### Preparation For Service:

- It is the customer's responsibility to provide all responsible parties (tenants) with the preparation guidelines. They are also responsible for providing access and ensuring occupants are ready to vacate the premises if needed.
- See below for full preparation details and a shareable link for tenants.

## **German Cockroach Preparation Guidelines:**

### **Sharable link below**

<https://www.lakewoodexterminating.com/wp-content/uploads/2025/02/German-Roach-Prep-Sheet-2025.pdf>

### **Before Treatment**

- Plan to vacate during the initial service.
- Discontinue applying over-the-counter pesticides.
- Perform a general cleaning of infested rooms. Clear clutter.
- Remove and dispose of infested items stored in cabinets (upper and lower), pantries, drawers, and storage bins in kitchen and bathroom areas. Place these items in plastic bags. Seal each bag and place it outside.
- Vacuum all areas as you remove the items. This will eliminate roach feces and carcasses. You can even vacuum up live roaches. Immediately empty the vacuum bag into a sealed container outside.
- Take everything off the stove. Clean the stove of any grease/ food debris.
- Pick up and remove pet food dishes and food not in sealed containers.
- Take all garbage outdoors and place it away from the structure.
- Clear all counter space, except microwave ovens, blenders, and other electric utensils. Knife blocks should be left on the counter as roaches hide in them.
- Clean behind and under the refrigerator, stove, and other home appliances.
- Repair any plumbing leaks before arrival.

### **After Treatment**

- Make sure all liquid pesticide applications are dry before reentry.
- Clean up all dead roaches, preferably by using paper towels. Remove all egg cases. 30-45 eggs are in each egg case.
- Wipe down food preparation surfaces before use.
- Take garbage out every day. Keep outdoor receptacles away from home.
- Do not leave pet food or water in a feeding dish overnight. Once the dish is opened, transfer pet food to a tightly sealed container.
- Run the dishwasher regularly.
- Do a clean sweep for water every night. Empty and dry the sink and counters. Do not leave moist towels and sponges in infested areas.
- Get rid of all boxes that store food. You are better off with the cereal bag than the box. Roaches love boxes, even ones that appear sealed. They love to get under the flaps, which is ideal for laying eggs.
- Keep food in tightly sealed containers or Ziplock bags.
- Clean spilled food from floors and counters. We place bait in certain areas for the roaches. If you leave even small crumbs, they will not eat the bait.
- Discard any cardboard boxes immediately.