



## Service Guide 2026

Please review all general information at the beginning of this guide and the section related to your specific pest.

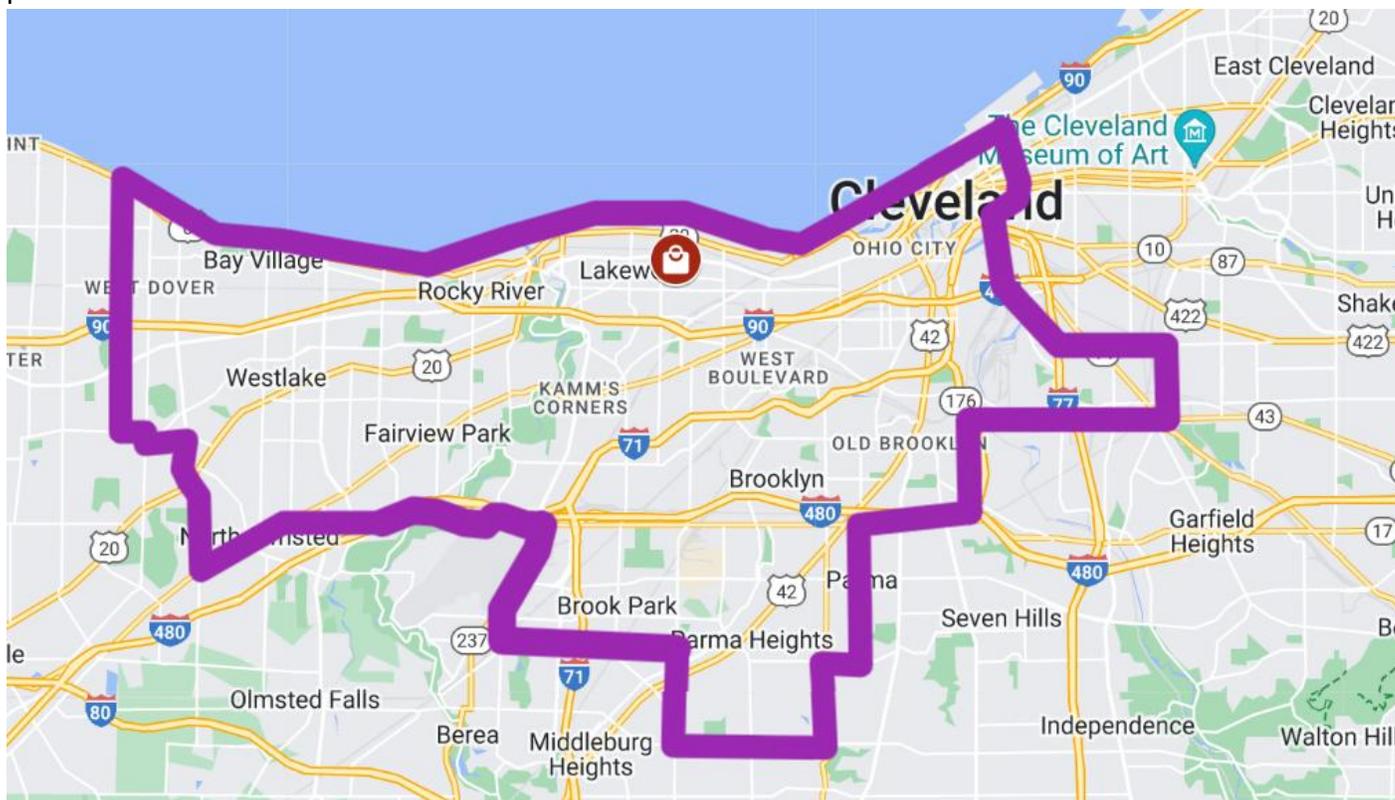
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*The listed pricing is intended for single-family homes under 4000 square feet- within the service area. All services are subject to sales tax.*

**Service Area:** Our service area is inside the purple line. We serve homes outside of this line. However, a “trip charge” will be applied to cover longer drive times. We do not service homes over 35 minutes away. During the busy April-October season, we might be unable to service homes outside the purple line.

**Out-of-Area “Trip Charge”:** For locations outside the purple line (up to 35 minutes from the office), a \$50 “trip charge” applies to single services and non-warranted follow-up visits. Add \$100 for multi-visit service plans.



**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.

## 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, additional visits can be purchased during 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 15 minutes for unavailable customers before counting the visit as a missed appointment.

**Warranty Service/ Service Period:** Most of our pest control services include a warranty or offer half-price follow-up services within 60 days. **Please allow two weeks to achieve control before requesting follow-up service (one week for ants).**

- Most pesticides have a residual, which means they keep working after they dry. Most pesticides keep working for approximately 20 days. Some of our products cannot be reapplied for 2-4 weeks. Please give the products some time to work!
- Pests also have a lifecycle, which means it can take time to see results. For example, sprays don't kill newly laid bed bug eggs. Likewise, flea pupae are immune to most pesticides. Social insect colonies such as ants and yellowjackets typically take about 2 weeks to collapse.
- If ants go away after the treatment, but return within the warranty period, please allow 3-5 days before requesting a follow-up. The new ants often encounter the previously applied product and dissipate within a few days. If we have left you with a bait station, please place it where you see activity.

Different pests are active at different times of the year, and pesticide applications only last for a limited period. 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.**

## Preparation For Service:

- For any insecticide application, plan to keep children and pets out of the treatment area until the products have dried/ settled out of the air. Depending on the application, this can take 45 minutes to 4 hours.
- Please secure dogs so they cannot physically contact our technicians.
- 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.
- **Please follow all customer preparation guidelines and instructions. For more details, see the section related to your service.**

## 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 any other occupants have consulted a medical doctor or other healthcare provider regarding the 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.**

## Invoicing and Payment Options:

- After completing the service, we will return to our vehicle to write up your invoice. Here, you will find information including our on-site time, weather conditions for exterior pesticide applications, inspection findings, materials 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 a 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 provide a card on file during scheduling. **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 issue an invoice, payment is due within 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 \$30.
- 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 \$125.
- 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 treatment times are generally 8:15 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.

## Outdoor Spray Season

Exterior Insecticide Treatments are performed from March through November, weather permitting. At all other times, an interior treatment will be applied for most common household pests.

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

Many problems can be diagnosed by phone or email at no cost. If you are unsure which service your issue falls under, please email photos to support@lakewoodexterminating.com. Our owner also provides phone consultations upon request. Please contact us via 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 fee plus tax. 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 linked to exterior entry points on the structure. We focus on repairing all potential entry points outside the house and then applying control measures to eliminate any mice remaining 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 the default for property management work orders- unless the 3-visit plan is specifically requested.

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

- **240\$ 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:*

- **460\$ 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 approximately two weeks after the first. This should be long enough to control all the mice that were initially inside. (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 determine whether mice are still getting in or whether all the necessary mouse-proofing repairs have been 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.

*Watch our Mouse Control YouTube Video:*

<https://youtu.be/7uWJfLzdz8>



## 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 they have caught mice (if any).
- An **interior inspection** is performed to locate areas of activity. This helps with trap placement and the identification of external entry points. If an attic inspection is performed, every effort will be made to prevent dirt and insulation from tracking 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 using spray foam, Xcluder/copper fabric, and clear sealant. We include as many holes that fit into a square foot area. (This covers minor repairs that are easily accessible during the exterior inspection.) **Repairs requiring a ladder, using different materials, or exceeding a square foot are not included. We do not include repairs that require disassembling porch lattice/ crawling under porches/ decks. We do not include interior repairs. Entering confined spaces is not included.**
- 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 issues, and entry points in need of 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 combination of traps/ bait below has been proven to be the most effective for our service protocol over many years of implementation. Our technicians will use their discretion to select the most appropriate 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 place traps/bait stations in basements, primarily on top of the foundation wall (sill plate) or in drop ceilings. Sometimes, bait stations may be utilized behind appliances or under the kitchen sink. If bait stations are needed elsewhere in the living space, Tier 1 tamper-resistant bait stations are used.  
**Soft Bait:** Applied to inaccessible areas of infestation (e.g., crawlspaces and unwalkable 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.*

#### 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 the dogs away so they do not encounter our technicians.
- Provide access under decks and porches. If a lattice panel is not on hinges or cannot be easily unscrewed, 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 up ladders to inspect, if surface ice exists.



**Norway Rat**

## ***Rat Control Service***

**To successfully control rat infestations, the customer must remove the rats' food source.**

### **Contributing Factors to Problematic Rat Infestations:**

- **A rat that has been in the structure for a prolonged period.** A rat familiar with its territory is less likely to approach unfamiliar objects, such as traps. Also, if it has been in the structure for an extended period, it has a reliable food source.
- **A rat that has gotten hold of food.** Rats cache food like squirrels store acorns. If this has occurred, the rats will likely avoid traps until their food reserves are depleted or they become hungry.
- **A rat with available food.** If bird feeders are not removed outside, rats will likely feed off them instead of entering our bait stations. If pet food is not secured inside, rats are unlikely to stick their heads in a snap trap. This goes for any food source or potential food source. More on this later.
- **A rat that has set off traps.** Rats become trap-shy if they set off a trap but are not caught. This is true for a rat that got caught on a glue board. Rats that have set off traps are unlikely to interact with items that look and smell similar.

**\*Rat removal often takes longer in any of the above situations.**

### ***Three-Visit Rat Trapping Service:***

- **\$500 plus tax. (Out of Service Area +100\$) (Additional Living Units +100\$ per unit)**
- **90-day conditional warranty from date of initial service.**
- Includes an initial inspection for entry points and placement of around 25 snap traps.
- If it is determined that the rats are entering from a hole in the exterior foundation, we include the same square foot of patchwork repairs as we do for mice.
- Interior repairs are quoted separately. A plumber may be required to make the repairs.
- Includes a second visit to remove the caught rat.
- The final visit is left until there is no current rat activity. This is usually another week.
- In most cases, only one rat is in the home. You will be notified during the initial visit if multiple rats need to be removed. This will incur additional visit fees.
- If you are not quoted for extra visits, we will provide free removal of additionally caught rats for homes with a warranty.
- Includes free visits if traps need to be adjusted or the control strategy changed.
- We cannot promise manual removal of injured or sick rats.
- A floating follow-up is scheduled one week after the first service. If no rat activity is reported, the home is reinspected.
- It is the customer's responsibility to check the traps and report activity. Traps remain the property of Lakewood Exterminating LLC. **Do not handle the traps or rats.**

***Watch our Rat Control YouTube Video: <https://youtu.be/nKFe1xRuKHU?si=Pt9iDLbZvlz55DUO>***

***Important Statement Regarding the Scope of Rat 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."***

## Rat Preparation Guidelines:

- Confirm that you are dealing with a rat. Rat droppings are the size of a tic-tac. Mouse droppings are the size of a rice kernel.
- Call to secure service at the first sighting of a rat. The longer it is delayed, the more difficult it becomes to trap. "Trying to do a few things yourself first" can significantly complicate the efficacy of our service.
- Secure any potential food source. This includes birdseed, tree nuts, and food placed outdoors to feed other mammals. Inside, there can be many things. Dog food left in dishes is the most common source of food. Food waste in garbage cans, bread and produce left on counters, bags of chips, granola bars, and candy are other examples of food that must be removed/ secured.
- Limit water. Rats need at least half an ounce of water daily to survive, so do not leave dishes in the sink, pet water bowls, or wet rags and sponges out.
- Call a plumber if needed. Check the basement drains and drainpipes. Call a plumber if there is a hole in them or the floor around them. In most cases, rats enter the home through the sewer.
- Make sure there are no dry drain traps, including toilets.
- Remove any traps, rodenticides, and glue boards. If a rat has consumed rodenticide before service, it is unlikely to become caught in a trap.
- Do not disturb the area. Rats are neophobic, which means they fear new objects. Cleanup and removal of belongings are best left for after the trapping.
- Plan to keep children and pets out of the trapping area. Rat snap traps are large and can injure people and pets. We usually set all our traps in the basement or crawlspace. Lakewood Exterminating is not responsible for children and pets that enter the serviced area.
- Look under the dishwasher, stove, and refrigerator for food that the rat has stored. Remove any food cache found.

