

# The Most Important Amenity You'll Never Advertise

APARTMENTS

UPSCALE LIVING. REDEFINED.



*Parkside*  
APARTMENTS

- Granite counter tops
- Stainless appliances
- Swimming pool
- **Nationally recognized pest control**
- Garage parking available
- Walk-in closets
- Fitness center
- New sundeck with grills

1740 LAKE BAY CIRCLE, NW

CALL TODAY AND FIND OUT ABOUT OUR SPECIAL MOVE-IN RATE! 555.1234



COMMERCIAL SERVICES

10A.

It might not be the  
first thing you mention to  
prospective residents,  
but nationally recognized  
pest control is a real amenity.  
Just ask our customers.

(Or the guy in 10A who will *finally*  
stop calling you about the  
ants in his kitchen.)

## More Than a Century of Experience

We've built our reputation and set the standard in pest management for more than a century. Founded in 1901, Orkin serves more than 1.7 million customers through more than 400 locations across the world. That's why more businesses in North America – including multifamily properties like yours – trust Orkin with their reputations than any other pest management provider.

## Award-Winning Training

Orkin is consistently recognized on *Training* magazine's prestigious Top 125 list and has been featured among the magazine's Editor's Choice honorees. The bottom line: you can rest assured you're getting the latest and most effective pest management techniques delivered by a knowledgeable expert.



## Effective Multifamily Pest Management is Challenging — but Crucial

You work hard to protect your property's reputation and attract residents. Once people move in, you work just as hard to keep them happy. Having pests in the picture makes all of this a lot harder.

### More than just a nuisance

- Pests can carry and spread diseases, contaminate food or even cause expensive structural damage.
- Pest infestations can hurt your property's reputation and can even lead to unwanted media attention or worse.

### Pest management in multifamily settings can be a real challenge

- Many properties offer food, water, shelter and optimal temperatures — everything pests need.
- You can't regulate everything that goes on within your individual units, and unsanitary conditions in one unit can attract pests that can spread all over the complex.
- Frequent arrivals of new residents can bring new pest challenges and make it difficult to keep everyone on the same page about housekeeping and pest control.
- Pool and community areas and waste disposal areas can attract the very pest problems you're trying to avoid.
- Certain landscaping and structural elements can attract pests.

On top of all this: residents expect a pest-free environment, and when they see a pest, they expect an immediate resolution.

**The good news is Orkin can help.**



## AIM: Assess. Implement. Monitor.

Effective pest management is a process, not a one-time event. Orkin's Integrated Pest Management (IPM) approach is a collaborative and ongoing cycle of three critical activities that help keep pests in their place.



Based on your property's needs, we will work with you to create a customized plan.

### Assess

First we inspect, identify, and evaluate all the underlying reasons pests infest your property.

#### Comprehensive inspections

We detect any sanitation issues or structural conditions conducive to pests.

#### Identification of pest activity

We examine and report any evidence of pest infestation.

#### Risk evaluation

We consider your property type, geography and any conditions conducive to pest activity.

### Implement

Cookie-cutter pest management solutions are ineffective. Your Orkin Commercial Pest Specialist continually works with you to develop a customized solution.

#### Focus on prevention

When we can, we start with exclusion, sanitation and other non-chemical options.

#### Environmentally responsible

If a product is needed, your Orkin Commercial Pest Specialist selects the most effective treatment with the least impact on the environment.

#### Sanitation consultation

Your Orkin Commercial Pest Specialist will consult with you to make sure your cleaning, facility maintenance and exclusion efforts make a real impact on potential pest "hot spots."

### Monitor

Year-round monitoring, documentation, and communication help to ensure the ongoing effectiveness of your service.

#### Ongoing protection

During regular service inspections, your Orkin Commercial Pest Specialist monitors for signs of pest activity, looks for pest-conducive conditions, and ensures that your program is working.

