



# Protecting Your Property

**Rentokil**

Ehrlich | Western | Presto-X



# Undesirable roommates

## Pest infestation and the consequences

Property Managers are responsible for ensuring their properties are profitable, properly maintained and their tenants have a quality living experience. Their role, as a link between owners and tenants, involves balancing interests that can often be in conflict.

Any pest infestation involving **rodents, ants, flying insects, bed bugs and cockroaches** in a property severely tests this relationship. Tenants understandably expect a pest free living and working environment. Often, poor pest management will result in rent reductions or high vacancy rates.

Property Managers need to act quickly at the first sign of a pest problem to prevent an infestation from spreading throughout the property and neighboring buildings. Rodent populations increase rapidly, cockroach populations can expand explosively, spreading through ventilation shafts, piping and cables to infest entire properties in no time.

Pests pose a serious health and safety threat with the potential to contaminate food, transmit pathogenic germs and cause extensive damage to equipment and buildings. Rodents gnawing on wires, for example, can short-circuit electrical systems while corrosive pigeon droppings cause costly damage to a buildings exterior.

The primary reasons properties are susceptible to pest problems are – the many sources of entry to a building presented by structural defects and – a lack of awareness among tenants of the need for active pest prevention.

Rentokil's expert Technicians can act as the Property Manager's eyes and ears during planned preventative inspections, helping them protect their investment. They will provide recommendations from their inspection to reduce the risk and severity of any pest problem.

Customers that manage a portfolio of commercial properties find PestNetOnline, Rentokil's online pest control system, invaluable. This market-leading system highlights any areas with pest infestations or outstanding recommendations, enabling Property Managers to manage pest control across their entire portfolio remotely. Real-time audit and online

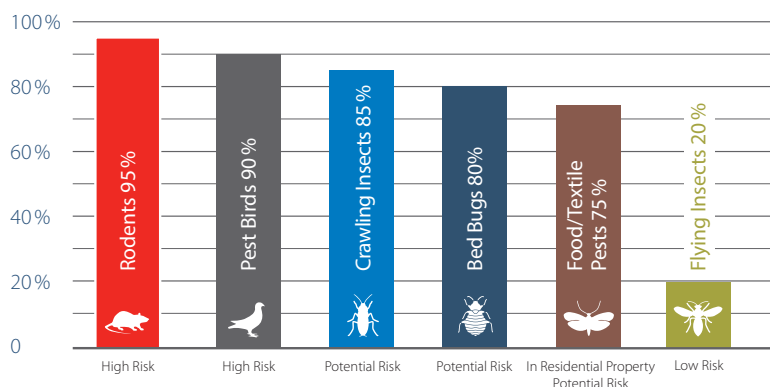
documentation ensures that records are always up-to-date and properties can be grouped for reporting purposes.

### Potential impact of a pest infestation

- Termination of leases
- Vacancies leading to revenue loss
- Compensation claims
- High cost of delayed pest control treatment
- Maintenance and repair costs
- Tarnished reputations of the owner and property manager

Source: Rentokil Pest Control

### Risk of Pest Infestation in the Property Management Sector



Source: Rentokil Pest Control

# What You Need to Know



## Full Service Capabilities

Doing business with a full service company allows you to reduce suppliers and ensure effective pest control solutions for your business or home. We have dedicated Line of Business Managers to help support our Customers and field Colleagues by providing technical expertise.



## Online Pest Management System

Data, pest activity and recommendations will be collected by your Technician, with their handheld computers, in real time ensuring that records are always current. The application is safe, reliable and easily accessible, making it appropriate for recording, storing and auditing valuable information pertaining to any location.



## National and Global Account Capabilities

With over 1000+ branch offices, we can provide global, national and regional programs that provide consistent, documented protocols with centralized account management. Our 15 Distribution Centers allow us to deliver the right material and product to the right customer at the right price.



## Third Party Expertise

Our team of experts, including 5 PhD's in Entomology, will ensure that all elements of the Pest Control portion of your Third Party Audit are compliant. Whether it's British Retail Consortium (BRC), Safe Quality Food (SQF), American Institute of Baking (AIB), NSF International Food Safety, American Sanitation Institute (ASI), Silliker or any other auditor, our entire team will work together to help you achieve the score you require.



## Technician Training and Tenure

Our industry leading training program has been developed by our Director of Technical Services and Director of Technical Training – both have PhD's in Entomology and started their careers at Rentokil as Technicians. Average Technician Tenure of 8 or more years ensures that you have the technical competency to protect your most valuable assets – your facility, people and brand. All of our Technicians are individually State Licensed Applicators.



## Innovation

Our products and service offerings have been setting new standards in pest product innovation for over 80 years.



## Customer Management Program

Traditionally conducted by an Operations Manager or Branch Manager, each QMP audit demonstrates and ensures that we will deliver what we promise. We have a standardized process to conduct quarterly Quality Assurance Inspections. We also utilize a Net Promoter Survey (Customer Voice Counts) to measure customer loyalty throughout our organization. We value this scoring program as it enables us to understand how our Customers perceive our service. Customer loyalty is measured by a single principle: "How likely is it that you would recommend us to a friend or colleague?" Consistently, our scores outrank our competition.

## You're in safe hands with our Technical Department

- Our Technical Team tests manufacturers' claims and ensures the preparations our Technicians use are effective against the pests they face;
- In-depth knowledge of all relevant laws and audit standards;
- Full and complete documentation that leaves no question marks;
- PestNetOnline - web-based reporting that includes comprehensive audit checklists, pest infestation logs, trend analysis and much, much more;
- Independent QA inspections and pre-audit reports by members of the management team;
- Ongoing Technical training to ensure we deliver industry leading solutions and service;
- Committed to quality management;
- Environmentally-responsible products and processes;
- Information to improve tenants' awareness to detect signs of pest activity at an early stage;
- Rentokil is fully insured for your added peace of mind.



Rentokil protects your brand and reputation.



Rentokil is the world's largest commercial pest control company.



Rentokil Provides global technical expertise.

# Multifamily Housing



## Risks to your property:

- Pests:**  Birds  Cockroaches and Crawling Insects  Flying Insects  Termites  Rodents  Stored Product and Textile Pests  Bed Bugs



© Rentakil Pest Control

**Our Solutions:**



Bed Bug Control Services



Bioremediation Services



Termite Services



Bird Control Services



Vegetation Management Services



[PestNetOnline](https://www.rentakil.com)

# Protecting your properties against pests



## Bed Bug Services

As the experts in pest control, Rentokil's proactive approach to **bed bugs** involves education, early detection and proven elimination methods. Our team of professionals are trained to understand the biological and behavioral nature of this elusive pest.

Our solutions to eliminate bed bugs involve combinations of the following services:

- Human Inspection
- K-9 Detection
- Conventional Treatment
- Mattress Encasements
- Entotherm Technology
- Fumigation
- Steam Remediation



**Bed Bug Services:**  
State-of-the-art inspection and treatment services.



## Control of Rodents

In their relentless search for food, **rats** and **mice** constantly seek out structural weaknesses and will enter buildings through wall openings, open basement windows and even vertical gutters.

Rentokil recommends a dual approach:

- First, to prevent entry through the strategic placement of bait outside the property
- Second, to ensure the early detection of an infestation.

Basements, attics, suspended ceilings and computer equipment rooms are all known problem areas that can benefit from appropriate monitoring solutions.

By focusing on prevention, pest control measures are only necessary for infestations. In such cases, Rentokil deploys a wide range of discreet, access-restricted bait and detection boxes, as well as a range of treatments designed to suit the operational environment.

Rentokil offers an effective service to protect landscaped gardens, parks and green areas from destruction by **voles** and **moles**. Our Vegetation Management Services will reduce pest harborage areas on your property.



**RADAR and Mouse Monitoring Units:**  
For every conceivable application area.



## Control of Crawling Insects

Properties can be plagued by a variety of crawling insects including numerous species of **ants**, **fleas**, **ticks** and **bed bugs**. **Cockroaches**, in particular, find that warmth, water and food scraps make many boiler rooms, private and communal kitchens a welcoming habitat for uncontrolled reproduction. It is vital to recognize the signs of an infestation

as early as possible in order to prevent transmission of disease-causing germs to tenants and their pets.

In the event of an infestation, Rentokil's pest experts have a range of state-of-the-art control methods at their disposal, selected according to the pest to be controlled and the sensitivity of the surroundings.



