



## SERVICE PROTOCOLS

- (1) Weekly service visits to properties to service scheduled buildings. During this visit, service requests are obtained from the service request log book. Each scheduled building will receive an exterior sweep and spot treatment of identified problems. Once a year, around January, all units receive an inspection to include a crack and crevice treatment with baiting as necessary. On an EOM basis, buildings will have received an exterior treatment to include sweeping of breezeways, around bottom floor windows and any accessible eaves. Granular bait and liquid spot treatment of active sites within 3-5 ft of the building are performed as activity is identified.
- (2) Weekly service to include service requests, exterior treatments, and interior inspections. On a Quarterly basis all units receive an inspection to include a crack and crevice treatment with baits and/or liquid as necessary. On a Quarterly basis, buildings receive an exterior treatment to include sweeping of the breezeways, around ground floor windows and any accessible eaves. Granular bait and liquid spot treatment of active sites within 3-5 ft of the building are treated as needed.
- (3) Weekly service visit which includes performing service requests from the service request log book and exterior treatment service of scheduled buildings, as described by the following. On a Quarterly basis, buildings receive an exterior treatment to include swiping of the breezeways, around first floor windows and any accessible eaves. Granular bait and liquid spot treatment of active sites within 3-5 ft of the building are performed as pests are observed.
- (4) Once a month service. On a monthly basis, all units receive an inspection to include a crack and crevice treatment with baiting or liquid as necessary. On a quarterly basis, buildings receive an exterior service to include sweeping of the breezeways and any accessible eaves. Granular bait and/or liquid spot treatment of active sites within 3-5 ft of the building.
- (5) Exterior service only unless service requests are called in prior to service. On a Quarterly basis, buildings receive an exterior service to include sweeping of the breezeways, around ground floor windows and any accessible eaves. Granular bait and/or liquid spot treatment of active sites within 3-5 ft of the building.