#### Documentation and communication

After each service, your Orkin Commercial Pest Specialist documents all services performed, pest activity and any other recommendations.

## More Than Just Great Pest Control

Partnership is critical to an effective IPM program, and Orkin prides itself on keeping open lines of communication with you, your staff and your residents. We document all services provided by your Orkin Commercial Pest Specialist, operations management, support staff and quality assurance professionals, and we check in with your staff on an ongoing basis.

### We Help Make Your Residents Part of the Solution

Because pest management in multifamily properties relies heavily on resident cooperation, we try to help make them part of the solution, too. As an Orkin client, you'll have access to resources you can share with your residents, including:

- Educational pest-related articles for your property's newsletter.
- Monthly pest "tip sheets" that can be posted on residents' doors or in common areas.
- All educational resources can be downloaded from [orkincommercial.com](http://orkincommercial.com).

To enhance our knowledge, we immerse ourselves in the industries we serve. Industry media turn to us for our pest management expertise, and as members of the **National Association of Residential Property Managers**, the **National Apartment Association** and the **U.S. Green Building Council**, we strive to stay ahead of trends and issues in your industry so we can continue to offer you the kind of thoughtful service you deserve.



National Association of Residential Property Managers



COMMERCIAL SERVICES

As one of the most respected pest management providers in the country, Orkin provides the reliability you can trust and the flexibility to make your job easier. That's because when you choose Orkin, you receive more than just pest control — you get the expertise, communication and resources valued by our property management customers nationwide.

## 5 SIMPLE REASONS TO CHOOSE ORKIN

### 1 TRUSTED

Founded in 1901, Orkin is trusted by more than 1.7 million customers through more than 400 locations across the world.

### 2 SECURE

Orkin is bonded, and Commercial Pest Specialists are screened and randomly drug tested to allay security concerns.

### 3 RELIABLE

Discreet service when you need it, provided by highly trained pest specialists, so the job will be done right.

### 4 FLEXIBLE

We can work around your schedule so we're there when you need us and out of your way when you don't.

### 5 CONSISTENT

Have multiple properties? Rest easy. Orkin provides consistent service from location to location.



COMMERCIAL SERVICES

# 3

## ORKIN COMMERCIAL SERVICES TRIPLE GUARANTEE

### 1 **2x24 Response Guarantee**

When you see a pest, you need service right away – 365 days a year. Orkin makes it easy with a direct priority line to our national customer service department and to your local branch. **We'll respond to your request within 2 hours and if needed have someone on-site at your property within 24 hours – guaranteed.**

### 2 **Reimbursement Guarantee\***

Should your company be fined by a regulatory agency due solely to a pest infestation, Orkin will reimburse you for the amount of those fines that are paid.

### 3 **360° Satisfaction Guarantee**

With Orkin, your satisfaction is guaranteed on all sides with three unique 60-day guarantees.

- ◆ **60 days complimentary service if you're not satisfied with the way we begin our service** – After you choose Orkin, we provide a 60-day guarantee of our service. If you're not satisfied after the first 60 days, we reimburse you in full.
- ◆ **60 days complimentary service if you're not satisfied at any time thereafter** – At any time, if you are not completely satisfied with results of your regularly scheduled service, Orkin will provide complimentary service for up to 60 days until you're satisfied.
- ◆ **60 days complimentary service by another provider if you're still not satisfied** – If you are still dissatisfied after 60 days of Orkin's complimentary service and you wish to cancel our service, we will pay for the first 60 days of regular service by another provider of your choice.

*\* See agreement for details.*



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Turn to the pest management provider you'll **want** to advertise to your next prospective resident. For more information on how you and your residents can benefit from Orkin service, call 1-800-ORKIN NOW for a free, on-site consultation from an Orkin Commercial Pest Specialist.



COMMERCIAL SERVICES

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1.800.ORKIN NOW

[orkincommercial.com](http://orkincommercial.com)