## Information to Tell Your Technician

- How long has the rat been inside of the home? Do you have dogs? Do you leave any pet food out, or do the pets consume the pet food all at once? Do you leave food waste in the trash overnight or when you leave the home? Where has the rat been spotted? Have you set traps yet? If so, what kind and where? Did the rat set off any traps without being caught?

## Rat Service Warranty Terms:

**We do not warranty the service if two or more of the following three things are accurate.**

1. The rat has been in the home for over two weeks.
  2. Pet food or other food is or has been left out. (If the rat has had access to food.)
  3. It has set off traps.
  4. We do not warranty the service if there are unresolved plumbing issues or other entry points. In other words, if the recommended repairs are not completed by the time we remove the traps, you will not receive a warranty.
- The warranty becomes void if rats access food inside after the initial visit.
  - In these instances, extra visits cost one-third of the initial service within 90 days of the first service.

## Rodent-Proofing

**What's Included?** Each initial mouse control visit includes a square-foot area of patchwork repairs along the home's foundation. (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 is 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 off areas 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 for an additional fee due to 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 noted on the invoice. 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 performing all repairs, 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.
- Most extra rodent proofing takes approximately 1.5- 3 hours of labor plus materials.

## Exterior Rodent Bait Stations

- 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 to maintain the bait stations is \$45 per visit 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 may access the bait and 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 typically schedule a two-week follow-up to assess bait consumption. The amount of bait 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 at the stations tends to increase 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 mainly offered from November through March. We use disinfectants, odor-removal and 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.*

## Cockroach Control Service

### Two-Treatment Cockroach Service Plan:

- **350\$ plus tax (Out of Service Area +100\$) (Additional Living Units +100\$ per unit)**
- **90-day conditional warranty from date of initial service.**
- **Customers may sign up for Seasonal Pest Maintenance for ongoing coverage.**
- **For the first visit, vacate the home for 2-3 hours or until the spray has dried.**
- **Whether to vacate for the second treatment will be determined during the initial service.**
- **The second visit is generally 3-5 weeks after the first visit.**
- **We ask that you give each treatment 3 weeks to judge the results. Established populations can take a month to get 90% control.**
- **The warranty is dependent on sanitation issues. Failure to follow the preparation guidelines voids the warranty. The customer will be notified if sanitation issues are found during the initial visit. In this case, the customer can switch to a one-time service. If they keep the two-visit plan, follow-ups are half-price for additional retreatments (visits beyond the 2nd) within those 90 days. Pictures of the sanitation issues are taken and attached to the invoice.**

### 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 being constrained by occupants.
- The home must be vacated for the initial visit if choosing the two-visit plan.

## 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 to 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.), at the ceiling-wall junction, and around door and window frames. Again, we focus on treating crevices rather than surfaces.  
We cannot move refrigerators with water lines attached or gas stoves. However, we can attempt to pull out appliances that pose 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, modems, gaming consoles, behind wall art, 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, both common in cockroaches. The technician determines the products we use, and we do not guarantee the use of any specific product.

### Liquid Residual Pesticide Application

While we cannot guarantee the use of any specific product, our **default spray mixture is a tank mix of Alpine WSG 30 grams per gallon and Tekko Trio 1 ounce per gallon.** *Other products are used when ongoing treatments are required.*

Liquid residual pesticide spray applications are used as the primary means of control. It is used in areas allowed by the Label. We focus on applying control products into crevices rather than treating only surfaces. Areas that cannot be sprayed are baited.

## Gel Bait

Baits should not be applied where over-the-counter sprays have recently been used or where they may come into contact with household cleaners. Doing so will likely reduce the bait's palatability and consumption.

Vendetta Nitro is our bait of choice. Gel bait is applied behind objects attached to walls, such as pictures, paintings, smoke detectors, and posters. Other areas include modems, video game consoles, TVs, knife blocks, coffee makers, stoves, microwaves, and other small appliances; under the front lip of countertops and refrigerators; inside cabinet bases; cabinet door hinges; corners; and anywhere feces and roaches are found that cannot be sprayed.

## Insect Monitoring Strips

These help manually remove cockroaches and monitor for new activity. Approximately 2-6 strips are placed in suspected hotspots of the home. Good locations are the sink/countertop area, around the fridge/stove, by the microwave, and in the sink cabinet base. Active traps are replaced at each service.

## Other Less Commonly Used Products

- **Gentrol Point Source** can be applied behind refrigerators or under the sink in cabinet bases. It emits an insect growth regulator vapor that controls juvenile life stages and disrupts adult wing development.
- **Dry flowable baits** can be applied to crevices where other products would not reach.
- **Dust** may be necessary for severe infestations, nagging problems, recurring infestations, or where a longer residual is required. It should be used only when there is no risk of occupants breathing in airborne dust (45-minute reentry time). We use Alpine Dust, Nibor D, or Cimexa Dust.

When the electric outlet and light switch covers do not sit flush with the wall, cockroaches will inhabit them. Sometimes, bait can be used. Otherwise, we remove the covers and dust into the wall void. We do not dust in the electric box itself.

Dust can be applied to crevices around cabinets and dishwashers. And where pipes go into walls, under sinks, under baseboards, and into window and door frames.

## 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 up afterward.

## German Cockroach Preparation Guidelines:

### Sharable link:

<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 reoccupying the area.**
- 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.

## *Bed Bug Control Service*

### *Bed Bug Inspection:*

All services begin with an inspection visit. This is to confirm the presence of bed bugs, assess the level of infestation, identify which rooms are affected, and provide a price quote with personalized preparation guidelines. **A non-refundable fee of \$80 plus tax applies to inspect single-family homes. Additional units can be added for \$50 each. Add \$50 for inspections outside our service area.**

**Live bed bugs must be found before treatment can be scheduled.** If you have seen live bed bugs, please save them in a Ziploc bag. You can also take a video showing the room with the bug moving. Or use a picture with location enabled on the file. That way, if we do not find any live bed bugs during the inspection, you will have evidence to support treatment. The same goes for any retreatment request.

### *Bed Bug Service Plan:*

#### **60-Day Service Agreement**

- Pricing is based on location, the level of infestation, the likelihood of re-infestation, and the number and condition of beds/rooms affected.
- Our base price is **\$600** plus tax. This covers the living space and up to one bedroom.
- The base price is **\$850** plus tax when **two bedrooms** are affected. Prices increase with the extent of the infestation.
- Prices also increase when homes are cluttered or have high populations (over 50 bed bugs) and if more than one bed is in a bedroom.

#### **Vacuuming Add-On:**

- Specialized HEPA filter vacuums are used to remove visible bed bugs manually.
- **Focused vacuuming can be added to any service for \$100 per half-hour of vacuuming, billed at a minimum of \$100.**
- This is for the removal of live/dead bed bugs only.
- Recommended when over 20 bed bugs are found.
- We may add this to the service when deemed beneficial.

#### **Bed Bug Follow-Up Service:**

Schedule a follow-up inspection approximately two weeks after the initial treatment. If live bed bugs are found, we will spot-treat the affected areas and repeat the inspection in two weeks. We will not return to the site if no live bed bugs are found during an inspection. If you find a live bed bug, you have the remainder of the service agreement period to request a reinspection/ treatment. Save specimens in a Ziploc bag or take a picture/ video. We cannot provide retreatments based on bites alone or reported sightings of bed bugs. A live bed bug must be found by the technician or presented as a saved specimen to allow for retreatments.

The initial service and the follow-up inspection are usually all that is required. When a bed bug issue persists for over 3 weeks, it is typically due to reintroduction or a pesticide-resistant strain. Our service reports are detailed. They include what we did and what we found. In addition, reports include customer cooperation, obstacles preventing control, and surrounding units. We encourage you to follow these instructions and any other recommendations for the 60-day service agreement.

If bed bugs are known to be present during any follow-up, please follow the preparation guidelines and be prepared to vacate the areas requiring treatment.

## Products Used In Our Bed Bug Protocol:

We do not guarantee the use of any specific product, technique, or material unless specified in your service agreement. Crossfire is our main control product for bed bugs. Mattress encasements are often included to minimize hiding spots on the bed and make it easier to inspect and detect bed bugs. ActiveGuard liners can help prevent bed bug infestations from recurring. Other products, such as Alpine WSG, Temprid FX, Transport GHP, Alpine Flea and Bed Bug Aerosol, Phantom, Ridesco WG, Apprehend, and Cimexa, may also be utilized. Sen-Sci bed bug traps may be employed in vacant rooms/ homes. The pesticide record is attached to all invoices. That way, you know what was applied and where.

## Bed Bug Treatment Details:

Pesticides are applied according to the Label. Where bed bugs are found also determines what areas of the home will be treated. In most cases, the kitchen, dining room, spare rooms, and basements do not require treatment. The main treatment areas will be the primary resting spots for bed bugs. This is generally within 6 feet of the bed, couch, recliners, and other resting locations. Most bed bugs will be confined to the bed, sofas, and chairs. In some cases, bed bugs can reside in secondary infestation areas. Examples include the folds of curtains, drawer joints, electrical receptacles, under loose wallpaper, behind wall hangings, wood paneling, ceiling-wall junctions, and door and window frames.

We cannot treat many belongings and household items. This is why following the preparation guidelines included in this guide is so important. The treatment is intended for the furniture and the rooms themselves. The preparation guidelines help cover everything else.

**For Terms of Service, See Your Signed Service Agreement.**

## Rental Units with Bed Bugs:

### Tenants

- Notify the landlord of any potential bed bug infestation within 72 hours. Lakewood tenants can use this link as a template. [BedBugTenantLandlordLetter.pdf](#)
- In many cases, your landlord already contracts with a pest control company.
- If live bed bugs are found, we also require that any adjacent units undergo a pest inspection. This includes dwelling units across the hall, directly above, below, and on each side of your unit.
- Even if you live in a single-family home, we require permission from the landlord to treat. **Renters cannot schedule service without the landlord's consent.**
- The tenant must grant the owner, owner's agent, or contractors reasonable access to the property.

### Landlord

The landlord should schedule the inspection. If multiple units need to be inspected, the landlord should coordinate access to all necessary units. See Section 1306.34 of the [City of Lakewood's Property Maintenance Code](#).

Landlord responsibilities include:

- Preventing and exterminating infestations of bed bugs.
- Notifying contiguous units of a bed bug infestation in writing within 72 hours.
- Use a licensed pesticide applicator if the structure has four or more units.

For rentals in Lakewood with tenant/ landlord disputes, [Call our friends at Lakewood Alive: \(216\) 521-0655](#). Other disputes can be handled through the [Cuyahoga Board of Health Bed Bug Task Force](#).

## IMPORTANT NOTICE:

Lakewood Exterminating LLC makes no guarantees, expressed or implied. Pesticides are designed to kill or control pests. Pesticides, to be effective, are toxic to plants and animals and vary in the range of toxicity to humans. Your risk of harm depends upon your degree of exposure and your susceptibility. Take precautions when a pesticide treatment has been performed to avoid exposure to vulnerable individuals. Pesticides may be harmful if swallowed, inhaled, or absorbed through the skin. Avoid breathing dust, spray mist, and any unnecessary contact with treated surfaces. Specific health and safety information varies between pesticides and is available on the product label or MSDS, which will be supplied to you upon request from the licensed applicator. We also include the pesticide record on all invoices. In case of a health emergency, seek immediate medical attention.

Questions? Email [support@lakewoodexterminating.com](mailto:support@lakewoodexterminating.com) or Call (216) 466-2486.

