

# Rentokil

The Experts in Pest Control



**Integrated pest control  
for multifamily properties**  
Protecting your tenant experience

Rentokil understands the challenges facing multifamily properties.

**Consequences  
of pest  
infestation**



Tenant complaints  
and dissatisfaction



Termination of  
contracts



Low occupancy rates  
and revenue loss



Rent  
reductions



Compensation  
claims



Capital expenses due  
to structural damage  
and repair



High costs  
of advanced  
infestation



Tarnished reputations  
of owner and property  
manager

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## Protecting your property

# Integrated pest management for the multifamily property segment

According to the National Multifamily Housing Council and the U.S. Census Bureau, approximately 20% of the U.S. population chooses to make their home in multifamily dwellings. That places an enormous amount of responsibility for ensuring the safety, security, and well-being of residents on the shoulders of multifamily property managers, who work hard to deliver the comforts of home to residents. But nothing disrupts the comfort of home like a pest infestation.

Your tenants understandably expect a pest-free living and working environment. Any pest infestation, whether it be with rodents, ants, flying insects, cockroaches and other crawling insects, or bed bugs, can destroy comforts of home and lead to complaints, lease terminations, and more.

Beyond the disruption they can create, pests also pose a serious health and safety threat with the potential to contaminate food, transmit pathogenic germs, trigger allergies and asthma, and cause extensive damage to structures, equipment, and property.

Complicating issues for property managers, pest infestations can spread quickly in multifamily dwellings. To prevent that from happening, property managers must act at the first sign of a problem. Unfortunately, residents often wait too long to report an issue, resulting in extensive infestations and pest control costs.

With Rentokil as your partner in pest control, you can stay one step ahead of pest problems. Rentokil's expert Specialists can act as the property manager's eyes and ears during planned preventative inspections, helping to protect your property investments. These highly trained specialists will provide recommendations from their inspection to reduce the risk and severity of any pest problem, and can even help with providing resident education to prevent future issues.

For busy property managers, Rentokil's online pest management system, PestNetOnline, is an invaluable tool for tracking past management efforts. This easy-to-use, market-leading system compiles all your data in one place, highlighting any areas with pest issues or outstanding recommendations so that they are surfaced for immediate action. Property managers who oversee a portfolio or properties or are tasked with managing a smart building strategy will find PestNetOnline's real-time reporting and documentation useful for spotting trends and identifying areas that may need further attention.

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## Partnering with Rentokil



### Full-service capabilities

Doing business with a full-service company allows you to realize cost synergies, reduce your number of vendors, and ensure effective pest management solutions for your business.



### PestNetOnline

Have real-time oversight of your pest management service data, including pest activity, recommendations and more, with our online pest management system. Our secure PestNetOnline platform is easily accessible and gives you instant access to documentation needed for audits, the ability to spot trends, and a transparent method for verifying location performance, creating a smart building strategy for single or multiple facilities.



### National and global account capabilities

You want consistent, dependable service performed to the same standards at all of your locations. With over 1,000 branch offices and operations in more than 65 countries around the globe, the network of Rentokil companies provides businesses with the confidence that all of their locations are serviced to consistent, documented protocols. Centralized account management ensures that your stakeholders have the critical information they need about your pest management program.



### Specialist training and tenure

Effectively eliminating and preventing pest problems is a science – that's why Rentokil invests heavily in specialist training. Designed by PhDs in entomology, Rentokil's rigorous training programs arm our specialists with the knowledge and expertise to protect your most valuable assets: your facility, people, and brand. With an average tenure of 8+ years, you can rest easy that your local specialist is an expert partner for your business.



### Innovation

As your facility and environment change, so do your pest challenges. Our company got its start with a revolutionary product nearly 100 years ago, so innovation is in our company's DNA. Our global Technical and Science Centers are dedicated to research and development to continually bring the best products and services to market to address our customers changing pest management needs.



