



## Admin Reference Guide



# Pest Control

## Introduction to Pest Control

This is the service in our business dealing with insects that get into the home. It covers everything from occasional invaders to infesting insects that are vectored in by people and pets. The service starts at \$120 for the initial visit and then just \$40 per month for service 4 times per year. Pricing increases as the size of the home increases. The initial service price can change based on the types of bugs required to eliminate prior to maintaining it bug free.

## FAQ's

### *What does the general pest control program include/exclude and why?*

General Pest Control service includes all insects after the initial insects are under control. The only exclusion is fleas if your pet is not on a veterinarian prescribed flea medication.

### *Do we have to leave during/after a spray?*

You do not have to leave during treatment unless it is a flea treatment. With Flea treatments you must leave with your pets until 1 hour after the treatment is complete.

### *Should I take my pet out while the general service spray dries?*

You do not have to unless your pet is curious enough to start licking up the product while it is wet. If you have birds or fish, the birds MUST be removed prior to service and the fish tank should be turned off and we recommend you wrap the filter/pump with plastic wrap as an extra precaution, as birds and fish are extremely sensitive.

### *Why don't you do an interior treatment at each visit?*

Interior treatments are no longer a necessary part of pest control unless you vector in an insect that cannot be treated from the exterior. Our exterior treatments are much stronger because of the reduced human exposure. This is pest control the way it should be; keeping your home as bug free as possible while reducing exposure to people and pets as much as possible.

### *Can I cancel whenever I want?*

Our service agreements are for one year and then month to month after that.

### *Why don't you knock down wasp nests?*

We knock down all wasp nests we can reach on every visit. We will NOT climb ladders to reach wasps.



*Why won't you kill my bees?*

Bees are pollinators which are required for human existence. Our goal is to never negatively affect a pollinator and therefore we do NOT kill them. If they have become a nuisance we can recommend some beekeepers that can come and remove the nests allowing the bees to continue to do their good work in keeping us alive.

*I saw a bug, will you come back out and do another interior service?*

If the pest pressure warrants a return visit we will absolutely do so. The treatment we engage will be the most effective treatment to handle the issue. Sometimes that is an interior service but most times it is not.

*Do you treat for lizards?*

NO. Lizards are our pest control partners and they have no negative effect on humans.

*Why does it seem like the larger roaches aren't dying as fast?*

Because the larger the insect the longer it takes for them to metabolize the treatment and be fully affected. The largest of roaches can live for hours after exposure but they will meet their end.

*Can I have monthly service instead of quarterly?*

Absolutely. The cost is our normal initial service cost minus \$20 every single month. (For example, if the current quarterly service cost is \$120, their monthly cost would be \$100.)

*Do you treat for snakes?*

NO. There are no truly effective treatments available. The products available are a mixture of Sulfur and Moth Balls. It smells awful and instead of paying a premium for those products you can get the individual ingredients on your own and spread them around the exterior perimeter of your property.

*Can I treat my drain flies myself?*

You can attempt to by pouring boiling water down your drains, cleaning them with a pipe cleaner and creating a small dish of Apple cider vinegar, dish soap and then warm water until there are bubbles on the surface in that order and place it near the drain. Doesn't always work but in low grade cases it can.

*Do you kill bats or exclude them?*

NO, it is illegal to harm or disturb bats and no exclusion efforts can occur between April 15-August 15. If you have an active issue you must wait until after that window has passed.



*How long after your service can I pressure wash the house/clean the carpets?*

I would recommend pressure washing the house right before our service, otherwise it can blast the treatment away and will render the treatment useless if bleach is used. Cleaning the carpets can be done anytime unless following a flea treatment. If a flea treatment is done wait a minimum of 6 weeks before cleaning/shampooing the carpets. Vacuuming is recommended to be done every day.

*What are pantry pests/drugstore beetles and how do I deal with them?*

They come in the food we buy (typically grains like cereal, rice, etc) in egg form. They then hatch and become adults. The way to handle these is to find the source they came in and throw it away. We CANNOT treat all your food. So you must find the source and dispose of it outside of your home.