## Bed Bug Preparation Guidelines: **Sharable link below:**

<https://www.lakewoodexterminating.com/wp-content/uploads/2025/02/bed-bug-prep-sheet-2025.pdf>

Preparation is not usually required in unoccupied rooms/ rooms where bed bugs have not been found. This includes spare bedrooms, dining rooms, offices, and the kitchen.

We will provide more personalized preparation recommendations during the inspection process. Contact us with questions.

- Discontinue applying pest control products.
- Remove any dust formulations of pesticides from surfaces.
- Remove plastic mattress coverings and torn encasements.

We cannot treat personal items, plush toys, or clothing. So please follow the guidelines below.

### Belongings

- To get rid of bed bugs, clean and remove clutter.
- Dispose of any unnecessary belongings in infested rooms. **Concentrate on areas within 6 feet of your resting areas (where you sit or sleep) and where bed bugs have been found.**
- Bag up or place other loose items that you are keeping in plastic storage totes. Do not relocate items from infested rooms into different areas of the home. In most cases, you'll be instructed to put the items back in their place as soon as possible after the treatment. That way, if the items have bed bugs, they'll contact the control products while fresh. If we feel that we will have to re-treat during the second visit, we will ask you to remain "packed up" until after the follow-up treatments are performed.

### Furniture

- **If you are disposing of beds or living room furniture, please do so before the initial service and have the new furniture in place for us to treat.**
- We can treat most furniture without you having to dispose of it. We sometimes recommend that highly infested furniture be disposed of. Follow your city's refuse laws for disposing of infested furniture.
- Take clothing and other belongings out of all drawers, nightstands, tables, closets, wardrobes, and similar storage areas within 6 feet of the bed or any other resting area. We cannot treat this type of furniture unless it is cleared. Use the instructions above for non-clothing items removed from this type of furniture. Depending on the level of infestation, it might not be necessary to clear out certain dressers or closets. We will instruct you on what furniture must be cleared during inspection. Although, if you take the time to clear it, we will take the time to treat it.

## Clothing

- Wash all loose clothing, bedding, and **curtains** in infested rooms.
- For potentially infested clothing, bag it up and place it directly in the washing machine. Dispose of the garbage bags used to move the clothing to the washing machine. If you move multiple bags of clothing and the bags are going to sit before being washed, tape the tops of the bags shut.
- Launder clothing/ bedding/ curtains in hot water and place into a dryer on the highest heat setting for a minimum of 30 minutes. The dryer must be capable of reaching temperatures greater than 104° F to kill all stages and must not be loaded to more than 50% capacity.
- Place all laundered items from the dryer directly into plastic bags and seal tightly.
- Any loose clothing (garments found outside a dresser or under the bed) must be bagged and laundered per the laundry directions above.
- Remove drapery from rooms, bag it, and immediately launder it. Alternatively, drapery may be vacuumed and treated with steam while hanging in the infested room. Hang it back in its original position before the initial service.
- Items that cannot be washed but can be dried in the dryer should be placed in the dryer on the highest temperature setting for a minimum of 30 minutes.
- Any items that cannot be laundered in a home washing machine or dryer should be professionally laundered (dry cleaned).
- Articles under the beds provide an ideal place for bedbugs to hide. All clothing or garments must be laundered and bagged. Larger items stored under the bed should not be moved as bedbugs may be relocated into other areas of the structure.
- Ensure that all bags of freshly laundered items are tightly sealed. We recommend keeping them out of the treatment rooms until after the treatment(s) have been performed. In most cases, you can place laundered clothing back in its original place once the treatment has dried. We will instruct you if this is not the case.

## Cleaning

- Do a general cleaning of the rooms that are to be treated. The room should be empty of all clothing and plush items.
- Make space so we can flip the mattress/ boxspring off the frame.
- Vacuum the floor extensively. Remove the vacuum bag immediately and discard it in an exterior garbage receptacle.

## Pets and Vacating

- **You and your pets must vacate the premises during the service and not re-enter until at least 4 hours after treatment.**
- Fish aquariums may be left on site. However, they should be covered, and air filters must be disconnected. Persons with underlying health conditions should consult their family physician if they have concerns regarding re-entry time.



## Bed Bug Post Treatment Instructions:

- When you return home, ensure all treated surfaces are COMPLETELY DRY before re-entry. If surfaces are not completely dry, leave for an extra 2 hours.
- If an offensive odor remains, ventilate thoroughly and leave for an additional 2 hours before attempting re-entry.
- **Sleep in the treated beds as soon as possible and reoccupy other infested rooms, such as the living room.** Bed bugs need their host (people to feed on) to be present. Otherwise, they will remain dormant and not move through the freshly applied, active pest control products.
- **It is expected to find a few straggler bed bugs within a week after the initial treatment. If you find any live bed bugs after one week, take a picture or save them in a Ziploc bag. This will allow us to retreat if no live bugs are found during a reinspection.**
- **Wash your bedding within five days of the initial treatment.** This is important. Sometimes, bed bugs move to untreated areas. This includes blankets, sheets, and pillowcases.
- We recommend regular bedding changes no more than once every two weeks.
- If you use dust covers or mattress pads, please do not reinstall them until after the follow-up inspection. Unnecessary bedding layers can provide untreated areas for bed bugs to hide.
- Do not introduce any new or used furniture or other potentially infested items not previously in the unit.
- Prevent re-introducing bed bugs by eliminating places and people that could have them.
- Do not apply your own pest control products during the service agreement.

## Disposing Of Household Items When Bed Bugs Are Present:

In most cases, we do NOT recommend throwing away mattresses, box springs, or furniture, as these items can be inspected and treated successfully. When deciding what works for you, the cost of replacing beds and other furniture is something to consider. Replacing these items alone will not solve a bed bug problem. The decision to replace beds or furniture often depends on their condition and level of infestation within these items, your comfort, and whether you can afford a replacement.

It is recommended that high-quality bed bug mattress encasements be installed. Once treated and covered by a high-quality bed bug mattress encasement, the need to discard the mattress or boxspring is often eliminated. The encasements further reduce the likelihood that bed bugs will continue to live upon the mattress and boxspring. Bed bug-proof mattress encasements are widely available in stores and can be purchased from your pest professional.

Do not use homemade or non-bed bug-proof encasements to cover your mattress or box spring. The pest professional will remove such encasements during treatment.

If you throw out your furniture, deface or otherwise damage furniture items so others will not use them. Mattresses should be slashed or otherwise damaged to make them unusable by others. Do not discard infested mattresses, furniture, clothing, or other items without properly wrapping them. Do not leave these items in common areas of the building (hallway, lobby, etc.). Follow building or municipal rules regarding disposing of infested items.

## *Flea Control Service*

### *Interior Flea Control Service Plan:*

- \$350 Plus tax.
- 60-day warranty, dependent on following the preparation guidelines.
- Includes two visits 10-14 days apart.

### *Interior One-Time Flea Control Visit:*

- 200\$ Plus tax.
- Used for vacant houses or homes that have not correctly followed the preparation guidelines.
- Call as needed for follow-up visits.

### Add-On Services For Flea Control:

- Exterior Treatment- 100\$ plus tax per treatment. (up to 3000 Square Feet)
- Vacuuming is billed at 100\$ plus tax per half hour- with a 100\$ minimum.
- Additional Units- 100\$ per additional living unit within the same location.
- Out of Service Area- 100\$ extra for the 2-visit plan, 50\$ for a single visit.

### Treating Vacant Homes For Fleas:

- There is no warranty on vacant homes for fleas. We only schedule one-time visits. Follow-ups are performed upon customer request. To hasten the control process, we recommend frequent vacuuming, playing a boom box, and setting flea traps.

**We do not service homes with all hardwood/ vinyl floors.**

### The Flea Lifecycle and Timeline for Control:

Fleas undergo a complete metamorphosis, meaning they have eggs, larvae, pupae, and adults. It is essential to take steps to target each life stage. Vacuuming carpets and rugs before treatment opens the carpet fibers, allowing the pesticide to reach the eggs more effectively. Vacuuming also helps to remove the eggs and larvae. Our spray mix uses insect growth regulators to target the larvae stage. The pupae will be immune to any pesticide application. The primary benefit of vacuuming post-treatment is that it facilitates pupae-to-adult transition, accelerating the control process.

- ***It is expected to see fleas emerging from pupal cocoons for 7 to 28 days post-treatment, depending on environmental conditions.***
- ***A second treatment is recommended for pupae that emerge into adults after the initial service.***



## The Flea Control Process:

### 1. Confirmation of flea infestation:

The first step is to confirm whether fleas are inside the home or on pets. We ask for evidence from flea traps, flea combs used on animals, or confirmation from a pet groomer or veterinarian. You can pull up white socks or wear a Tyvek suit or pants and walk around to pick some up. If they are in the home, they should jump onto your legs. Fleas should also be visible in pet resting areas with a strong flashlight. Without evidence, technicians may suspend service until proof is provided. We cannot treat based solely on bites. Flea bites usually occur on the feet, legs, and ankles.

### 2. Confirmation that the flea preparation guidelines have been completed:

Have the pets been professionally groomed or treated by a veterinarian? Have the carpets and rugs been vacuumed recently to open the fibers and improve pesticide penetration? Have all the hard surfaces been cleaned? This includes the basement floors. Has pet bedding been washed or disposed of? Is it clean under the couch cushions?

*If the preparation guidelines are not adequately followed, we can only provide the "One-Time Service Option."*

### 3. An inspection to help locate the source of the fleas:

The source could be a visiting pet, a pet that died recently, or a previous tenant.

In other cases, another infested animal is on the property. Flea hosts are dogs, cats, rats, rabbits, mice, squirrels, chipmunks, raccoons, opossums, foxes, and chickens.

Consider stray animals. Is anyone feeding feral cats or wildlife? Skunks, groundhogs, or opossums could live under decks, sheds, or porches. Raccoons could live in the chimney. Missing chimney caps and dug-out areas around structures indicate that alternative hosts may be present on the premises. Feeding any animals outside could draw flea-infested wildlife onto the property.

Fleas can also be carried on shoes, pants, and blankets from infested areas. No animals need to be present.

*If flea-infested feral animals or wildlife are on the property, they must be treated or removed in conjunction with the service, or the warranty will become void.*

### 4. Interior Flea Treatment:

The home must be vacated until the spray has dried, which takes approximately 3-4 hours.

- **Products:** Alpine Flea and Bed Bug Aerosol, 10 grams per gallon of Alpine WSG tank mixed with 1 ounce per gallon of Tekko IGR. We often rotate to 0.5-1 ounce per Gallon of Onslaught tank-mixed with Tekko IGR, especially in basements/crawl spaces. (\*Other products may be utilized.)
- **Treatment Areas:** Infested areas or potentially infested areas, including rugs, carpets, upholstered furniture, pet beds, pet resting areas, room edges/ under baseboards, cracks in floorboards, floors, elevated areas frequented by cats, and around and under beds and other furniture or other stored items.

### 5. Exterior Flea Treatment: (Additional Cost)

Do not enter until the spray has dried. Lawn posting signs will be placed at entry points. They must remain in place for 24 hours following lawn application.

- **Products:** We use granular insecticides or Onslaught mixed with an IGR.
- **Treatment Locations:** Yards, porches, patios, or other habitation areas for fleas, especially areas that pets frequent. We pay particular attention to shaded areas with low protective covering, such as under bushes, decks, lawn furniture, lawn ornaments, and other landscape materials. We apply products to pet entry areas such as steps, stoops, and other areas where pets rest or sit for extended periods. Other treatment areas include shaded areas, under porches and decks, dog runs/ fence lines, kennels, dog houses, shelters, garages, and areas that could house other mammals (wildlife).

## 6. Removal of Flea Infested Animals: (Not Included)

An inspection will be performed, and recommendations will be provided to remove potential flea hosts from your property.

