

The Pines Apartments and Orkin Create Bay Area Haven for Residents

Nestled in the picturesque San Francisco Bay Area in Walnut Creek, Calif., The Pines Apartments is known for its garden-style community and spacious floor plans. Just minutes from Main Street's upscale boutiques and gourmet dining, The Pines is a quiet haven for residents looking for small town charm near downtown life.

The Pines has partnered with Orkin Commercial Services for the past five years to ensure that pests don't disturb the peace of its residents. Property Manager Ana Maria Herrera says it's the customer service Orkin offers that sets them apart from others.



The Pines Apartments and Orkin partner to manage pest issues and serve residents.

Why did you choose Orkin?

We chose Orkin because of the service they provide. When we do have a pest control issue, I can call one of the technicians and get an answer right away. The technicians are very professional and discreet, and they interact well with our residents. They take the time to explain the issues and put our residents at ease when they perform a service in their unit. Our residents are always happy to see them because they know we're taking care of any problems.

What is the biggest benefit of Orkin's service?

The customer service is great. I particularly value the personal

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— Ana Maria Herrera
Property Manager
The Pines Apartments

relationship we have with our technician. He comes in and checks in with us in the morning and lets us know he'll be on the grounds, and then he follows up with us.

I've worked with other pest control providers before, but I didn't have the kind of relationship with them that I have with Orkin.

How do you see your partnership with Orkin moving forward?

I'm very satisfied with Orkin and look forward to continuing our partnership to serve our residents.

Orkin does the best they can to make their customers and the residents very pleased and very happy.

Questions to Ask When Choosing a Pest Management Provider

- What is the average response time to a pest-related emergency?
- Is there an extra charge for emergency responses?
- Are the provider's technicians licensed and/or certified by appropriate agencies?
- What documentation is provided with the service? How soon is it available?
- What kind of training do the technicians receive?

For a free consultation, call 1.800.ORKIN NOW or visit us at orkincommercial.com