## Roaches

### Types

There are two general types of roaches, domestic and peri-domestic. **Domestic** roaches (German Roaches) live inside, are smaller (size of 2 tictacs on top of each other) and are brought in by human activity. Typical vectors are Cardboard boxes with the biggest offender being Amazon boxes because of their frequency. **Peri-domestic** roaches live outside and occasionally enter people's homes while on the hunt for food and/or water. These roaches are typically larger from the size of a quarter to the size of a lighter and are drawn to light at night.

### Behavior

These pests are brought in. They do not come in from their natural habitat outside. Their natural habitat is inside homes and they are by nature infesting insects. Once first sighted it is typically at night in the kitchen when first turning the lights on and you catch a few scurrying off to hide. Next step is the lights come on and you see many as they run to hide. Then they do not run to hide. Then you see them during the day and then popping up in other areas of the structure.

### Reproduction

They start laying eggs after only 2 weeks of life laying multiple eggs per day with 50-70 roaches per egg. This makes them one of the fastest infesting insects in our area.

### Concerns

They can be a health concern causing respiratory issues as well as cleanliness concerns contaminating foods as well as defecating on, in and around flatware, utensils and other cookware.

### New Customer FAQ's

#### *Is the treatment safe for pets and kids?*

Absolutely, We only use Caution Level products which are safer for people and pets than most common household cleaning products.

#### *Do I have to leave for the treatment?*

Unless someone has respiratory issues there is no need to leave for the treatment.

#### *What do I need to do to prepare? Do I need to take everything out of my cabinets?*

Aside from cleaning everything as best as possible, make sure we have access to 80% of the baseboards in the entire house, 100% of the cabinets and plumbing, and that you have



cleaned all food sources up. We will also need to be able to freely move the refrigerator, oven and any other appliances in the kitchen to adequately treat. If you are not prepared when we arrive we charge \$50 to come back out to complete the service and the 30 day warranty starts the day of your first service.

*What should I expect with the treatment for German Roaches?*

In the first week the roaches will be completely panicked and you will see more than you ever have before as they respond to the treatment and begin to die. In the second week the amount of roaches you see should be starting to decrease. In the third week you should be seeing just a few dead or dying (If you see them it is because they have been exposed to treatment). In the fourth week you should only see the occasional dead one.

*Do you Clean after a German Roach treatment?*

No. We recommend you clean before we come and then not again after we have treated for at least 2 weeks or as long as you can stand it.

*Do you treat behind the switch plates?*

No. Modern day homes are stuffed full of insulation so the treatment would not be effective. Our approach ensures the roaches have no choice but to come in contact with our treatment.

*How long will it take for German Roaches to go away?*

In the first week after treatment you should expect to see more than you ever have as the treatment flushes them out of hiding and they start to die. In the second week you should expect to see a mix of living, dying and dead. In the third week you should only see dying or dead and in the fourth week just a dead one here and there. After that you should not see anything.

*Why do I have to pay again for another treatment after 30 days?*

When we treat for German Roaches it eliminates the population that is currently there along with stopping any further reproduction. If you are still seeing roaches after the 30 day warranty period it is because the German Roaches are continuing to be brought in. This is something that must be figured out by you. We can assist in logically breaking it down with you but it is a human behavior that brings these bugs in. They do not just travel in from outside. Until that human behavior is changed, they will continue to enter your home and there is nothing we can do about that so we cannot warranty it.

*What can I do to avoid this from happening again?*

Dispose of all Amazon and other cardboard boxes immediately to outside of your home. If that is not the source, finding who or what is the key. We have seen them actively coming



home in a kids backpack that is put on a rack with a bunch of other backpacks and the classroom also ended up infested.

## Current Customer FAQ's

### *Why do I keep getting large roaches inside after you treated?*

The treatments can take some time to completely knock down the current population of roaches on the outside of your home. The treatments do not instantaneously kill the roaches. They have to take up and metabolize the treatment and the larger the roach the longer it takes. Very large roaches can make it hours before being fully affected even though they are dying. Given enough time, the population around your home will be eradicated and maintained that way long term.

