

## Questionnaire for Potential Pest Control Service Providers

Company Name:

Pest Control Operator's Name:

### Questions to ask before the inspection.

1. Will the technician servicing my house be state certified?
2. How does your company keep itself updated on the latest techniques and requirements?
3. Does your company have liability insurance in case of accidental damage to my property?
4. Does your company offer worker's comp. insurance to its employees in case one of them gets hurt at my house?
5. Is your company bonded so that I'll be protected against the possibility of negligent or improper work or a breach of contract?
6. What are the terms of your service agreement?
7. How often will the pest control operator (PCO) come out? Monthly? Quarterly? On call? How much is each visit?
8. Does your company use integrated pest management (IPM) techniques or do you just come out, spray, and leave?
9. Does your company offer light carpentry/maintenance services such as caulking holes/cracks, fixing leaky pipes and patching window screens? Is there an extra fee?

10. Does your company offer a guarantee and what does it entail?
11. What is your cancellation policy?
12. Will you allow me to hang out during the inspection and have you explain to me what you're looking for and what you're finding?

### Questions to ask after the inspection.

1. What risks are posed by the pest/pests found?
2. What happens if I do nothing?
3. What results should I expect from your pest control service? Reduction or elimination?
4. How long will it take for you to solve my pest problem?
5. What different pesticide options do you have for this/these pest(s).
6. May I read the labels and material safety data sheets for each pesticide so that I can confidently choose the least toxic option?
7. If pesticides are sprayed, how long will I have to wait before going back into the treated area and should I take any precautions?
8. Are larger pests such as raccoons, rabbits, and opossums euthanized or relocated?

9. When your people return for scheduled maintenance, will there be any actual monitoring or will they simply come back, spray some more pesticides, and leave?

10. If I call and request a PCO to come out before the scheduled maintenance time, what is the charge?

11. If I find one or more of your methods to be questionable or unsatisfactory, will you be willing to take my concerns into consideration and offer alternative approaches?

Additional Notes: