



Working in Partnership with you

Preparing your House for our Service

The following is a guide of areas and items to remove, cover or protect. Please follow this preparation advice to ensure you receive the safest and best results from our residential service.

It is important you complete the preparations prior to your technician arriving so they have enough time to complete your service in full.

Please contact our customer service team prior to your appointment if you have any questions.

REMOVE - PROTECT - COVER

We follow a risk based approach to our service delivery to maximise the safety of all occupants, guests and pets in your house.

Remove the item from the service area to avoid contact with the pest control products.

Protect items by placing them in an area not being treated such as a cupboard or sealed container.

Cover the item or area to prevent contact with the pest control products. Newspaper, sheets, towels, or plastic sheets are ideal for this purpose.

Refer to the **Residential Information Sheet** for further details of what to expect and the areas that will be treated at your upcoming service.

Special items

- Cover or remove fish or reptile tanks. Switch off the oxygen pump for the duration of the service
- Ensure pets are not in treatment areas throughout the service and until re-entry time
- Caged birds to be removed from the service area
- Pet food and water bowls, bedding and toys
- Medical devices and medication

Kitchen and dining

- Exposed food items, kitchen appliances, crockery, utensils and any other items used for food preparation
- Dining tables, benchtops, islands or any food preparation surface

Lounge formal, living space, conservatories

- Electronic equipment such as stereos, TV's, laptops, games, musical instruments
- Oil paintings, table vases, ornaments, or any other precious items
- Kids items such as toys and furniture or personal items
- Leather furniture, side tables, coffee tables

Bedroom (Infant, Children, Teenagers, Elderly)

- Pillows, decorative cushions, throw, duvets
- Furniture, lamps, chairs, and other precious items
- Electronic equipment
- Oil paintings, table vases, ornaments, or any other precious item
- Kids items such as toys and furniture or personal items

Laundry, garage, basement

- Clothing, personal items, anything you don't want to come in contact with the service
- Vehicles, aquatic sporting equipment
- No laundry to be hanging inside or outside

Wardrobes / Cupboards / HWC

- Clothing, personal items, anything you don't want to come in contact with the service

Bathroom/Toilet/Ensuite

- Put towels, facecloths, toothbrushes, hair/makeup brushes and any other personal items away.
- Put the toilet seat lid down and remove or put toilet paper away

Rentokil

The Experts in Pest Control



Working in Partnership with you

Preparing your House for our Service

The following is a guide of areas and items to remove, cover or protect. Please follow this preparation advice to ensure you receive the safest and best results from our residential service.

It is important you complete the preparations prior to your technician arriving so they have enough time to complete your service in full.

Please contact our customer service team prior to your appointment if you have any questions.

REMOVE - PROTECT - COVER

We follow a risk based approach to our service delivery to maximise the safety of all occupants, guests and pets in your house.

Remove the item from the service area so it can not come in contact with the pest control products.

Protect items by placing them in an area not being treated such as a cupboard or sealed container.

Cover the item or area to prevent contact with the pest control products. Newspaper, sheets, towels, or plastic sheets are ideal for this purpose.

Refer to the **Residential Information Sheet** for further details of what to expect and the areas that will be treated at your upcoming service.

Recently Painted Surfaces

We cannot treat surfaces that have been recently painted because the products we use may mark paint. Modern interior and exterior paints typically take up to 6 weeks to fully cure and harden off. Please inform your technician and the call centre team of any areas that have been recently painted.

Sensitive areas in your house

If the proposed service is to be carried out in any area that you consider to be sensitive, please contact our customer service team or inform the technician so we can recommend the appropriate preparation required for that area. Some sensitive areas include:

- bedrooms of infants and children, teenagers, elderly and any areas where potentially sensitive people might be affected from the service.

Window Cleaning

This is best done after the treatment as we cannot always guarantee there will be no overspray on glass. Window and door frames are important pest contact areas, therefore they need to be treated which may produce a light mist on glass edges. This can be removed by wiping with a dry cloth. Stubborn areas can be cleaned with a small quantity of water and wiped down.

After Treatment

After each treatment, it is important that you stay out of the house until the treatment is completely dry. This may take several hours, and your technician will advise you on this. We strongly recommend the use of a heat pump (on dehumidify setting), ventilation system, dehumidifier or fan heater to speed up the drying process.

When you re-enter the property, please open doors and windows to flush dampness out and ventilate rooms.

Cleaning Surfaces

Wipe down all food preparation surfaces before using and also wipe the toilet seat and vanity. We recommend that you do not wash the treated areas of your house for at least 8 weeks to provide longer lasting protection. If cleaning is required use dry brushing or dusting or limit wet cleaning to spots as and when required.



Residential Service Information

General Pest Control: Fly, Spider, Flea, Wood Cockroach, Mosquito

What to expect from our service

Our professional service is tailored to your house. Our technician will assess the best areas and methods to treat your house based on the environment and infestation levels found.

Fly service

For the interior service we treat your walls and ceilings in the lounge, kitchen and dining room. Window sills and door frames throughout the house are also treated as well as other common flying insect resting and contact areas. For the exterior service we treat common flying insect resting and contact points as well as entry points around windows, soffits and eaves.

Flea service

We treat all accessible carpeted areas, mats, bottoms of wardrobes, edges of vinyl in the kitchen, laundry, bathroom, toilet and over tiled areas and wooden floors.

Spider service

Inside we treat walls and ceilings in the lounge, kitchen, dining room, windows and door frames throughout the house and common Spider contact points. Outside we treat front and back porches, around windows and under relevant eaves.

Wood Cockroach service

We treat outside around all entry points such as windows and doors as well as walls up to and around the windows and garden areas where cockroaches are likely to be located.

Mosquito service

We treat all Spider areas plus all bedroom walls, backs of curtains, both sides of venetian blinds, total walls on the outside and some plants attractive to mosquitoes.

How to Prevent Pests

Sealing entry points can help prevent pests from entering the house:

- Gaps around pipes, drains and common walls with neighbouring properties.

With many pests, the most effective way to control is to keep food and water out of reach:

- Store food in containers or in sealed plastic bags
- Clean all garbage and spills immediately
- Clean food debris from under refrigerators or ovens
- Clean used dishes immediately after meals
- Remove pet food, water and litter trays overnight
- Keep garbage or compost in sealed bins
- Do not leave liquids in sinks or buckets overnight
- Vacuum regularly
- Remove noticeable webs
- Fill in gaps in walls and under doors to deter entry
- Remove sheltering sites like firewood piles and compost piles from near your house

NB: Please refer to each individual pest Residential Service Information if you require more extensive information about individual pests and how to prevent them.