For example, if feral cats are a source and they frequent a garage, the customer may keep the garage closed to prevent access. Other examples include removing skunks under the porch or groundhogs under the shed. You may require a mouse treatment for your basement. Bird feeders could be attracting chipmunks or rats. Some people put peanuts out for squirrels or corn for deer. Look out for raccoons or other animals living in your chimney. All these situations should be addressed in conjunction with the flea service.

## 7. Flea Post-Treatment Instructions:

- The key to success is to vacuum every other day for 10 days after the initial treatment and before the second service. This stimulates the pupae to emerge into adults and helps move inactive adults through our pesticide application.
- You will want to be active in the infested areas and not vacate them between services.
- Flea traps are recommended to help collect fleas and monitor areas of activity. These can be relocated periodically to help identify problem areas, enabling a more targeted approach during the follow-up visit.
- We recommend limiting pet access to certain areas. For example, keep them out of unnecessary areas, such as the basement and bedrooms. Have them rest on a pet bed rather than the couch or other places of their choosing.

## 8. Follow-Up Flea Treatments:

A retreatment should be performed based on the flea's lifecycle. This should be scheduled during the initial service. Ideally, it should take place 10-20 days following. We shoot for a two-week follow-up. Follow the preparation guidelines for any follow-up visit.

**If more than two treatments are requested, there must be current proof of flea activity.**



## Flea Preparation Guidelines

### Sharable Link:

<https://www.lakewoodexterminating.com/wp-content/uploads/2025/02/flea-prepsheet-2025.pdf>

We've provided a flea treatment preparation checklist to help maximize your treatment's effectiveness. ***These items must be carried out to receive a warranty.***

- **Clear all carpeted floors**, including closets (if possible), of boxes, clothing, and any other items that will prevent the application of our products.
- **Wash** (in hot water) or destroy **all pet bedding**.
- **Mop wood, tile, and vinyl floors**. We suggest cleaning and mopping with a Murphy's oil soap-type product. It is beneficial to finish hardwood floors with floor wax. This coats the seams to cover eggs, larvae, and pupae.
- **If the basement floor is being treated, it must be cleaned**. This includes vacuuming and mopping. A dehumidifier should be running in the affected area.
- Thoroughly vacuum all carpeting and rugs as close to the treatment time as possible. This opens the carpet fibers for the spray to penetrate.
- Carefully **vacuum pet resting areas**- including windowsills, appliance tops, under furniture, and draperies. Concentrate your efforts in areas where pets sit and rest.
- **Clean underneath the couch and chair cushions**.
- Immediately after vacuuming, **empty the vacuum cleaner's contents into a sealed plastic bag**. Then, dispose of this container in an exterior trash receptacle.
- If an exterior treatment is provided, **remove loose items from the yard** and **cut the grass** before the treatment.
- Before exterior treatments, **water the treatment area (if dry)** to bring flea larvae to the surface. Keep in mind that we only treat shaded areas of the yard.
- **Remove pets from the home** (before application).
- Before our arrival, store or **cover all pet food containers and bowls**.
- Also, **cover fish tanks** with a damp towel. Unplug aquarium filters and aerators before arrival.
- Arrange to have dogs, cats, and other flea-infested **pets professionally treated by your veterinarian** or groomer before or during the time of service.
- Be prepared to **vacate the dwelling during service and for about 4 hours following** service. This will give the necessary time for the products to dry.
- **After the treatment, please continue to vacuum** all recommended areas every other day for 10 days after the service.
- If there are known **wildlife issues** on the property, we ask that they are properly dealt with before controlling fleas.
- **Remove bird feeders/ stop feeding animals** outside.

Written recommendations will be provided on your invoice. Please follow these so that we can warranty the service.

**\*For General Insect Pest Treatments, the Outdoor Spray Season is March-November.**

## **Quarterly Pest Control Plan**

**Starting at 116\$ plus tax per service**

**These are exterior treatments unless the client has an active pest infestation inside and requests an interior treatment in advance. Otherwise, the client does not need to be home for the scheduled service.**

**Timing of the Four Services:** The customer receives four scheduled services during the outdoor spray season\*. We schedule services at 2-month intervals, varying from 7- 10 weeks apart.

Depending on the weather, we begin in March. So, your first application will be between then and May. The second round of spraying will be between May and July. The third round will be between July and September. The final round will be between September and November.

Like the spring service, the fall treatment will be weather-dependent. We may adjust the timing of your fall treatment by up to two weeks. Doing so will align with the timing of overwintering pests.

If you have an active pest infestation before your first scheduled service, please let us know so we can accommodate your needs.

**Included (Covered) Pests:** Ants, Spiders, Centipedes, Millipedes, Yellowjackets, Paper Wasps, Mud Daubers, Cockroaches, Ground Beetles, Crickets, Silverfish, Springtails, Earwigs, and Potato Bugs. (Pests that can be prevented by treating the exterior of the home.)

**Non-Covered Pests:** Bed bugs, Wildlife, Swarming Insects (i.e., flies, mosquitoes, etc.), Moths/Stored-Product Pests, and Wood-Destroying Organisms. Does not include ants or wasp nests found away from the home.

### **20% Discount for Non-Covered Services**

**Duplexes:** These also cost \$116 plus tax per service, plus an additional \$80 for interior pest control.

**Large homes over 4500 sq. ft.:** \$131 per service, plus tax. Depending on the size of the home and the customer's needs, an \$80 fee may be applied to each interior service.

**Exterior Rodent Bait Stations:** These can be added to any seasonal plan. The cost is \$50 per station for installation. Adding up to 4 stations adds \$10 per visit, plus one visit in December to refill the stations for \$45.00. This does not guarantee that you will not have rodents inside or out. This reduces the population of mice and rats outside.

**Notifications:** Customers will get an email and text appointment reminder three days before each service. Additionally, we will always text on our way to the property.

**Invoicing:** After each service, invoices are sent via email and text. Most people pay online, but we also accept checks and cash. We require payment before the next service is performed. Customers may pay the full annual amount to receive a 5% discount. We encourage customers to pay in full or put a credit card on file for autopay.

The cost for new customers signing up during the final round of spraying is the same as the single service. The discounted price starts in the spring. But instead of being warrantied for 60 days, they will be warrantied until their spring service.

**Preparation for Quarterly Pest Control Service:** Please close your windows and pick up any personal belongings around the home's exterior. This includes children's toys, gardening tools, grill items, and strollers. Turn pet food dishes upside down or remove them. We often apply a band of pesticide spray about 1-3 feet from the foundation. Please keep this area free from leaves, debris, belongings, and weeds. We cannot spray flowering plants. This includes weeds that are flowering. The fewer obstructions along the foundation, the better.

Please stay out of the treatment area until the spray has dried. Lakewood Exterminating LLC is not responsible for pets and children left on the premises during treatment.

**Access To The Property:** Please ensure all gates are unlocked and full access to the yard is provided. If you want the garage interior treated, open the door for us and let us know.

**Interior Treatments:** If you do not require interior access, you do not need to be home. We put you on a route with other people in your neighborhood. That is how we can discount the service cost from the more expensive single services. It is essential to keep your scheduled appointments. If you need special accommodations, please make them in advance so we can maintain a consistent schedule throughout the year.

If you need interior service due to an active pest infestation inside your home, please inform us in advance. We are happy to do what is necessary inside. Please remember that any treatment area must remain vacant until the liquid spray dries.

The service plan aims to treat the home's exterior to prevent pests from entering. As a result, pesticide use indoors can be kept to a minimum. We do not apply pesticides indoors as a preventative measure. In most cases, ants can be controlled from the exterior without indoor access. A bait station can be left for use inside.

**What We Treat Outside:** We treat the exterior of the structures themselves. The treatment applies pesticide to hiding spots and access points leading into the home. We treat overhangs around windows, under the bottom lip of siding, and any other areas where insects can find refuge or get into the house. The goal is to treat crevices protected from the elements and where pests will likely spend time with the applied product. This strategy is more effective than only spraying surfaces.

We also apply a band of liquid pesticide around the foundation base. The band size depends on the pesticide we use. Our leading ant control spray is applied one foot up and out. General use pyrethroids are 3 feet up and out. We spray less than a foot from the foundation when the foundation meets paved areas (nonpermeable surfaces).

Our technicians are equipped with the best sprayers on the market. Our pole attachments allow us to reach the highest points of your home. This is one way our service differs from that of our local competitors. A backpack sprayer without a pole attachment can only reach about 20 feet. Spraying higher areas of the home without the pole attachment results in more pesticide drift. It is likelier to get on your windows, drift into the neighbor's yard, or onto your outdoor living space.

The goal is to treat the home to prevent bugs from getting inside. We cannot guarantee against bugs found away from the house. However, treating along the edges of driveways, sidewalks, patios, and landscape edging/ stones for ants is essential. We include targeting these areas when small ant species are a problem.

**Treatments Away from the Home:** Please let us know if there are any areas away from the house you would like treated periodically. This could include patio furniture or shrubbery along the home. Again, the purpose of the service is to treat the exterior so bugs do not come inside. It is not to make your yard bug-free. But please let us know if there are any specific areas you'd like us to focus on.

**Granular Bait:** We do not rely only on liquid spray products. We often rely on granular insect bait during the early part of the spray season. A hand spreader applies this product to the landscape beds around the home and the areas mentioned above for ant control. This also helps draw insect pests (mainly ants) through the spray application for increased control. Generally, this is a boric acid bait with a low health risk to children and pets who also occupy the yard. Occasionally, a granular bait with a faster-acting active ingredient is used.

We also use granular baits to develop ant trails, which are then treated with liquid spray or gel bait. This is one way our service differentiates itself from our competitors. We take an extra step to locate and treat the ant colonies directly.

**Rainy Day Protocols:** During wet weather, we do not apply liquid pesticides to areas where rain can wash them away before they dry. Luckily, in most areas, we treat crevices unaffected by rain. We do not service homes during downpours. A drizzle or rain later in the day should not compromise your service. If it rains after treatment, give it time before deciding whether you need another application. If pests resurface, then let us know. You have a year-round warranty.

We have unique protocols during wetter weather. If wet weather is forecasted, granular insecticides are applied. This substitutes for the regular spray band used along the foundation. These granules require watering-in/ precipitation to be activated. While more expensive to us, they are long-lasting and effective. Dust formulations may also be substituted in areas that are typically sprayed. We also switch to pesticide sprays that do not carry rain restrictions during wet weather.

We will reschedule if we cannot provide the service that day due to inclement weather. In most cases, we can still provide the service. You are welcome to contact us if pests resurface between visits.

**Free Follow-up Treatments Between Quarterly Services:** The seasonal pest maintenance plan warranties your home against common household pests year-round. Allow a week post-treatment to assess the service's results. If you notice bugs after that, just let us know. We will return to treat the areas of concern. In most cases, the follow-up focuses on the areas of complaint rather than performing a full exterior treatment.

You may request free follow-up treatments for covered pests found on the structure or for indoor activity. Remember that spiders will likely accumulate between services if you keep lights on outside. If spiders outside are an issue, we recommend using yellow bug lights, motion-sensing bulbs, and closing curtains/blinds in lighted windows.

Also, please set an action threshold. Seeing a random bug or two is completely normal. This type of bug sighting can be resolved by manually removing or vacuuming them. On the other hand, seeing a handful of pests persistently may warrant a chemical application.

If you request a follow-up near your next service, we may reschedule your next appointment to an earlier date.

**Expectations for Control:** Please allow 5-7 days to see results after treatment. Ant and yellowjacket colonies can take up to two weeks to collapse entirely. Granted, if we missed a giant spider web or something, let us know immediately. Or contact us if the problem is beyond your comfort level.

**Spider Web Removal:** During each service, we will use a pole and a Webster duster head to remove any active spider webs outside the home. The pole can reach approximately 20 feet high.

**Targeting Pests Throughout the Season:** A pesticide's residual effect only lasts so long. Additionally, different pests are active at various times of the season. This is why it is essential to have pest control performed regularly throughout the season. We require customers to keep all four scheduled services throughout the year.