## Ants

### Types

Ants are a remarkably diverse group of insects, with thousands of distinct species found worldwide. Common household varieties include carpenter ants, which tunnel through wood; odorous house ants, named for the subtle smell they emit when crushed; pavement ants, often seen nesting in cracks along sidewalks and driveways; ghost ants, which are difficult to see but enter homes for food and water; fire ants, which are known for their attack practices- many ants will crawl onto an invader, they then release a pheromone to signal for all of them to bite at the same time. Each type exhibits unique behaviors and nesting preferences, making identification crucial for effective control.

### Behavior

Ants are social creatures, living in organized colonies led by a queen and supported by worker ants. They communicate using pheromones to mark trails and share information about food sources. Their relentless foraging is driven by a collective effort to nurture the colony, and their cooperative nature allows them to tackle tasks that far exceed the abilities of individual insects. Whether constructing elaborate tunnels or defending territory, their behavior is marked by efficiency and adaptability.

### Reproduction

The reproduction of ants centers around the queen, whose primary role is to lay eggs. Mating typically occurs during a nuptial flight, when winged males and females rise from their nests to mate in midair. Once fertilized, a queen will shed her wings and establish a new colony, laying eggs that hatch into larvae. The cycle continues as these larvae mature into workers, soldiers, or new queens and males, depending on the colony's needs.

### Concerns

Ant infestations can present several concerns for homeowners and businesses alike. Carpenter ants may cause structural damage by excavating wood, while some species can contaminate food supplies or introduce pathogens. Their persistent invasions can be difficult to control without targeted intervention, and outdoor colonies may contribute to soil disturbances or disrupt garden ecosystems.

### FAQ's

*How do I prevent ants from entering my home?*

Seal cracks, keep surfaces clean, and store food in airtight containers to deter ants.



*Are all ants harmful?*

Most species are harmless, but some, like fire ants or carpenter ants, can pose risks to people or property.

*What is the best way to eliminate an ant colony?*

Locating and treating the nest directly is most effective, as surface sprays only target foragers. Systemic treatments which work slower allow treated ants to continue to bring food back to the colony contaminating it. This is the most affective way to knock out a colony.

*Do ants benefit the environment?*

Yes, ants aerate soil, aid in decomposition, and help with seed dispersal, playing a vital role in many ecosystems.

## Spiders in Central Florida

### Types

Central Florida hosts many spider species, such as common house spiders, orb-weavers, golden silk orb-weavers, and wolf spiders, each with unique hunting or web-building habits.

### Behavior

Most spiders are solitary, spending their time hunting, spinning webs, or seeking shelter. Some species are nocturnal, while others are active during daylight hours.

### Reproduction

Spiders lay eggs protected in silken sacs, often in hidden places. Females may lay hundreds at once, and young spiders can disperse by riding the wind on silk threads—a process called ballooning.

### Concerns

Most spiders in the region are harmless and help control insect populations. However, a few, such as widow spiders, can pose health risks if provoked, though bites are rare.

### FAQ's

#### *Why doesn't your service kill spiders continuously?*

Spiders are only able to be killed on contact because of their biology. They move on the tips of their legs never dragging their body to come in contact with treatment. They also do not groom themselves, leaving them unexposed to product. With regular service, the continued sweeping of the eaves with insecticidal dust reduces spider presence to an unnoticeable level over time. The only exceptions are waterfront properties. In those circumstances we recommend a monthly mosquito treatment to keep them at bay.

#### *Are most spiders dangerous?*

No, the majority of spiders are harmless to humans.

#### *How can I keep spiders out of my home?*

Maintain cleanliness, seal entry points, and limit outdoor lighting to reduce insect prey.

#### *Do spiders benefit the environment?*

Yes, spiders play an important role in keeping other insect populations in balance.

## Bedbugs

### Types

Bedbugs primarily consist of the common bedbug (*Cimex lectularius*), which is most often found in homes and hotels. Another species, *Cimex hemipterus*, is more prevalent in tropical regions. Both types are small, flat, reddish-brown insects that feed on the blood of humans and animals.

