



## 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



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**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

## Wood Cockroach 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 wood cockroach control service provides you with a one off visit to your house to complete an exterior residual insecticide application. Sometimes we may treat internal areas but we will advise you if this is required.

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.

With interior application services your house will need to be vacant and pets will need to be prevented from entering the area serviced until the non entry time has ended.

### Wood Cockroach Control Service

Wood cockroaches are large dark insects which usually inhabit external areas such as under decks, vegetation, barked gardens, around outdoor furniture and in woodpiles. They often gain entry through doors and windows left open for ventilation and they easily 'hitchhike' inside on firewood. Our treatment targets areas that wood cockroaches inhabit around your house.

### Preparing for Your Service

Please refer to the "Working in Partnership with you" document for advice on how to prepare your house for this service.

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

### After Service Information

For interior treatments please refer to the "After Service Information" card for advice on what to do after your service. When you re-enter the property open doors and windows to ventilate the house. Wipe down all food preparation surfaces before using and also wipe the toilet seat and vanity.

## How to Prevent Wood Cockroaches in your house

Here are several ways to help you prevent and control wood cockroach problems in your house:

- Remove sheltering sites like firewood piles and compost piles from near your house
- Trim trees or vegetation that touch your house to prevent cockroaches from using these to access your house without contacting treated surfaces
- Seal entry points such as cracks and crevices around windows or door frames