



## Missed Appointments:

- For initial/ single services, if we arrive at the job site and cannot gain access to the property, there will be an \$80 missed appointment fee. This must be paid before scheduling 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. **During the initial service, we will inform the customer if sanitation, entry points, general disrepair, or other factors compromise the warranty.**

## 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 and their locations, completed repairs, 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.

## 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.

## Mouse Control Service

We find that mice inside the home are directly related to having entry points on the structure's exterior. We focus on repairing all possible entry points outside the house and then applying control measures to control whatever mice remain inside.

- **Initial services are the same for both options.** See the section "What is Included" for more details.
- The Single Service is always scheduled as default for property management work orders- unless the 3-visit plan is specifically requested.

### One-Time Visit/ Single Service Mouse Control:

- **235\$ plus tax. (Out of Service Area +50\$) (Additional Living Units +50\$ per unit)**
- **Enjoy half-price follow-up services within 60 days of the initial service.**
- **If no follow-up visits are purchased, any traps placed are the customer's responsibility to maintain.**

### Three-Visit Mouse Service Plan:

- **450\$ plus tax. (Out of Service Area +100\$) (Additional Living Units +100\$ per unit)**
- **Enjoy a 90-day warranty from the initial service date.**
- Get confirmation on the third visit that mice are no longer entering your home!
- **Receive two follow-up visits to maintain the traps/ rodenticide placed during the initial visit.**
- The first follow-up is scheduled one to two weeks after the first. This should be long enough to control all the mice inside during the initial service. (Ideally, all the recommended repairs should be completed by the first follow-up.)
- The third visit is about three to four weeks after the second. This allows time for more mice to enter from the outside. This way, we can tell if mice are still getting in or if all the proper mouse-proofing repairs were made. The goal is to find no activity during the third visit.
- If only traps are placed instead of rodenticide, follow-up visits will likely be more frequent.

## Ongoing Service

New in 2025, we are offering a seasonal pest control plan for those who complete our three-visit mouse service plan. The plan includes a spring, summer, and fall exterior service for common household pests. Then, we come out in winter to inspect for mouse entry points and make repairs. You will be protected year-round against mice, ants, spiders, cockroaches, and other common household pests.



## What is Included with The Initial Mouse Service?

- First, we **connect with the customer**. This is when the customer shares their experience and expresses their needs and concerns. It is usually a brief introduction inside the home. We also ask the customer to show us where they are experiencing activity and where mice have been caught (if any).
- An **interior inspection** is performed to locate areas of activity. This helps with trap placement and finding entry points outside. If an attic inspection is performed, every effort will be made to prevent tracking dirt and insulation into the home. However, Lakewood Exterminating LLC will not be responsible if this occurs.
- An **exterior inspection** to locate potential wildlife entry points leading into the structure. This is usually done without the customer.
- Included is a **square foot area of “patchwork” repairs** at ground level to potential entry points on the structure's exterior. A “patchwork” repair includes repairs we can make with spray foam, Xcluder/ copper fabric, and clear sealant. We include as many holes as possible that fit into a square foot area. (This covers minor repairs that are easily accessible during the exterior inspection.) Repairs requiring a ladder, different materials, or repairs exceeding a square foot area are not included. We do not include repairs that require disassembling porch lattice/ crawling under porches/ decks. We do not include interior repairs.
- After the inspection and patchwork repair process, we will let you know what we repaired and what else should be done to mitigate the issue. **Customer education/ recommendations** are key benefits to working with us. During this process, we will discuss any factors contributing to the infestation. This can include vegetation touching the home, bird feeders, sanitation problems, and entry points needing repair. (We do not discuss repair recommendations with tenants.) We will include a price estimate if we can perform any additional repair recommendations. Recommendations are also listed in the invoice notes.
- Then, we **discuss control strategy** and answer any questions or concerns you have regarding traps and rodenticide use. This discussion and our inspection findings determine the combination of traps/ rodenticides we use in the next step and where to place them.

**Interior trap placement/ bait placement** to control mice indoors. (Bait means rodenticide.)

***Rodenticides are contained inside tamper-resistant bait stations/used in areas inaccessible to children & pets.***

Remember that the below combination of traps/ bait has been proven the most effective for our service protocol over many years of implementation. Our technicians will use their discretion to utilize the best control methods based on your circumstances. In other words, certain homes will require a different strategy. For example, using only traps in some homes is the best option.

**Traps:** In most instances, we secure snap traps inside cardboard Trap-rite boxes placed within the affected living space. This protects the traps from children and pets and allows for easy handling and removal of caught mice. It also minimizes contamination of the surfaces where mice are caught. Loose snap traps may also be placed inside in certain instances.

**Bait Stations:** These are placed in unfinished parts of the home (e.g., basement, attic). We put traps/ bait stations inside basements, mainly on the top of the foundation wall (box sill or in drop ceilings). Sometimes, bait stations may be utilized behind appliances or under the kitchen sink. If bait stations are needed in other parts of the living space, Tier 1 tamper-resistant bait stations are used.

**Soft Bait:** Applied to inaccessible areas of infestation (e.g., crawlspaces and un-walkable attics). They may also be placed into voids before being repaired outside.

