



Killroy Pest Control, Inc.

Killroy Pest Control, Inc. www.killroy.com 888-669-3460



Rodent Service Program: Introductory Letter

Dear Customer,

We commiserate with your desire to rid your home of your rodent infestation quickly and effectively. Resolving rodent infestations requires a more extensive service plan than eliminating most insect pests. Our comprehensive rodent program is designed to fully eliminate the rodent issues at your property. The following letter will inform you of our rodent program protocol, service charges, and guarantees.

Initial Visit

On the initial visit, your rodent specialist will perform a complete inspection of your property: around the outside of the building, along the roofline¹, inside attic areas, basements and crawl spaces, and any other rodent conducive areas found during the inspection².

- The technician will set traps during this initial service visit. A full report will be provided indicating rodent conducive conditions, rodent access points, exclusion needs, and trap locations. An estimated number of follow-up visits will be established.
- The report may suggest some conditions that need to be addressed by you, such as: trees touching the building, overgrown landscaping, wood piles, and unprotected bird feeders. Resolving these conditions is vital to preventing rodents from re-infesting your property.
- *The initial service may take up to or exceed one hour*, depending on the size and the conditions at your property. Rodent services are site specific; each location will have different demands for resolving the rodent infestation.

→ Note: Your presence is required during this initial service to provide access to all areas, to review the reports and findings, to arrange follow-up services, and to discuss your rodent exclusion needs.

Rodent Exclusion

To fully resolve your rodent issues, we recommend our professional Rodent Exclusion services.

Homes are designed to keep pests out. However, rodents can squeeze through very small openings: an adult rat can squeeze into your home through a space as small as the diameter of a quarter coin, and with mice, the hole can be as small as the diameter of a dime!

The fact that rodents have invaded your building indicates that one or more areas in the original structural defenses have been compromised.

- Since rodent exclusion needs differ so widely for each location, exclusion costs are not included in your rodent service package price. The estimate for rodent exclusion will be indicated on the "Diagram and Bid" form, provided at your initial inspection.
- If the repairs to these openings are not made, no matter how much trapping is done, the rodents will still be able to return!
- Even if you choose to hire other labor or do the repairs yourself, the rodent access points **need** to be closed. No matter how much trapping is done, if the rodent openings are not repaired, the potential for rodent re-infestation will remain--the rodents will still be able to return!

Follow-up Visits

After the initial visit, several return trips are required to service our rodent traps. During these follow-up visits, the technician will check, reset, and re-bait the rodent traps, and dispose of the trapped rodents.

- For most rodent infestations, a minimum of two or three follow-up services will be necessary.
- We will continue checking and re-setting traps until the traps have been clear of activity for seven days.
- Upon completion of each service, your technician will discuss with you the results of that visit, and establish the date for the next follow-up visit.
- In some cases, follow-up visits will be serviced by a different technician than the initial inspector².

- On occasion, after completing our rodent exclusion work, we may not catch any rodents during our follow-up visits. This is not a trapping error, it means that the rodents were outside of the building when we completed our repairs.
- Note: We need someone to be present for each follow-up visit to provide access for service. Please inform your technician or our office staff who that person will be, and how to contact them.

Resolution of Rodent Problem

The rodent issues will be considered resolved once the technician has concluded that seven days have passed with no new signs of rodent presence in the infested areas and no signs of activity in our traps.

- The technician will remove our traps on this final follow-up visit³.
- If our suggested rodent exclusion services are completed by our technicians, Killroy will provide a 60-Day Guarantee on our rodent service program.
- We will not leave our rodent traps in your home, as to prevent secondary pest issues attracted to trapped rodents.

An Additional Consideration

At some properties, we may suggest implementing a rodent bait service to keep the outdoor rodent population under control. This service would entail the installation and maintenance of tamper-resistant rodent bait stations that would be installed on your property⁴.

The most common conditions that may lead the technician to suggest this additional service are:

- A high level of rodent activity has been seen around the outside of your home
- There has been new construction projects in your neighborhood, either above or below ground
- There has been recent landscaping changes at a neighboring property
- A neighboring property has begun leaving food outside for pets

Service Cost and Guarantee

The cost for our comprehensive rodent service program is \$775 for homes up to 2,000 square feet. Pricing for larger properties will be adjusted accordingly by the rodent specialist.

- Rodent exclusion services are an additional charge, to be determined during your initial service.
- Our rodent service program includes: an initial inspection, evaluation, and trap set-up, as well as all follow-up maintenance and trapping visits⁵.
- A 60 day guarantee is included when Killroy completes the necessary rodent exclusion work.

Example of Inspection Forms

The following pages contain an example of the forms your inspector will provide.

Eliminating a rodent infestation from your home is not a simple task, but at Killroy Pest Control, we have the knowledge and expertise to stop rats and mice in their tracks!