While we have a blanket protocol, what we do at your house may vary throughout the season. For example, we may focus more on ants with granular baits early on. Then, as the season progresses, we may switch to focusing on spiders. We also attempt to rotate pesticides to limit pests from becoming resistant to our products.

**Regarding Winter Treatments:** While we do not provide winter service, your home is warranted from your fall service through the spring service. Some companies offer winter insect control services. We feel this is to give their employees something to do in winter. Insect pest treatments outside have little effect from Late November through February. There are exceptions, but we do not find spraying outside during these times helpful.

**For Customers Who Have an Appointment Early in the Spray Season or at the Tail End:** We have protocols for this period during cooler weather. Early spring is a perfect time to apply granular products for soil-dwelling pests. Treating ants early will keep them from gaining a foothold throughout the season.

While you might not notice current pest activity, fall treatments are ideal for preventing overwintering pests. It is common for ants to create nests in your walls, only to be noticed when the structure unfreezes in early spring. We target several occasional invaders with fall treatments: Cluster flies, Asian ladybird beetles, stinkbugs, and boxelder bugs are best treated in the fall. These services focus on treating crevices leading into soffits, attics, and beneath the siding. Granular insecticides replace sprays, especially around fallen leaf litter.

**Service Reports:** Most people are not present during treatments. You will receive a text stating that we are on our way with an arrival time. The invoice will state the exact times that we were on the premises. We also include the products applied, where they were applied, and how much of each was used. Notes include anything worth noting, such as where we found active pest infestations. We also take the time to write recommendations and note any conducive conditions. If you have questions about the service, please review the invoice before contacting us.

**Regarding Rescheduling:** We put you on a route with customers in your area. This is how we can discount the cost per service over \$60 (compared to single services). When you reschedule, you are removed from the route, which could leave us with a scheduling gap. Additionally, we have increased the drive time to your property. Both are things that we try to avoid. For example, most homes outside Lakewood have a total drive time of 20-60 minutes for a round-trip. However, the drive time is usually less than 10 minutes if you remain at your scheduled appointment.

We understand that things come up, so we do not charge a fee to reschedule your service. However, we keep track of reschedule requests. The cost per service may be increased for customers who develop a habit of rescheduling. Alternatively, they could be taken off the seasonal plan.

Please give us as much advance notice as possible if you must reschedule. If you feel you need special accommodations, please be proactive rather than react to unfeasible appointments.

**If we need to reschedule you due to an employee calling off or weather, we will notify you as soon as possible.**

**Interior Access and Special Accommodations:** Some people need more time and attention than others. For some customers, we will always treat the exterior while they are at work. For others, we will be meeting with them for each service.

Sometimes, interior access is needed to treat balconies or other such areas. In such instances, people must be home for every service. Please let us know if you fall into this category.

If you decide you want the basement sprayed or something done inside, we will need access. Some people leave a key, leave the side door open, or provide a door code. Again, please attempt to keep the original scheduled appointment. But we do understand if you need to change the appointment time occasionally.

**Cancelling Quarterly Pest Control Service:** Either party may cancel service at any time. We do not provide refunds for people who pay in advance for the year and cancel before the season ends. If we decide to cancel your service, you will be notified through the email on file.

Exterior rodent bait stations remain the property of Lakewood Exterminating. Upon cancellation, we will return to remove the bait stations at no additional fee.

**Non-Payment:** After each service, you will receive an invoice, sent to your cell phone and email on file. We mail out unpaid invoices each month. We encourage customers to prepay for the year in advance or sign up for autopay. You must complete a credit card authorization form to enroll in autopay.

We ask that you pay your bill before the next scheduled service. We will contact you if you have not paid for the previous service. We may cancel your service or require you to have a card on file due to non-payment.

**Auto-Renewal and Beginning-of-Year Email:** The service agreement runs through the calendar year. It automatically renews at the beginning of each year. Before your first scheduled service of the season, you will receive an email about changes to your plan and any relevant information. This is an ideal time for requests, asking questions, and making accommodations. We welcome any feedback you may have on previous services, as well as suggestions to improve your service. We aim to send this email between February and the beginning of March.

**Chemical Sensitivity:** If a customer or other occupants of the structure(s) believe they are or may be sensitive to pesticides/termiticides or their odors, the customer must notify Lakewood Exterminating LLC in writing before service, including information on 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.

**\*For General Insect Pest Treatments, the Outdoor Spray Season is March-November.**

## ***Single Service General Pests***

**Starting at 185\$ plus tax.**

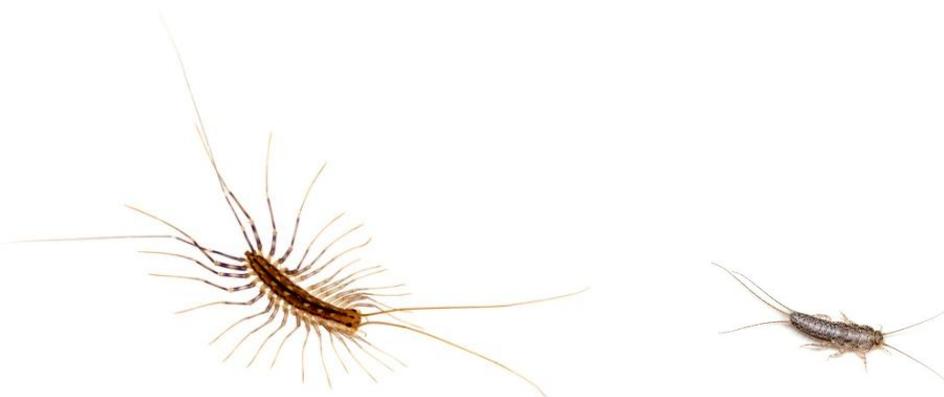
This is a one-time visit for common household pests, including Spiders, Silverfish, Centipedes, and Ants (excluding carpenter and pharaoh ants).

We will provide a 60-day warranty against the pest(s) targeted during the treatment. The covered pests will be specified in the invoice. See below for more specific information about treating these particular pests.

- Includes exterior treatment of home (March-November). Exterior treatments include the house, garage, and sheds.
- Includes de-webbing of spider webs on the exterior of the home (Up to 20 feet high).
- Includes a localized interior treatment to areas of activity. This may include ant baiting, spot spraying, and crack-and-crevice treatments for active pest infestations inside.
- If a full interior spray is requested, the home must be vacated for 3-4 hours. This will cost \$75 extra.
- Add \$75 extra for power dusting or granular baiting of attics. (This is sometimes necessary for Silverfish.)

The warranty does not cover pests found away from the home unless otherwise specified in the invoice notes.

**Preparation for General Pest Service:** Please close your windows and pick up any personal belongings around the home's exterior. This includes children's toys, gardening tools, grill items, and strollers. Turn pet food dishes upside down or remove them. We often apply a band of pesticide spray about 1-3 feet from the foundation. Please keep this area free from leaves, debris, belongings, and weeds. We cannot spray flowering plants. This includes weeds that are flowering. The fewer obstructions along the foundation, the better. Secure pets. Please do not have dogs where they can physically contact our technicians. Keep out of any treatment area (inside or out) until any spray has dried, or at least 45 minutes.



**Difference Between Silverfish and Centipedes:** Silverfish are silver insects with six legs and three cerci off the back of their bodies. House centipedes have 15 legs.

## House Centipedes

### One-Time Visit/ Single Service Centipedes

- **\$185 plus tax.**
- **60-day warranty**

#### Includes:

- An exterior treatment during the spray season.
- We also treat inside garages and the basement/ crawlspace.
- We install sticky glue traps to help collect them.
- Dust may be used for longer residuals in the basement or crevices outside.
- Spot treatments are recommended for areas of activity above the first floor.
- We can treat elsewhere inside (bathrooms, damp closets, around potted plants). All treatment areas must be vacated until the spray has dried.
- **If the entire house is treated, the home must be vacated for 2 to 3 hours, which will incur an additional cost of \$75.**

**Recommendations:** Centipedes usually feed on flies, ants, and spiders inside, so they should also be targeted. The key to controlling them is to reduce moist areas and harborage sites. Remove leaves (especially under decks and porches). Get rid of grass clippings, logs, stones, and rocks. Move firewood away from structures. Increase ventilation to crawlspaces and run dehumidifiers in basements.

## Silverfish

### One-Time Visit/ Single Service Silverfish

- **\$185 plus tax.**
- **60-day warranty**

#### Includes:

- A thorough inspection of preferred habitat areas and where food materials are present.
- Areas of infestation inside are often very localized. Many are introduced with cardboard boxes. Environmental modification can greatly enhance control (see recommendations).
- Localized treatment inside living spaces (bookshelves, infested areas of boxes/ paper).
- The technician will apply dust to wall voids, crawlspaces, bathroom and kitchen fixtures, and subflooring (as necessary).
- **Attic dusting or baiting may be added for an extra \$75.**
- Four-lined Silverfish require an exterior perimeter treatment (foundation mulch beds and under the bottom lip of siding). Soffits/ overhangs are treated for regular silverfish.

**Recommendations:** Remove anything stored against or near the building's exterior. Repair leaking pipes, seal cracks and crevices, and remove potential food sources. Power wash and water-seal wood shingle roofs. We will not treat homes with wood-shake roofs unless this is done as preparation.

## *Small Ant Species- Pavement Ants and Odorous House Ants*

### One-Time Visit/ Single Service for Small Ants:

- **\$185 plus tax**
- **Warranted for 60 days against ants (not including carpenter or pharaoh ants).**
- Includes exterior treatment of home (March-November). Exterior treatments include the house, garage, and sheds.
- Includes de-webbing of spider webs on the exterior of the home.
- Includes a localized interior treatment to areas of activity. This may include ant baiting, spot spraying, and crack-and-crevice treatments for active pest infestations inside. **Ants can be successfully treated from the exterior from late April to mid-October without interior treatment. But we are glad to service the interior as an extra measure.**
- See the Quarterly Maintenance Plan for protection year-round.

### Preparation For Small Ant Service:

- Children and pets often limit our ability to inspect and treat, reducing the effectiveness of the service. Please do not have them in areas where we are working.
- Plan to keep out of any treatment area (inside or out) until any spray has dried. We may choose to apply dust or aerosol products inside. In this case, the area needs to remain vacant for 45 minutes.
- Please do not apply over-the-counter sprays. Doing so will reduce the service's effectiveness. They alter the pheromone trails, counteract our sprays, and contaminate our bait.

**Outside:** Keep out of the treatment area until the spray has dried. Spray dries quickly in hot weather but may take the rest of the day in cool, wet weather. Close your windows and pick up any belongings around the exterior of your home. This includes children's toys, gardening tools, grill items, and strollers. Turn pet food dishes upside down or remove them. We often apply a band of pesticide spray about 1-3 feet from the foundation. Please keep this area free from leaves, debris, belongings, and weeds. We cannot spray flowering plants. This includes weeds that are flowering. The fewer obstructions along the foundation, the better. Secure pets and remove dog feces before our arrival.

**Inside:** Remove exposed food and clean food debris and clutter in pest-active areas. Keep track of where you have specifically seen ants. Let the technician know. Have you seen them pop out of a particular wall/ floor/ door/ crevice? This is where the control products should be applied indoors. It can be under a baseboard, a door frame, a sliding glass door, an electric outlet, or a window frame. Please spend a few minutes tracking their trail back as far as possible.

**Pre-baiting:** If you cannot find where the ants are emerging into the living space, set out capfuls of sugar water and peanut butter before service. Pre-baiting will draw the ants out so we can track them better and have more ants to pick up the products we apply. It may seem counterintuitive, but having many ants inside during our visit is beneficial. Pre-baiting only needs to be done within a couple of hours of our arrival. But it can be done well in advance if you can locate where the trails lead.

