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2.1 Ants

2.11 Household Ants

The Problem

Household ants are an annoying problem to householders, as they often get into kitchen, bathrooms and laundry cupboards and over bench tops. Ants may consume or contaminate food and clothing. Ants can present a health risk, as they can physically transmit diseases. Ants can be difficult to manage.

This service will cover the following Pest species:

White footed black house ant

Coastal brown ants

Minute house ant

Black house ant

Benefits

- The service is unique to Xxx Pest Control, as all service has been designed to deliver the highest-level customer satisfaction and pest management outcome.
- Inspection of the inside and outside of the house prior to any insecticide application and the proposed treatment methods must be discussed with the client to ensure the best pest management outcome.
- The inside treatment will be limited to areas of activity and areas that are not readily accessible by people or pets.
- There will be limited use of liquid sprays inside the house and those used will have NO ODOUR, which is important for people who may have respiratory problems.
- Safe, especially around children and pets
- Not disruptive to the household with no preparation, no need to empty cupboards or leave the house during the treatment.
- The roof void, outside and under the house (where accessible) are treated as standard service.
- A fully accredited operator will carry out this service for you and may make **recommendations** on how to avoid making your home attractive to ants.

The Xxx Pest Control 6 Month Service Guarantee:

Xxx Pest Control wants to ensure that you are satisfied with the service you receive. We ask that if you have any concerns with the level of service you have received, please simply call us here at Xxx Pest Control on #####, so we assist you.

What the Xxx Pest Control operator will do:

As **all house are individual**, our servicemen discuss the **best service tailored** to your home on that day.

The following is a **General how** our Ant service is carried out:

Inside

- Treatment to active areas. Our operator will discuss **how** this work will be carried out on the day; he may use Food Baits, (gel or granular) or a Dust product.

Roof void

- Using an Electric Duster your operator will apply Insecticide dust to accessible roof void areas. Before entering the roof void check for exhausts fans or ceiling vents, either close vents or turn on exhausts fans. This will prevent dust from the ceiling void entering the living area of the house.

Outside

- Our operator will apply a liquid formulation around the base of the building and into all joints or cracks in pathways.
- Areas away from the base of the building where Household ants are nesting or trailing require treatment using either the use of Granular ant bait or a liquid insecticide formulation. Your operator will select the **BEST** service tailored to your home.

Qualifying Re-call's:

When to book a Re-call

Ask the customer to describe the problem they are having.

- What numbers are they seeing of the Ants?
- Where is the problem occurring? -Ensure the problem is inside!
- Has there been a change since the service?
- Do not book a re-treatment until 7 days after the initial service date
- Check the **Pest Control Advice** to see which areas and what produces where used, dusts, food type baits or liquid insecticides.
- If food baits are used ask the customer if the ants are trailing to the bait. If so ask them to give this some more time say "7 days," as these baits work progressively in controlling ant problems. If Ants are not trailing to the food baits book a re-treatment.
- If the **Pest Control Advice** has **Recommendations** for the customer to perform, check with the customer "if this work has been carried out"
- If they have not- inform the customer that the **Recommendations** are there as part of the pest management service. Ask the customer to complete the recommendations and if after 7 days they are still experiencing problems, that they should not hesitate to call back.
- When booking re-treatments **Ensure that information gained from the customer is recorded for the operator to note on that re-call.**
- When a customer calls for a 2nd re-treatment Book the service in and inform the field supervisor and or manager

How the insecticides work:

- The insecticide dusts, granules and liquid formulations used to manage Ants are effective as they have a residual allowing them to work over a period of time.
- As Ants come in contact with the insecticide the insecticide kill will them.
- As the insecticide and the Ants must meet, the customer may not see a change straight away and may request a re-treatment within the 7-day waiting period.
- Food type ant baits, get the ants working as part of the overall Ant management plan, as food baits are slow acting which allows for transfer and transportation to nests and nest mates.