



R. DANA PEST CONTROL CORP.

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CHOOSING A PEST MANAGEMENT SERVICE

Termites, carpenter ants, cockroaches, mice and other pests have made themselves unwelcome in many homes and buildings around Westchester and Rockland Counties. When these pests begin appearing, a homeowner/business owner can slip into a state of semi shock, wondering how to stop an invasion of rodents, termites, roaches or any other uninvited guest. It is wise to take steps in a timely manner to resolve the problem before an infestation occurs. Here are a few suggestions which may ease your worry and, if need be, help you choose a professional pest management service.

1. Have the pests correctly identified by Cornell Cooperative Extension or by a pest management service.
2. When selecting an exterminator, follow the procedures outlined below:
 - Take time to get the facts. Ask to see evidence of the pest infestation. Avoid a pest management operator who wants to do business on the basis of "I think you have termites" or "I think you have..." A reliable firm knows, it doesn't guess.
 - Make sure the firm:
 - A. Employs a certified pesticide applicator; ask to see a certification card issued by the New York State Department of Environmental Conservation.
 - B. Is licensed by the state.
 - C. Is insured.
 - D. Check with the Better Business Bureau of Westchester County 914-428-1230 or 212-533-7500 ext. 314 (there is a fee for this service) or the NYS Department of Environmental Conservation at 845-256-3097 for complaints against the firm.
 - E. Avoid firms that solicit business door to door and offer special rates if the job can be done at once, or firms that in some way imply you can get preferential treatment. Also avoid businesses that claim to be endorsed by the government or a university; neither the governments nor universities give such endorsements.
 - F. Get an estimate of the cost of treatment from at least two different companies. Compare apples to apples. Who is making the most sense and who is more reputable and seems to be able to answer all questions to your satisfaction?
 - G. If warranties are offered, be sure:
 1. That the conditions of the warranty are specified in writing
 2. That the period of life of the warranty is specified
 3. That the warranty says exactly what is warranted, who shall decide whether the warranty is to be invoked, and just what work will be done or results accomplished in fulfillment of the warranty.
 4. Never sign a binding contract that cannot be broken. If you are not happy, why should you have to continue with their service? All contracts should be able to be cancelled with 30 days written cancellation.