Watch Our Video on Summertime Ant Control: <https://youtu.be/HOzrt5VLSCQ?si=BX-0OUVepkFu6BH>

### Exterior Small Ant Control:

- We apply a slow-acting (non-repellant) liquid residual pesticide around the home's foundation. We also treat higher up on the home: under overhangs, around windows, and other seams of the exterior structure. And remove spider webs on the structure.
- We also treat ant trails and nests along the driveway, sidewalks, curb, patio, stones, and edging.
- Granular bait is often used, especially at the beginning of the outdoor spray season. This helps us locate ant nests and draws the ants through our spray.
- During wet weather, we substitute granular insecticide and products without rain restrictions.

### Interior Small Ant Control:

- We track the ants as far back to the nest as possible, placing control products in these locations. Ants follow trails from their nest to their food source. Most people only notice ants closer to the food source—like around the sink. By placing control products as far back on the trail as possible, their trail stops before entering areas noticeable to our customers.
- During the summer, if there are not enough ants to determine the crevices they emerge from, we recommend performing an exterior-only treatment. We will leave you a bait station too.

**Product use depends on the location, size of the crevice, and whether occupants are present.**

- **Bait Stations.** We leave bait stations. That way, if ants show up after the service, you will have an effective tool at your disposal. Only place the bait stations out of reach of children and pets. If the ants pop up after the service, put the bait on the trail as close to the wall as possible. Then, give it about 3-5 days to work. If it doesn't work after that, call for a follow-up.
- **Gel Baiting.** We use gel bait inside when the treatment area is not vacated. This is a very diluted pesticide injected into crevices, making it a practical, low-risk product. Remember, ants will gather at the baited location to feed. With bait, you will see more activity before you see results. If you see ants gathering at baited locations, let them be. Control with gel bait can take 3-5 days once feeding begins.
- **Foam Pesticide Formulations** can also be applied in occupied areas without restrictions, but the crevice must be large enough. The foam disintegrates in the crevice, leaving a long-lasting control product behind with minimal exposure for occupants.
- **Aerosols** effectively treat tiny crevices, like cracks in grout/ cement, under tight baseboards, or in basement foundation walls. While we inject them into crevices where occupants are not exposed, some of the aerosol can go airborne. Occupants must not be in the area for 45 minutes.
- **Dust pesticide formulations** cannot be applied when people are in the room. While they are injected into crevices, some of the dust can get into the air. The treated rooms must be vacant for 45 minutes. Areas we may dust include window voids—under the sill, under door thresholds/frames, above overhead garage doors, behind siding outside, under baseboards, or carpet perimeters. Dust is a very long-lasting product with a low health risk to occupants.
- **Liquid Residual Spray.** These are usually reserved for large areas like a basement or slab home or if we cannot locate specific crevices to treat.

### Expectations For Ant Control Timing:

Our protocol aims to draw ants away from the home and cut off their pheromone trail before they reach your living space. Many people see results within a day based on this strategy.

Our professional ant control products are unlike store-bought sprays. Retail sprays are contact sprays that kill ants too fast. They only kill ants that encounter it. Which, at best, is only 10% of the colony. Our products kill ants slowly enough that they can transfer it back to the 90% of ants who never leave the nest. This process can take two weeks for the colony to collapse.

Allow the products to work for at least 5-7 days before requesting a retreatment. The main pesticide we use along the foundation works for a long time. It cannot be reapplied within 30 days. Unless it rained heavily just after the service, let the original treatment work without asking to reapply other products on top of it. We try to give everyone a bait station. If ants continue after treatment, you can place ant bait where you are seeing them. Getting the ants to feed on the bait stations usually eliminates them in 3 to 5 days. Also, remember that if your technician applied other bait inside, you may see ants collecting in those areas. This is normal. Please let ants feed on the bait and return to the nest with it.

If ants resurface during the warranty period, please wait at least 3 days before contacting us for retreatment. They usually encounter the previously applied treatment and die within 3-5 days, so no retreatment is necessary.

**Vegetation Touching the Structure:** Ants use branches as bridges to access the home. If tree branches or vegetation touch the home, ants can use them to get inside while avoiding our products. If this is the case, trim branches off the house.

**November – Mid-April Customer Education:** Ants inside during this time of year consist of a nest that got tricked out of dormancy by the heat of the structure. This nest is part of a larger colony outside that is inactive due to the cold. For ant infestations from November – March, we recommend doing the annual plan or, at minimum, doing an exterior treatment between Mother’s Day and late July. This targets the colony outside, reducing ant pressure on the home. If an outdoor treatment is not performed, the problem will likely recur inside during this time of year when ants should be dormant. This results from the main colony rebuilding the nest inside once the pesticide residual wears off.

**February- March Customer Education:** The overwintering nest will gradually emerge from dormancy as temperatures rise and the structure warms, potentially leading to more ant sightings post-service. If another ant flush occurs, give them 5-7 days to encounter the products applied during the initial treatment. Bait stations can be moved around based on the area of activity. If the ants don’t go away in a few days, call for retreatment.

**Watch Our Video on How to Control Ants During Winter:**

<https://youtu.be/Sqhy2OliwA?si=mN1SxpBXtH4e6Gr4>



## Carpenter Ants



### One-Time Visit/ Single Service Carpenter Ants

- **250\$ plus tax**
- **Warrantied for 90 days against Carpenter Ants Only.**
- Includes exterior treatment of home (March-November). Exterior treatments include the house, porch, garage, and sheds.
- Includes treatment around the base of deciduous trees. Carpenter ant queens are always in a tree outside. And that tree can be up to 300 feet from the home. If there are suspect trees on a neighboring property, we recommend obtaining permission to treat them during the visit. We can include treating those trees at no additional fee.
- Includes de-webbing of spider webs on the exterior of the home.
- Includes a localized interior treatment to areas of activity. Carpenter ants create satellite nests inside the home's water-damaged wood. Interior treatments focus on injecting products into these areas (foam insulation/ windows/ doors/ around plumbing/ gutter and roof leaks). If these areas cannot be located, bait or liquid residual spray is applied.
- When temperatures exceed 68 degrees, an exterior treatment is usually all that is needed. We are glad to service the interior during warm weather. However, if you only see a few sporadic ants inside, an exterior-only treatment is usually best.

### Preparation For Carpenter Ant Service:

- Plan to keep out of any treatment area (inside or out) until any spray has dried. We may choose to apply dust or aerosol products inside. In this case, the area needs to remain vacant for 45 minutes.
- Carpenter ants have one queen in the main colony located in a tree within 300 feet of the affected structure. We will treat all trees on the property. But if there are other trees (oak, hickory, maple, or honey locust) on an adjacent property, we recommend that you be proactive and obtain our permission to treat those trees during service. Treating the correct tree(s) is essential for long-term control.
- Carpenter ants either forage inside from the main colony or set up satellite nests in your home's water-damaged wood. Check how your gutters drain during a rainstorm. Think about any roof leaks, gutter backups, plumbing leaks, etc. Do you have foam insulation? Providing this information to the technician will help him target areas to treat. Ants also nest under windows and doors. Keep a record of where you are seeing the ants.
- Carpenter ants are nocturnal. As a result, we can't always see specific areas of activity during our visit. You can find a lot of information by walking for half an hour after sunset or before sunrise. Take a flashlight and look around the base of trees and along the foundation for ant trails. It helps tremendously if you can pinpoint where the ants are entering the home and what trees they inhabit.
- Make sure no tree branches are touching the home.

**Outside Preparation:** Keep out of the treatment area until the spray has dried. Spray dries quickly in hot weather but may take the rest of the day in cool, wet weather. Close your windows and pick up any belongings around the exterior of your home. This includes children's toys, gardening tools, grill items, and strollers. Turn pet food dishes upside down or remove them. We often apply a band of pesticide spray about 1-3 feet from the foundation. Please keep this area free from leaves, debris, belongings, and weeds. We cannot spray flowering plants. This includes weeds that are flowering. The fewer obstructions along the foundation, the better. Secure pets and remove dog feces before our arrival.

**Watch Our Carpenter Ant Video:** <https://youtu.be/SfyKOp-cnHk?si=8TZX3Uts-KQeSaYk>

### Expectations For Carpenter Ant Control:

The most crucial factor is treating the infested tree(s). If you eliminate the Queen, the rest of the ants will perish. Ant colonies can take two weeks to collapse. If you still see ants after this period, contact us for a retreatment. We encourage you to look outside during twilight to find where the ants are. This will help our technicians perform a successful follow-up service. Be sure to look at your trees, street trees, and trees on adjacent properties.

Once temperatures rise to the mid 60's in the evening, the main colony will emerge from winter dormancy. When it's colder, the ants inside usually result from a satellite nest indoors. The heat of the structure tricks these nests out of dormancy. If you are experiencing ants inside from November to mid-April, we will recommend an exterior treatment anytime between May and July. That way, the main colony in the trees can be effectively treated.

### Wet Weather Protocol:

The most effective carpenter ant liquid residual spray is a suspended concentrate. Sadly, this pesticide formulation doesn't work well when the soil is wet or if it rains before the ants have a chance to interact with the applied product. During rainy weather, we rotate to different products without rain restrictions. We often replace the foundation spray with a granular insecticide activated by rainfall. Even if it rains after your service, please allow some time for the products to work before contacting us for retreatment.

**Flying Ants:** A sign of a mature colony. Just like an apple tree must grow several years before producing apples. The same goes with an ant colony. It delegates all its resources to producing workers for several years. After about 6 years, the colony can start reproducing. Flying ants are also called reproductives or swarmers. They are males and potential new queens. Swarms are released during specific weather conditions, usually after good rain. The male reproduces, then dies, and the fertilized females start new colonies.

*Many people see flying ants and think they have termites. Termites only swarm during early spring in Ohio.*

## Carpenter Bee Service

### One-Time Visit/ Single Service Carpenter Bees

- **\$250 plus tax**
- **The property is warrantied for the remainder of the calendar year against active carpenter bee nests.**
- This treats carpenter bee nests and any susceptible areas on the property, such as sheds, fascia board trim, deck/ porch rails, and fence lines.
- This does not guarantee that carpenter bees will not be found on the property. If they are found nesting on the property, we will return to treat the nests.
- Additional fees occur if holes that cannot be reached from the ground need to be filled or if damaged wood needs to be repaired.
- Woodpeckers often damage areas inhabited by carpenter bee larvae. However, this does not include controlling or preventing woodpeckers. Woodpecker flashers may be installed for an extra fee.





## **Wasp and Hornet Service** Comes in three options:

### **One-Time Visit/Single Service Wasp and Hornets**

- **\$185 plus tax.**
- There is a **60-day warranty** for the home when treated and for the treated area when the problem is away from the structure.

This service is for:

- Stinging insect control in springtime before nests develop.
- For swarming paper wasps emerging from homes in April.
- Swarming mud daubers. Like paper wasps, they can appear swarming along rooflines, too. This usually occurs through June.
- Mud daubers in lawns or yellow jackets feeding on insects/ sap in trees and shrubs. In these cases, we treat the affected areas.

For springtime wasps, exterior treatments are included, and interior treatments are available upon request. Interior service includes spot and crack-and-crevice treatments. We can also try to make minor repairs to block their entry into the affected rooms.

**Once stinging insects develop nests that we can treat directly, we switch to one of the other two options shown below.** This begins in July for the nests of paper wasps, yellowjackets, and bald-faced hornets.

### **Stinging Insect Nest Treatment**

- **\$185 plus tax.**
- Includes the treatment of specific nests and a **60-day warranty** for these particular areas.
- We add 75\$ when we need to use an extension ladder. Ladders are not usually necessary since we have pole sprayers and bee poles.
- If the customer is experiencing stinging insects inside, we include interior treatment/ sealing of entry points into the affected rooms.
- We do not provide service for customers who have sealed off the insect's entry points to their nest outside.
- Over-the-counter products can force stinging insects into the home. In these cases, the customer understands they may find stinging insects inside for approximately two weeks following treatment.
- It can take two weeks for the colony to collapse completely. Consider this when yellow jackets are found inside at the end of the season.
- Many times, the reproductives/ swarms are released from the nest at the end of the season. These often find their way inside even after the workers have died. These do not have stingers, and there is not much one can do to prevent this from occurring.