### Customer management program

Your ongoing satisfaction with your Rentokil pest management service is important to us. Our Customer Management Program allows us to measure our results based on your direct feedback and our own internal quality reviews. From periodic on-site quality assurance inspections of your locations by our managers to customer phone surveys, we use the results of these measurements to continually improve our service to you.



### Environmentally responsible pest control programs

The safety of your residents and employees is paramount. Rentokil shares this responsibility with you. We are focused on providing environmentally responsible pest control: eliminating pest activity without the overuse or unnecessary application of pesticides. Through detailed inspection and monitoring, your specialist is able to zero in on the source of pest issues, targeting the problem with innovative tools and precise applications to resolve them quickly and safely, with the least impact to the surrounding environment.



## Comprehensive range of solutions for multifamily properties



### Bed bugs

Rentokil's solutions to eliminate bed bugs include human and K-9 inspection, conventional and heat treatments, fumigation, steam remediation, mattress and boxspring encasements, and innovative mattress liners that offer an additional line of defense.



### Cockroaches and crawling insects

Because identifying potential crawling insect issues before they become problems is vital, Rentokil will implement a robust monitoring program to alert you at the first sign of concern. In the event of an infestation, Rentokil's pest experts will implement species-specific state-of-the-art control methods to quickly eliminate the problem.



### Mosquitos and flying insects

Rentokil utilizes a wide range of innovative products and techniques to eliminate flying pests, each targeted at specific species and customized for your property. From fly lights to stinging pest removal, and everything in between, we've got a solution for your problem.



### Rodents

With an advanced monitoring program, Rentokil puts a barrier in place to warn at the first sign of rodent activity. To address acute infestations, your specialist will deploy a combination of discreet, secure methods to eliminate the problem quickly.



### Termites

Rentokil's termite control programs start with a careful evaluation and identify any conditions that may be conducive to termite activity, giving you the information you need to make corrective actions. If termites are found, your specialist will develop a customized treatment plan based on your property's location, requirements, and the severity of the problem.



### Birds

In addition to the noise they can create and messy eyesores they leave behind, birds can carry and spread dangerous pathogens. To deter birds from your premises and protect your residents and employees from bird pests, Rentokil can implement a number of effective, humane solutions including exclusion, trapping, hazing, and more.



### Vegetation management services

Improve the appearance of your facility by eliminating unwanted vegetation and the risks associated with it, including fire hazards and pest harborage, with Rentokil's Vegetation Management Services.



### Odor management

Don't let odors detract from resident satisfaction! Rentokil's exclusive Odor Management System safely neutralizes odors near dumpsters, in trash rooms, or other areas where odors can be a problem.



### Fumigation

To eliminate extensive pest infestations or termite issues, Rentokil may recommend a fumigation service for buildings on your property. Rentokil has the expertise to safely and efficiently perform fumigations to rid your property of pests, protect your structures, and keep your tenants happy.

#### Additional service offerings:

- Drain line services and bioremediation
- Stored product insects and textile pests





# Integrated pest control for multifamily properties



## Key risks to your property

-  Rodents
-  Birds
-  Bed bugs
-  Cockroaches and crawling insects
-  Odor
-  Termites



	Fats, oils and greases		Mosquitos and flying insects		Vegetation Management
	Fumigation		Stored products and textile pests		

Rentokil is the North American brand of Rentokil, the world's largest commercial pest control company, operating in more than 60 countries globally. In the United States, Rentokil's three regional brands, Ehrlich, Presto-X, and Western Exterminator, have served pest control customers for over 90 years. By utilizing Integrated Pest Management (IPM) practices and proven methods, we are able to guarantee early detection, accurate monitoring and precise product application to eliminate and prevent your pest problems. Our team of professionally trained experts provides a full range of pest control solutions to our customers, delivered with world-class service.

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[rentokil.com/us](https://rentokil.com/us)  
**800.488.9495**