Working with you, we can remove these pesky rodents from your home, stop them from finding their way back inside, and keep the rodent population around your home under control.

Your service technician and office staff are always available to help answer questions and make this experience go as smoothly as possible.

Please feel free to call our office at 408-378-0441, or e-mail us at customerservice@killroy.com

Thank you for your patronage,

Your Killroy Pest Control Rodent Services Team

¹Because of liability issues, our staff is not able to perform work on tile or metal roofs.

²We do not provide a free rodent inspection. If you choose not to proceed with trapping after inspection, there is a minimum charge of \$225. The price will be more for buildings larger than 2,000 square feet.

³It is our policy that all suggested follow-ups must be completed. If we are not given access to complete all suggested services, we will void any previously promised guarantee, and we will not be inclined to provide any discount for incomplete services.

⁴We do not recommend installing rodent bait stations until our rodent specialists has inspected your property for rodent entry points. Otherwise, there is the potential that the rodents will die from the poison under your home, in your attic, or in the wall voids, producing a bad odor, and attracting pest issues.

⁵For jobs where the follow-up services are completed by a different technician than the original service, the rodent program fee may be divided into two invoices: one provided to you at initial inspection, and one provided at the final service.



Customer: ** Example **
 Address: 123 Pleasant Court, San Jose
 Cust. # 123456 Phone: 555-5555
 Date: 1/1/2017 Tech.: Rick O.



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Rodent Services: Diagram & Bid

Norway Rat Roof Rat Mice Other pests: Ants too, Re-inspection

Dear Customer,

The conditions indicated below need to be addressed at your property. If these issues are not addressed, rodent activity at your property is likely to continue. Please see my notes for trapping service pricing, and my bid for any necessary rodent exclusion work.

Please call to schedule

Working as a team, we can solve your rodent issues!

* Rodent services have a 60 day warranty if Killroy does rodent exclusion work.

- "T" Trees/bushes against building
- "V" Vents broken/missing in sub area/attic
- "L" Leaf litter/bushes/groundcover/wood piles
- "D" Downspouts/exterior pipes
- "R" opening in roof related structures
- "S" Door sweeps
- "P" Pet food/bird seed left out
- "C" Chew marks and rub marks

Inspection and Trapping:

Initial visit \$ 400 Follow-ups \$ 375 Est. follow-up visits needed: 3

Traps located: Attic # 4 Sub Area # 4 Perimeter # 0
 Other: garage # 2

Rodent exclusion work by Killroy

Total price \$ 300

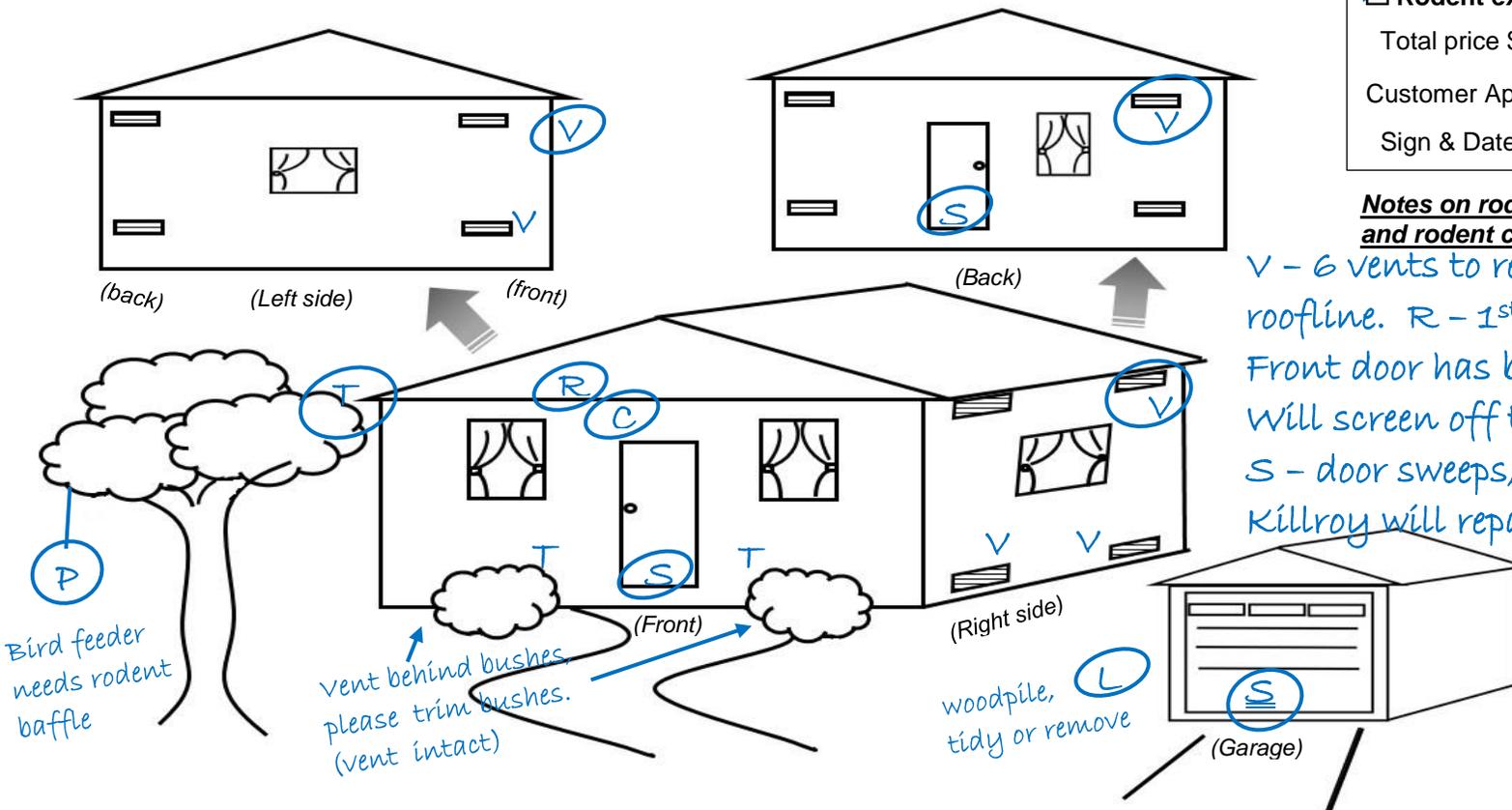
Customer Approval of Exclusion Bid:

