



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 Information Sheet

Rodent Control Service

Our Expertise

One of our trained residential technicians will introduce themselves before explaining what to expect from our service.

All of our products are approved for the use around your house and they are specifically selected to achieve the best results for the pest service we are providing in the safest way.

At the completion of the service you will receive your pest management service report with information on what we have done and advice on how to prevent future pest infestations.

If you have any questions please don't hesitate to ask your technician or contact our customer service team on 0800 736 865.

Your Rentokil Service

Our residential rodent control service provides you with 4 visits to your house over a period of approximately 6 weeks.

The initial service begins with our technician carrying out a thorough inspection around your house looking for evidence of rodent activity. They specifically look for droppings, urine stains, gnaw marks and nesting locations along with possible entry points that need attention.

We generally control rats and mice with rodent bait contained in lockable stations. The bait is secured inside the station to prevent access to it from children, pets and other animals.

Based upon the initial inspection the technician will carefully select the best locations to place the bait stations, looking for discreet and safe places that rodents will encounter and consume the rodent bait.

The time between visits is to allow the rodent to get familiar with the station before they start to consume the rodent bait. Your technician will be able to answer any other questions you may have about our rodent control service.

Rodent Control Plan

Initial visit: Inspection and placement of rodent control devices

2nd visit: Inspection and service of the rodent control devices

3rd visit: Inspection and service of the rodent control devices

Final visit: Pick up rodent control devices

On some occasions we may still find rodent activity at the final visit. In these situations an additional service plan will be discussed with you by the technician and confirmed by our customer service team.

How to prevent Rodent problems in your house

A crucial step in preventing rodents in your house is to remove whatever is attracting them to your house in the first place including food, water, and shelter.

The first defense against a rodent infestation is to secure your house

- Young rats and mice can get through very tiny openings, so it is important to seal holes and fit weather-stripping around exterior doors

Beyond that, you can make your house less attractive by:

- Storing food in plastic or metal containers and keeping household garbage in closed bins
- Checking that all drain pipes are covered and in good working order
- Trim trees or vegetation that touch your house back 1 meter to prevent rodents access to your house
- Remove sheltering sites like firewood piles and compost piles from near your house
- Ensure that food doesn't remain in pet feeding dishes overnight