What We Ask From On-Site Staff

When Handling A Pest Issue

When Tenants Request Pest Service

Ask your tenant what the pest issue is.

- Is this an emergency service?
  If YES, call us (a trip fee may apply).

Is this a treatment for Bed Bugs, German Roaches, or Fleas? (see waivers)

- Clearly list the unit number on the ***Service Request Sheet*** (Control Sheet)
- Describe the pest issue and where the tenant sees the problem.
  For example:
  Roaches - Kitchen
  Spiders - Around the front door
- As units become vacant, we encourage you to add these units to the ***Service Request Sheet*** for general preventative pest control.

We will make every attempt to treat all units on the request list. Our goal is to avoid unscheduled trips and additional trip fees. We understand emergencies arise. Just call us!

512-250-1500

Prior To Your Technician's Arrival

Please ensure that we will have access to the units by confirming the following:

- **Keys are ready and organized for easy access**
- Pets are removed, kenneled, or secured in a room that doesn't need treatment
- Tenant is aware of our entry
- Units are clearly listed on the request list

When Service Is Complete

- Review all technician notes on Service Request Sheet
- Address any noted issues with your tenants
  Your assistance is crucial to avoid any miscommunication.

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