Sign & Date: _____

Notes on rodent exclusion and rodent conducive conditions:

V - 6 vents to repair, 3 are on 2nd story roofline. R - 1st floor roof detail above Front door has been chewed by rodents. Will screen off this hole.
 S - door sweeps, front and back doors, Killroy will repair.

S -- Garage door: gap under door is so large, raccoon could get in! Contractor needs to repair.





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Rodent Inspection: Letter & Checklist

Customer Name: ** Example ** Address: 123 Pleasant Court, San Jose

Customer # 123456 Phone: 555-5555 Service Date: 1/1/2017 Tech.: Rick O.

Norway Rat Roof Rat Mice Other pests: Ants too, please call (Re-inspection)

Dear customer,

to schedule

Mice, Norway Rats and Roof Rats are a common issue. While these destructive rodents are common, there are steps that you can take to discourage rodent activity from getting into the buildings at your home or business.

During my inspection today, I have noted the conditions (indicated below) that need to be addressed at your property. If the issues noted in this report are not addressed, rodent activity at your property is likely to continue.

For our rodent services to be successful, I will need your cooperation. If you choose to use our Rodent Exclusion services, then I will address repair needs at your property that will prevent rodents from entering the property. However some conditions, such as landscaping and wood piles, will need to be addressed by you, the property owner/manager.

Working as a team, we can solve your rodent issues!

 * **Trees/bushes against building:** These landscape issues create a rodent harborage (place to live and breed) and encourages rodents to get into the structure. (Condition does not apply)

Front Back Right side Left side Foundation Roofline Other: _____

 * **Vents broken in sub area/attic:** One very common way for rodents to gain access to a building is through broken or missing vents. (Condition does not apply)

Front Back Right side Left side Foundation Roofline Other: _____

 * **Leaf litter/bushes/groundcover/wood piles:** Landscaped areas can be used as a harborage by many types of rodents (and other pests as well!). Maintaining these areas can make a big difference in deterring rodent activity. (Condition does not apply)

Front Back Right side Left side Foundation Other: woodpile by garage

 * **Downspouts/exterior pipes:** Rodents will use these exterior features to travel along the outside of the building, and make holes along these features to enter into the building. (Condition does not apply)

Front Back Right side Left side Downspout Gutter Other: _____

 * **Door sweeps:** Gaps under pedestrian doors, garage and roll-up doors and sub area access doors can be easy access points for rodents, and many other pest issues as well. If you can see daylight coming in under the door, then the door sweep needs to be repaired. (Condition does not apply)

Front Back Right side Left side Garage Sub Area Other: _____

 * **Pet food/bird seed left out:** Rodents are not the only pests that will go after pet food and bird feeders. Do not leave pet food outside, especially after dark. For bird feeders, look into feeders with rat/squirrel baffles built in, or install one yourself. (Condition does not apply)

 * **Rub marks and chew marks:** Rub marks, dark greasy smudges left behind along paths where rodents have been traveling frequently, and chew marks are common indicators of rodent activity.

(Refer to rodent exclusion diagram for details) Front Back Right side Left side

* **Other notes for this property:** _____