**Watch Our Wasp And Hornet YouTube Video**

<https://youtu.be/bZrOp95eq2s>

### **Wasp and Hornet Service Plan**

- **\$250 plus tax.**
- This one-time service **warranties the home and entire property from wasp and hornet nests** for the remainder of the calendar year.
- Included is an inspection and treatment of any stinging insect nest located anywhere on the property. This does not guarantee that stinging insect nests will not be found. But we will return to treat them if new nests are located. It also does not guarantee that stinging insects will not be found on the property since their nest could be elsewhere.
- Also included is a detailed exterior treatment of the home's exterior (home, garage/ shed). And spider web removal up to 30 feet. This helps protect against other common household pests.

## Pantry Moths/ Indian Meal Moth



### Two-Visit Indian Meal Moth Service Plan

- **\$300 plus tax**
- **90-day warranty from the date of initial service.**
- Includes two visits, 2-4 weeks apart.
- Includes treatment of affected areas and a detailed inspection to find hidden larval sources. Customers must vacate the treatment area for 3 hours.

### Indian Meal Moth Preparation Guidelines

- Customers must dispose of all expired food before arrival.
- Clear infested food storage areas for treatment.
- We include inspection of food items. So, leave pantry items in an area for the technician to inspect.
- Remove and replace torn or peeling shelf liners.
- Vacuum and wipe infested food storage areas. Focus on corners, the undersides of shelves, and cracks or holes in shelving. Larvae and pupae are often found on door hinges, the backs of doorknobs, the corners of wire baskets, under shelves, and around the edges of jars and lids. Larvae climb upwards from the infested food to pupate in crevices.
- Place any items that seem intact with no signs of damage in the freezer for four days.
- Store all pantry edibles in sealed glass or metal containers. The larvae can chew through paper and plastic.
- Store pet food and bird seed far away from your pantry food in air-tight containers.

### List of Items That Indian Meal Moths Infest:

**Pantry Items:** Cornmeal, flour, oatmeal, cereal, candies, pancake/muffin/cake mixes, dried fruit, nuts, seeds, rice, dried beans, baking chocolate, powdered milk, dog bones, dried pet food, crackers, pasta, dried fruit, protein powder, and other drink mixes, spices/herbs, seasoning packets, tea, soup mix.

**Other Items:** Bird seed, fish food, potpourri, dried floral arrangements, wreaths, decorative corn stalks, deer antlers, feathers, bird and rodent nests (chimneys, attics, soffits, wall voids, behind siding), stored acorns, and other food cache from rodent infestations, and rodenticide bait.

### How To Use Pantry Moth Traps:

Do not rely on traps to control moths. They only catch males, and only a few are needed to fertilize the female population. Use them instead to find the source of the problem. Most people place traps by their food. By doing so, they attract more moths into the areas where they don't want to see them. Instead, put them in the basement, attic, and by fireplaces/ chimneys. This can locate hidden infestations like wildlife debris in the chimney, bird nests in soffits, and rodent food caches in basement walls. Pantry moths often come down the chimney into the home. Chimneys may need to be professionally cleaned.



## Carpet Beetle Treatment

### One-Time Visit/ Single Service Carpet Beetles

- **\$250 plus tax.**
- **Comes with a 90-day warranty.** Allow two weeks to achieve control.
- Customers must vacate until the spray dries 3-4 hours.
- The treatment is a broadcast spray to carpets and rugs. It also includes more localized treatments for potential larval sources. This can include wall void dusting, attic treatments, and treatments under baseboards and along the basement rim joist.

### Carpet Beetle Preparation Guidelines

Breeding areas can be very diverse. Infestations often result from accumulated dander, fur, and hair. We recommend that customers perform a deep cleaning before requesting service. Sometimes, doing this alone will resolve your problem. If it does not eradicate the infestation after two weeks, contact us for treatment. The deep cleaning will eliminate many potential breeding areas and prepare the site for service.

Start by disposing of expired food, including spices, grains, meal, nuts, and seeds. Wash curtains and clothing that is not regularly used. Vacuum under hard-to-move furniture. Steam clean or carpet shampoo carpets and rugs. Clean places not often cleaned or where hair and lint accumulate. Bed frame rails, under baseboards, heat vents, stairs, and underneath couch cushions are good examples. You should also clean light fixtures with dead insects in them. Dispose of any natural cat litter that is made from grains.

### Targeting Hidden Breeding Sites for Carpet Beetles

In many cases, carpet beetles have hidden sources that are not easily accessible. They move from these hidden sources into the living space. Most of these hidden sources result from a different pest in the structure.

- This can be from old rodent bait left in basements and attics.
- It could be from an animal carcass, like a dead mouse.
- Mice can store acorns in walls that cause an infestation.
- Old nesting material from bird and rodent infestations.
- Carpet beetles also feed on dead insects. This could be from dead roaches, old bee or wasp nests, or dead overwintering pests like attic flies, stinkbugs, or Asian ladybird beetles.

### List of Items Carpet Beetles Infest

- Animal materials: Hair, fur, feathers, hides, horns, carcasses, and dead insects.
- Plant materials: Cereal, stored grain, nuts, seeds, flour, processed foods, cornmeal, oatmeal, etc.
- Misc: Nests of birds, rodents and insects, spirea plants, carpets, clothing, and textiles.





## Springtails

### Two-Visit Springtail Plan

- **\$300 plus tax.**
- **90-day warranty from the date of initial service**
- Includes lawn treatment, exterior perimeter treatment of the home, and treatment of affected areas inside.
- The second visit occurs 2-3 weeks after the initial service.

### Springtail Preparation Guidelines

Vacuuming is the best way to remove springtails from the interior. Before any treatment, clean all floors where springtails are present. Keep infested areas dry. Wipe water from surfaces, run fans/ exhaust fans, and use dehumidifiers in unfinished areas. We recommend cleaning and drying the areas first, and we also require it as part of the service preparation.

Granular insecticides work best for springtails outside, so clear the area to be treated. We treat 10 feet out from the foundation at a minimum. The granular must be watered in manually or by rainfall. Keep off the treatment area until the granular has been watered in and dried (approximately 24-48 hours).

If you need the inside treated, keep any rooms we treat vacant until the spray dries (plan on 2-3 hours).

## **Overwintering Pests-** Paper Wasp, Asian Ladybird Beetle, Cluster Fly, Stinkbug, Boxelder Bug

### One-Time Service/ Single Service Occasional Invaders

- **\$250 plus tax.**
- **90-day warranty.**
- **These occasional invaders do not reproduce inside structures.**
- Most people notice these pests when the structure's heat tricks them out of winter dormancy, and they enter the living space instead of exiting naturally outside.
- The best way to keep these pests out is to repair their entry points when they are not inside (during summer).
- If repairs are impractical, we recommend an exterior perimeter treatment in the fall (September through mid-October).
- If you are being reactive to an infestation during the winter months (November-April) remember that they are already inside. You may continue to see some until they leave in spring.
- Killing large amounts of these pests inside can cause secondary beetle infestations. These beetles feed on carcasses. Large quantities of insect carcasses can also cause allergies in occupants.
- Treatments November- April include crack and crevice treatment (wall voids, ceiling voids, attics). This is usually done with dust pesticide formulations in the areas where they are overwintering. Space treatments may be performed with Nuvan pest strips. Minor repairs may be included to block them from entering the living space. An inspection is performed to locate potential entry points outside that should be repaired once the insect has left.
- Pest-proofing cost is approximately \$250 per hour, plus materials.
- They do not reproduce inside. They are most active on the south and west sides of the house, where they get warmed by the sun the most.



## ***Clover Mites***

### One-Time Visit/ Single Service Clover Mites

- **\$200 plus tax.**
- **Follow-up visits are half-price within 60 days of initial service.**
- **Recommend an additional fall service when the customer had a significant interior infestation that spring.**
- **Clover mite infestations occur April-May. Treatments must occur before mid-May to be effective.**

Clover mites are plant feeders that occasionally invade homes. They do not attack people and will not reproduce under indoor conditions. If you see their population growing, it may be related to an increased use of lawn fertilizers. Having the lawn grow directly against the house is another cause for seeing them inside.

Homeowners commonly find clover mites on windowsills, patios, and cement landings, primarily on the sunny sides of homes. Mites near buildings may climb the exterior walls and gain entrance around windows or doors. If the mites are overwintering underneath siding or within the wall voids, they may become active and enter the living areas rather than exiting outside.

The adults become active as soon as the temperature rises above freezing. The overwintering eggs hatch around the beginning of April. At the end of May, they go into a warm-weather hibernation. In the fall, they complete one additional lifecycle.

### Clover Mite Preparation Guidelines

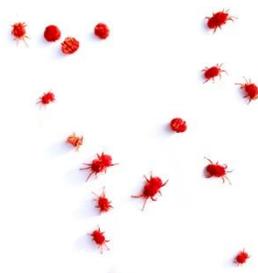
Vacuum the surfaces where clover mites accumulate inside. Chemical treatment is unnecessary for mites within the home because they will die there within a few days from dehydration.

Mow the lawn before service. Plan to stay out of the treatment area until the spray has dried and after any granular has been watered in and dried. If grass grows against the home, it helps to create a 24-inch barrier of bare soil between the building and the grass. This is best done (with a string trimmer) as a preventative measure in early September.

### Clover Mite Treatment

Treatment is best applied before the eggs hatch at the beginning of April. For emerging overwintering populations, we may dust underneath the siding. Interior spot sprays (around windows) are available upon request. An aerosol is usually used on surfaces, so stay out of the treatment rooms for 45 minutes.

Liquid residual spray is applied up to the first-floor windows and out 6-10 feet from the structure/ patio. Granular insecticide is often used in lawns. We target their host plants- Clover, black medic, chickweed, bluegrass, bentgrass, and red fescue. Since the eggs hatch after it rains, repeated applications may be necessary. Within 60 days of the initial service, retreatments may be purchased for half the initial service cost.



## **Small Fly Service** (drain/fruit flies, fungus gnats)

### One-Time Service/Single Service Small Flies

- \$200 plus tax.
- The customer understands that fly infestations result from sanitation issues. As a result, we do not warranty fly treatments.
- **Follow-up visits are half-price within 60 days of initial service.**
- The key to fruit fly control is eliminating breeding sites.
- Includes inspection for breeding sites and sanitation recommendations.

### Fruit Flies

**Red-eye fruit flies** prefer fruits and vegetables in the *early stage of decay*. The larvae feed on yeast. Commonly infested items include bananas, grapes, peaches, pineapples, tomatoes, pickles, potatoes, onions, beer, cider vinegar, and wine. Check for improperly sealed containerized fruit and vegetables.

**Dark-eyed fruit flies** prefer decaying organic matter. This species mainly feeds on biofilm in drains (above the drain trap) and is commonly found in commercial kitchens. Other areas where they develop are mop heads, rags, and improperly mopped floors with food particles left behind. **In many homes, fruit flies result from a forgotten onion or potatoes inside a cabinet or fruit that has fallen out of sight.**

- In most cases, we perform drain treatments. Other potential larval sources are treated based on the inspection results.
- Do not use the drains for 3-4 hours post-treatment.
- Includes fly bait application/ baited fly traps.

### Fungus Gnats

Fungus gnats inside are almost always associated with the soil of overwatered plants. Yellow sticky traps can be used in potting soil to identify problem plants. Customers may need to dispose of infested plants. The best way to control fungus gnats in potted plants is to apply a 2-inch layer of sand on top.