**Insect Detector:**  
State-of-the-art monitoring against cockroaches and other crawling insects.



## Control of Stored Product Pests

Food supplies in private households and commercial kitchens, warehouses, basements or cafeterias attract pests such as **cheese or flour mites**, **fruit flies** and several species of **beetles** such as **flour beetles**, **larder beetles** and **other grain beetles**. These can rapidly spread throughout the entire building complex.

Rentokil offers field proven systems to control stored product pests including an innovative approach which uses an insect's own pheromones to reduce populations in certain situations.



**Stored Products and Food Services:**  
Complete state-of-the-art inspection and treatment services.



## Control of Flying Insects

Problems with flying insects such as **houseflies**, **moths**, and **mosquitoes** in rented apartments are important to address. **Bees** and other flying insect nests - commonly found at the building façade or a roof structure – should be removed immediately.

Flies are often attracted to trash collection points, either indoors or out, trash receptacles, recycling containers and composting areas. In most cases, protecting windows with screens will effectively prevent the entry and proliferation of flying insects within the property.

In the event that the flying insect problem persists, Rentokil offers a wide range of efficient fly trapping devices for use in indoor spaces such as basements, lobbies, stairwells, offices and kitchen areas.

Our exclusive Luminos 3 Plus uses unique encapsulation technology developed by Rentokil, which works by trapping insects on an adhesive film at the bottom of the unit and automatically winds at regular intervals, to help mitigate the risks of contamination from dead insects.



**Luminos 3 Plus:**  
Our exclusive line of flying insect lights.

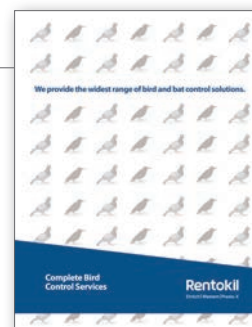


## Control of Bird Pests

Bird pests, especially **pigeons**, can be a major problem for Property Managers as they cause damage running into the millions to a building's structure. Highly corrosive bird droppings destroy building façades and roofs. Nesting material frequently clogs gutters and drains. In addition, tenants are disturbed by foul-smelling bird droppings on window ledges and balconies, as well as persistent take-offs, landings and other disruptive behaviors.

Birds can also transmit harmful bacterial infections like salmonella and histoplasmosis that can result from bird droppings, that in the absence of their host animals, can also infect humans.

Rentokil can inspect and report on the scale of a bird problem and professionally clean and disinfect contaminated surfaces. We also offer a range of electric, wire, steel and netting systems to suit all types of building that deter birds from approaching, inhabiting and nesting in your property.



**Bird Control:**  
Innovative technologies to ensure a bird-free property.



## Termite Control

Termite Control starts with a careful evaluation of your entire property. Our Representative will identify any conditions that can attract termites and suggest simple steps to minimize those conditions.

requirements of your home, the severity of the problem and your location. The principle behind the Rentokil Defense is to weaken and address existing infestation and reduce the chance that they will reinfest in the future.

If termites are present, we develop a customized treatment plan based on the

If there's no sign of termites, we will give you suggestions on how to prevent them so you have complete peace of mind.



**Termite Control:**  
State-of-the-art monitoring and baiting or treatment of termites.

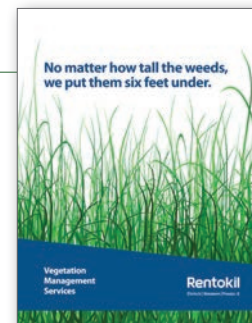


## Vegetation Management Services

VMS eliminates unwanted vegetation around your facility. Not only is unwanted vegetation unattractive, it can also pose serious health, fire and safety hazards.

environments. Other benefits include reduced labor and equipment needs required to hand trim fence lines and building perimeters, and improved accessibility by opening access to transformers, fuel storage areas, fire hydrants, emergency exits, etc. We also remove dangerous and invasive plants such as poison ivy, multi-flora rose, sumac and other irritant and allergy causing vegetation.

Removing unwanted vegetation eliminates harborage areas for mice, rats and other pests. It also improves safety for employees and Customers by removing hazards contributing to safer work



**Vegetation Management Services:**  
Eradication and maintaining areas prone to undesirable or invasive plants.

# Find out more about our services

Yes! I would like more information on Rentokil's pest control services in the property management sector.

To arrange for a FREE expert pest inspection call: 888-983-8768 or email: [info@rentokilna.com](mailto:info@rentokilna.com).

