



## Pest Aware

### Customer Prepare – Termite Service

#### Working in partnership with you.

Prior to your service:

- Please ensure general housekeeping is carried out prior to our service.
- All inspections, treatments and reporting by Rentokil are carried out in accordance with Australian Standards 3660.
- For external treatments pets such as dogs, cats, rabbits and guinea pigs must be isolated away from the treated areas until all treated areas are dry.
- Our highly trained termite technician will complete a site risk assessment and provide you with a full inspection report, including recommendations for future prevention of activity to your home.
- Due to the complexity of termite activity and treatments it is essential that an initial inspection and proposal is completed by our technical consultant. It is impossible to provide an over the phone quotation or proposal.
- Our professional service is tailored to your home, and our technician will assess the best areas and methods to inspect for your home based on the environment, structure and accessibility.
- Please send your customer experience comments to [customer-care-au@rentokil-initial.com](mailto:customer-care-au@rentokil-initial.com)

#### Prevention Tips

- Ensure that all formwork timber is removed after construction.
- Termites often attack formwork & use it as an avenue to enter houses.
- The edges of all concrete slabs should be clear of obstructions such as garden beds & woodchips. Australian Standards state that there should be an exposed slab edge of 75mm.
- All hot water services & air conditioning overflows should be diverted away from the sides of the house & water not allowed to accumulate around the perimeter of the dwelling. Moisture is a prime attractant for termites.
- Ensure that the storm water run off is connected.