They are active at dusk and are attracted to lights. Many people find the gnats attracted to phones, computers, and TV screens.

Plants are inspected first. Then, damp areas that support fungal growth. They can be found in heat ducts in slab homes, on flat roofs, in areas with water leaks, and wherever fungus may grow. Boric acid products can be applied to these areas. Feces left in bird cages are another possibility. Customers may use insect light traps to collect adults while the moist areas dry out.

### Moth/Drain/Sewer Fly

These flies lay their eggs on the gelatinous film in water-free portions of drainpipes (below the drain trap). They can indicate a sewer backup, a cracked pipe, or a dry drain trap. Drain treatments are performed. A plumber may be recommended to assess whether a drain pipe is broken.

### Phorid Fly

These flies indicate a broken sewer line. They develop in the contaminated soil surrounding the leak. A plumber is required to remove the contaminated soil and repair the pipe. We do not provide service for phorid flies.

Red-Eye Fruit Fly



Black-Eye Fruit Fly



Dark-Winged Fungus Gnat



Moth/Drain Fly



Phorid Fly



## **Filth/Large Fly Service** (bottle, blow, flesh and housefly)

### One-Time Visit/Single Service Filth Flies

**Most fly infestations (bottle, blow, flesh, and house fly) result from an animal dying in the chimney. A wildlife control company or chimney sweep is required to remove the carcass and cap the top of the chimney.**

- **\$200 plus tax**
- The customer understands that fly infestations are a sanitation problem. As a result, we do not warranty our fly control service.
- **Follow-up visits are half-price within 60 days of initial service.**
- Does not include carcass removal or cleaning.
- Includes inspection to locate larval sources. Sanitation recommendations are also provided.
- Includes interior fly bait application to garbage receptacles, windows, lights, and other fly-resting areas.
- Does not include exterior treatment besides the treatment of garbage can lids.
- If needed, an estimate for summertime exterior fly control will be provided.
- Ongoing summertime exterior service (May-August) includes boric acid treatment to the bottom of garbage receptacles, spray application to both sides of door/wall junctions, treatment of fly resting areas (stone walls, fence lines, vegetation), and fly bait application to the garbage can lids.

### Sources/ Recommendations for the Customer

The customer can help identify breeding sites at night, when flies rest near food and larval development sites. Dead rodents, birds, and other small animals can also be sources of flies within structures. We will provide recommendations or a separate service if an animal source is identified.

Dog excrement, carcasses, decaying vegetable matter, and garbage are common outdoor sources. We recommend daily removal of dog feces and timely emptying and cleaning of garbage receptacles. These receptacles should have tight-fitting lids and be kept closed. They should also be stored away from building entrances (25+ feet is optimal).

We recommend sealing all holes on exterior walls for utilities, etc. Make sure window screens fit and are not ripped or torn. Insect light traps are effective, especially for periodic flies entering when the door opens.

**Watch Our Fly Control Video:** <https://youtu.be/tmRG5Xdo8lw?si=su-HoIrArTaKPmDD>



## Mosquito

One-Time Call as Needed, or Ongoing Every 2-4 weeks

- **Mosquito season runs from May 1 to October 15**
- *Even with the best control efforts, reducing the population by 100% might not be possible. Please be advised that we do not guarantee that bites will not occur.*

**In2Care Mosquito:** Controls container-breeding mosquitoes, such as the Asian Tiger Mosquito. **Process:** Two to three buckets are placed on the property in well-shaded areas. They are filled with water and floating mesh gauze. Biological control agents are electrostatically charged to the gauze. Stations are maintained every 3-4 weeks. The water level is adjusted as necessary, and new gauze is installed on the floating device.

**Cost:** Installation fee of \$80 per bucket. Maintenance fee of \$45 per bucket per month. Minimum of two buckets. Most homes average 2-3 buckets.

### Mosquito Misting:

- July- September is a good time to perform mosquito misting.
- Organic products are available and are applied at three-week intervals.

**Process:** We walk the property to ensure no unexpected occupants or pets are present. We make sure items are covered/ put away. We inspect for/ treat standing water with an insect growth regulator. A mosquito backpack mister treats foliage. A regular backpack sprayer treats sensitive areas and foliage near property lines, reducing pesticide drift. We treat the trees (below 20 feet), foliage, shrubs, under decks and porches, soffits and entranceways with little air movement, and other shaded areas.

**Cost:** Customers on the quarterly maintenance plan receive \$20 off per service when performed during the regularly scheduled quarterly visit. For a half-acre lot, the price is \$80; for a 0.5- to 1-acre lot, it is \$125. Service recurs every 3-4 weeks or is performed upon request.

**Preparation:** Remove all pet belongings, toys, lawn chairs, and other items from the yard. Cover or remove food-contact surfaces such as tables and grills. Cover fish ponds. Turn off sprinklers, and do not use them until the product has dried. Keep out until the spray has dried.

**Recommendations:** Empty containers/ items that hold water weekly (reduce standing water). Make sure gutters are clear and free to run. Bag and remove leaf litter. Mow lawns. Remove dense vegetation around buildings.

You may want more frequent applications if more than 15-20 bites occur between services.

Please inform neighbors that we will be servicing the property for mosquitoes, especially if there is treatable vegetation along their property line. We can notify them of future treatments upon written request.



## Ticks

### One-Time Call as Needed, Or Ongoing Every 4 weeks

**Process:** Ticks are active when the ground temperature is above 45 degrees. Treatment areas include the lawn perimeter (where the lawn meets the woods), tall grasses or bushes, vegetation along paths, under decks and porches, pet kennels, runs, or places where animals or pets frequent.

**Cost:** Customers on the quarterly maintenance plan receive \$20 off per service when performed during the regularly scheduled quarterly visit. For a half-acre lot, the price is \$80; for a 0.5- to 1-acre lot, it is \$125. Service recurs every 3-4 weeks or is performed upon request.

**Preparation:** Remove all pet belongings, toys, lawn chairs, and other items from the yard. Cover or remove food-contact surfaces such as tables and grills. Turn off sprinklers, and do not use them until the product has dried. Cover ponds with fish in them. Keep out until the spray has dried.

### Recommendations:

Keep the grass mowed. Remove leaf litter, brush, and weeds at the edge of the lawn. Remove brush and leaves around stonewalls and wood piles. Manage wildlife. Use plants that do not attract deer, or use fencing to exclude them. Discourage rodent activity by removing food, water sources, and items that provide shelter. We can also provide an exterior rodent bait station program. Treat pets with a product registered for use on animals.



## Termite/Wood Destroying Insect Inspection

### One Time Visit

- \$175 plus tax.
- A Wood-Destroying Insect (WDI) or Termite Inspection might be required when buying, selling, or refinancing a home. HUD, FHA, or VA loan require these inspections to be performed.
- Signs of termites, carpenter ants, carpenter bees, and powder post beetles are points of inspection. Our licensed inspectors use Ohio's sanctioned Termite Inspection form (NPMA-33).
- The inspection includes the main structure and anything connected to the home, including attached garages, additions, fences, and decks. We also include detached structures like garages, sheds, gazebos, and hot tubs when specified.

### Signs of Previous Wood-Destroying Insect Treatment

- We will note any signs of previous treatment for wood-destroying insects on your inspection report. Please notify your inspector of any previous treatments.

### How To Prepare for Your WDI Inspection

- Gather relevant information from the other parties involved. Know what structures are included in the purchase contract. Anything in the contract will need to be inspected.
- Share pertinent information about closing conditions and timelines. This will ensure sufficient time for inspection.
- Obtain a copy of the Seller Disclosure Form. This is where the Seller discloses structural problems, water leaks, roof damage, and past W.D.I. treatments. These can be very beneficial for your inspector.
- Give your inspector access to all necessary parts of the home by removing clutter. Start by relocating belongings away from the perimeter walls.
- Clear the crawlspace, attic entry points, and the undersides of decks and porches. We will inspect inside access doors larger than 18" by 18".
- Secure your pets. We will not be responsible for pets left on the property during service.
- Notify adjacent property owners if we will require access to their property to inspect certain areas of the structure.
- Do not clean or remove possible evidence of wood-destroying insects.



## Wildlife Control Services:

### We Do Not Provide Wildlife Services For:

- Raccoons,
- Groundhogs,
- Animals in the chimney,
- Carcass removal from HVAC Vents (Call a Vent Cleaning Company)
- Wildlife that requires trapping on high-pitched, metal, or wood roofs, entry points above 28 feet.
- We do not take jobs where the original entry point has been tampered with.
- Control of domestic animals. (Call City Animal Control)

### For The Above Services We Recommend:

- **Nuisance Animal Removal: East Side- Steve (216) 509-3255. West Side- Matt (216) 318-0540**
- **Cages By Jim: South Side- Jim (216) 265-7580**

*The prices below are valid for homes on the west side of Cleveland, south of Brookpark Road and west of Route 252. Prices may vary depending on how accessible the entry points are, the number of entry points, the complexity of repairs, and the distance from the office.*

*Most of our wildlife jobs cost between \$250 and \$800.*

## Squirrel Removal

**Squirrel Estimates:** We provide free estimates for squirrels in Lakewood and Rocky River. These are exterior inspections from the ground level. For other cities, or if a ladder or interior inspection is required, we charge \$99.00 (Pest diagnostic service call). If you know where the entry point is outside, please email pictures to [support@lakewoodexterminating.com](mailto:support@lakewoodexterminating.com). We can give you an approximate cost based on the pictures.

**\$\$\$ Starting At:** We charge a base price of **\$250 as the trap set-up fee**. Traps are set over the entry point outside/ adjacent to it. The customer agrees to check the traps daily (Daily trap checks are legally required). We charge a base-price **removal fee of \$120 per animal**. The traps are left for approximately one week. Then, we remove the traps and seal the entry point. The base price to **remove the traps and seal the hole is \$200 (plus tax)**.

*Flying Squirrels are usually quoted at a fixed cost after an inspection.*

## Exterior Chipmunk Trapping

**\$750 plus tax for 2 weeks of trapping.**

**Traps can be left for an additional week for \$350 plus tax per week.**



**Chipmunk Trapping Process:** Includes installing several trap boxes around the property. The boxes secure snap traps so only small rodents can access the traps. We recommend keeping the traps for one week after no chipmunk is caught.

- **Rodenticides (toxins) are not labeled for use on chipmunks in our area.**
- **After trapping is complete, chipmunks on adjacent properties may enter your property to reside in the newly vacated burrows. This is typical behavior with rodents. As a result, we cannot guarantee that you will not see chipmunks on your property after the service is complete.**

## *Skunks Underneath Decks, Porches, and Sheds*

We can do free estimates for skunks under structures (porches, decks, sheds).

**Skunk Removal Process:** Includes **installing an in-ground fence around the structure's perimeter**. Other repairs around stairs, lattice, and other areas may also be required. The goal is to create a barrier to prevent animals from entering that area. Then, we **attach a one-way door exclusion device over the entry point**. That way, whatever animals live under the structure can leave but cannot get back inside. **The exclusion device is left on for about two weeks**. At that time, the animals will be gone. **We take off the one-way door and complete the repair**.

**Repairs are guaranteed for 2 years after the completion date to prevent future wildlife entry at repaired sites.**

*(We do not trap skunks or provide service for skunks that do not nest underneath a structure.)*

**Cost Estimate:** If you want a general idea of what it will cost, measure the perimeter of your deck/ porch/ shed. Take the total linear feet and multiply it by \$25. (We charge around \$25 per linear foot of in-ground fencing repair.) Then, add \$100 for the final visit to remove the one-way doors and complete the job.

**Watch Our Skunk Video:**

<https://youtu.be/ih6HxrJyWQw?si=D5-mujv4rN-Mu0Xo>



## *Bird Nests and Woodpecker Damage*

- Starting at \$250 plus tax/
- We remove bird nests from exhaust vents and place bird-proof covers on them.
- We install woodpecker flashers and fill in damaged wood.