I would like a no obligation, free consultation. Please call me.

I would like further information on the following topic(s):

- Monitoring and control of bed bugs
- Control of bird pests
- Control of rodents
- Control of pests in stored food
- [PestNetOnline](#)
- Mosquito Control
- Pest Control Maintenance Services
- Sentricon and Termite Baiting Services
- Vegetation Management Services
- Bioremediation Services

## Sender

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Company

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Department

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Contact

Title

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Street

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City

Zip

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Phone

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Fax

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E-mail

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Signature

Date

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# Benefits at a glance



**Expertise in multifamily housing property management** – Rentokil has been serving thousands of property management companies, multi-unit housing managers and landlords worldwide for decades. As industry experts, we know exactly what it takes to protect your property portfolio against a wide variety of pests.



**Comprehensive protection** – Drawing on our years of experience working with property owners and managers, Rentokil can identify vulnerabilities in a building's construction that allow pests to gain access or provide them with safe harbor. We apply our expert knowledge to assess the risk and develop a tailored solution that provides optimal protection.



**Discretion and flexibility** – Rentokil understands the sensitivity of a pest infestation in multi-unit properties and the need for an urgent response and absolute discretion.



**Full service** – Whether you need reliable maintenance services, a fast emergency response, training in pest awareness for your tenants or inspections by our expert technical team, we can provide all the help you need.



**Local support** – With Rentokil's extensive national and international branch network, our pest experts live in your local community.



**Peace of mind** – You have the reassurance that comes from Rentokil's in-depth understanding of all relevant rules and regulations, as well as the documentation requirements.



**Industry leading treatment processes** – We combine proven pest control processes with advanced technologies developed in our world-renowned research laboratory to ensure you always remain one step ahead of pest threats.



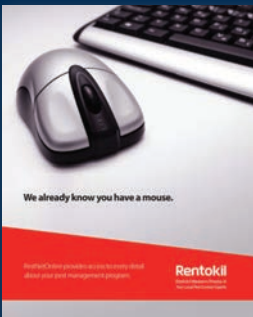
**Central point of contact** – Property management companies with buildings in multiple locations can request a single point of contact for their entire operation based on a national or regional agreement.



**LEED and Green Certification** – We can assist with LEED Certification and provide green pest management.



## PestNetOnline™ - All the pest control documentation you need at your fingertips!



Rentokil offers PestNetOnline, our web-based pest control system. This enables you to monitor all your pest control information 24/7/365.

Our reporting system highlights pest control coverage across your entire property portfolio and highlights any areas with pest infestations or outstanding recommendations. Real-time data and online documentation ensure that your pest control records are always complete and up-to-date, providing a full audit trail to satisfy your requirements.

PestNetOnline automatically emails a range of reports, tailored to your precise specifications, according to your schedule. These reports not only build a picture of your current pest control situation but also allow you to identify any trends or problem areas.

Call 888-983-8768 or email [info@rentokilna.com](mailto:info@rentokilna.com) to request a free brochure.

# The Experts in Pest Control

**80 years experience. Over 40 countries worldwide. Over 250 pests. Just some of the figures that make Rentokil the leading global pest control specialist. By working closely with you, we will:**

## Provide peace of mind

We are the market leaders and have extensive industry experience. We use this expertise to proactively manage and advise you on the prevention of pest problems.

## Provide effective protection

We use cutting-edge technology to guarantee protection to your property and tenants from pest infestation.

## Maintain your reputation

We understand the importance of your business reputation. We help you protect this through a consistent and continuous program of protection, customized for your specific needs, and our approach to bed bug eradication.

## Reduce your time, effort and stress

Our flexible offers and pest control program help alleviate stress by giving you the confidence that your pest control issues are being handled by the world's leading experts.

## Let you do what you do best

Our team of experts will manage your risk from pests, letting you get on with what you do best: Your job.

### Ehrlich

Your Local Pest Control Experts  
A Rentokil Company

### Presto-X

Your Local Pest Control Experts  
A Rentokil Company

### Rentokil

The Experts in Pest Control

### WESTERN EXTERMINATOR COMPANY

Your Local Pest Control Experts  
A Rentokil Company

### Rentokil

Los Expertos en Control de Plagas

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Your Local Pest Control Experts

### Rentokil North America Pest Control

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