**Important Statement Regarding the Scope of Mouse Service: *Lakewood Exterminating LLC makes no guarantee that the service will prevent damage caused by rodents or that the purchaser or any persons at the service location will not be bitten by rodents, experience unpleasant odors, see rodents or flies, or become infected by rodent-transmitted diseases.***

Watch our Mouse Control YouTube Video:

<https://youtu.be/7uWJfLzdn8>

General Mouse Control Recommendations:

- **Do not use bird feeders** or feed wildlife.
- Minimize low-lying vegetation/ground cover around the home.
- Do not store bird or grass seeds inside structures where mice can access them.
- **Do not leave pet food in dishes that are accessible to rodents.**
- Keep tree branches trimmed back at least 6 feet from the structure.
- Clean up fallen acorns and other tree nuts/ seeds outside (including in gutters)
- Do not store firewood or other similar belongings against the outside of a structure.
- Wipe down/ disinfect food preparation surfaces before use.
- Hire Lakewood Exterminating!

How to Prepare for Mouse Service:

- Clear access to the attic.
- Pull stored items away from the shared interior walls of attached garages.
- Secure pets. **Put dogs away** so they do not encounter our technicians.
- **Provide access under decks and porches.** If a lattice panel is not on hinges or easily unscrews, you might need to remove it.
- Pick up any dog feces around the foundation.
- Remove any potential food source for the mice. This includes food debris on the floor, food in garbage cans, grease around the stove, pet food in dishes, and bird seed outside.
- Remove any rodenticide already in place inside.
- Plan to have an adult present for all appointments.
- Clear snow, ice, and other obstructions. We cannot set ladders up to inspect if surface ice exists.





## Rodent-Proofing

**What's Included?** Each initial mouse control visit includes a square foot area of patchwork repairs along the foundation level of the home. (As many holes that fit into a square foot area.) If rats are determined to be entering from the exterior, the same amount of repairs are included.

**What is a Patchwork Repair?** *It includes spot repairs that can be made with clear sealant, spray foam, and Xcluder/stainless steel fabric.*

### What is Quoted Separately?

- Anything over a total of a square foot area or any repair requiring other materials is quoted separately.
- Also, any repair that requires an extension ladder (over ten feet) is quoted separately.
- We do not remove lattice from porch or deck panels unless they easily unscrew or are on hinges.
- **Interior repairs for mice:** These are not usually recommended for mice unless you live in an apartment or multifamily housing. We do the repairs outside to prevent further rodent entry into the structure. Blocking things off indoors can force mice into other areas- complicating trapping. Most people ask about sealing around kitchen cabinets. In most cases, this will not stop mice from entering the kitchen. We sometimes perform repairs inside the home at an additional fee for mice.
- **Interior Repairs for rats:** Rats often enter the structure from below ground, usually through open foundation blocks, drain lines, or openings in the basement floor. We will provide a quote or plumber referral for rat entry points inside.

**Additional Repair Recommendations:** We will document our recommended repairs. If practical, we will send photos of the areas or show them to you in person. If we can provide the repairs, we will provide a quote, and the cost will be listed on the invoice notes. Otherwise, we will provide our best recommendations or refer you to a different professional. Additional repair recommendations should be performed in conjunction with the service. This prevents the problem from continuing and helps prevent future wildlife problems. We recommend that you perform every repair, but we can itemize/ prioritize them.

### General Pricing Estimates for Extra Repair Work:

- A basic repair estimate is \$250 per hour of labor plus materials. Cost per hour increases if ladders or roof access is required.
- Screening vents start at \$120.
- Most extra rodent proofing takes approximately 2.5 hours of labor plus materials.



## Exterior Rodent Bait Stations

*This can be used as a stand-alone service or as part of the seasonal pest control plan.*

- Tier 1 Tamper-Resistant Rodent Bait Stations can be installed around the structure's perimeter (home/garage). This reduces the population of mice, rats, and voles foraging outside your home, but it does not guarantee that rodents will not be found on your property.
- In most instances, **four stations are placed around the foundation. Bait stations cost \$50 per station installed. The cost per visit to maintain the bait stations is \$50 for a home with four stations. Add \$10 per maintenance service for each additional station.**
- *We only use bait stations rated tier-one and tamper-resistant for children and pets.* Animals larger than a rat should be unable to access the bait in the stations. Chipmunks will be able to access the bait and may die from it. However, **we cannot sell the stations specifically to target chipmunks.** The bait is secured within the station on metal rods, and a concrete weight anchors the station. A unique key is required to open the station.

### Exterior Rodent Bait Station Service Intervals:

- A constant supply of bait is required to start controlling the population. We usually schedule a two-week follow-up to investigate how much bait is consumed. How much bait is missing from the stations determines how often we initially service them. Rats typically require more frequent visits at first. Nonetheless, we reduce the service intervals as quickly as possible while providing sufficient bait.
- **The regular maintenance service interval is every other month- skipping January and February. We put you on a route with nearby people who receive the same service. You do not need to be home during service.**
- Activity levels are mentioned in the invoice notes. Naturally, there will be less activity from November to April. Activity in the stations tends to be higher as the year progresses. We recommend keeping the stations year-round.
- **Either party can cancel with written notice at any time. Upon cancellation, we will pick up the stations at the next scheduled service at no charge.** Please do not relocate stations without us knowing. **We only provide this service within our service area (see map).**

## Sanitation Service and Feces Cleanup

This service is offered from November through March. We use disinfectants, odor removal/ encapsulation products, and specialized HEPA Filter vacuums. We charge an hourly rate for sanitation services. Some larger sanitation jobs require a bio-remediation company like Serve-Pro.

*Note: Follow the CDC recommendations if you clean up after rodents yourself.*

General clean-up recommendations include applying a bleach solution or disinfectant to the contaminated area. Let it sit for about 15 minutes. Then, manually remove it with a dustpan or wipes. Only use a vacuum if the filter is labeled for use with animal contamination. Also, remember that mice urinate microdroplets. If mice are inside your living space, regularly disinfect food-contact surfaces like countertops and tables.