### Behavior

Bedbugs are nocturnal, emerging at night to feed on hosts while they sleep. They tend to hide in cracks, crevices, mattress seams, and furniture joints during the day. Bedbugs can travel between rooms and units by hitching rides on clothing, luggage, and furniture.

### Reproduction

Female bedbugs lay hundreds of eggs in their lifetime, depositing them in hidden locations. Eggs hatch within 6-10 days, and nymphs reach maturity after several molts. Bedbug populations can grow rapidly if left untreated.

### Concerns

Bedbugs can cause itchy, red welts on the skin, leading to discomfort and, in some cases, allergic reactions. Infestations may result in anxiety, loss of sleep, and difficulty eradicating these resilient pests. Unlike some insects, bedbugs are not known to transmit diseases, but their presence can significantly disrupt daily life.

### FAQ's

#### *How do I know if I have Bedbugs?*

The easiest way to check whether you have bedbugs is to look for small specs of blood on your sheets and mattresses. That is the one surefire way for a non-professional to be sure they are there.

#### *Do I need to throw furniture away?*

No. Once treated there is no reason to throw any furniture away unless the infestation is extremely high.

#### *How can I check for bedbugs?*

Inspect mattress seams, furniture joints, and cracks for live insects, shed skins, or tiny brown spots (fecal matter).



### *Are bedbug bites dangerous?*

While bites can cause irritation and allergic reactions in some individuals, bedbugs are not known to transmit diseases.

### *What do I need to do to get ready for a bedbug treatment?*

Take all loose items from all drawers, closets and tabletops and place them in large commercial garbage bags. Strip all bedding and place in the same garbage bags. This is the most important step and is why we can offer such low prices for bedbugs \*. We do not treat unless this step has been thoroughly completed.

\*(The bags of clothes should be taken to a commercial laundromat because their washer and dryer temperatures are much higher than home machines and will kill the bedbugs.)

### *What is the best way to eliminate bedbugs?*

Professional pest control is required, as bedbugs are resistant to many over-the-counter treatments. Thorough treatment, cleaning and commercial laundering infestations can be managed.

## Fleas

### Types

Several species of fleas affect humans and pets, but the most common are the cat flea (*Ctenocephalides felis*), dog flea (*Ctenocephalides canis*), and human flea (*Pulex irritans*). Cat fleas are the primary culprit in household infestations, regardless of the presence of cats or dogs.

### Behavior

Fleas are external parasites that feed on the blood of mammals and birds. They are exceptionally agile, using their powerful hind legs to leap long distances between hosts and environments. Fleas spend much of their life cycle in hidden places such as bedding, carpets, and pet fur, only emerging to feed.

### Reproduction

Female fleas lay dozens of eggs each day, depositing them in areas frequented by their hosts. The eggs hatch into larvae that hide in dark, humid crevices before pupating and emerging as adults. A flea's entire life cycle can be as short as two weeks under optimal conditions, allowing populations to grow rapidly.

### Concerns

Flea bites can cause intense itching, red bumps, and allergic reactions in humans and animals. Beyond discomfort, fleas can transmit diseases such as murine typhus and tapeworms, making infestations a health concern for households. Pets suffering from flea infestations may develop anemia or skin infections.

### FAQ's

#### *How do I know if my home has fleas?*

Look for itchy bites on ankles and legs and inspect pets for excessive scratching or tiny dark insects in their fur. Another trick is to lay a piece of blank white paper on carpet and see if any jump on it.

#### *Are flea bites dangerous?*

While most bites result in minor irritation, fleas can transmit certain diseases and parasites, so infestations should be addressed quickly.

#### *What is the best way to get rid of fleas?*

First, treat pets with veterinarian-prescribed medications, have us treat, wash bedding and fabrics in hot water, and vacuum thoroughly every day for 30 days after the treatment.



# Termite Service

## Introduction to Termite Service

This service is designed to eliminate any existing termites and then prevent termites from becoming an issue after treatment. It starts with a thorough inspection ensuring any potential or visible termite issues are identified. Then a treatment plan is created and proposed. If agreed upon, the treatment plan is then put into action. Starting with the treatment of any interior termites by drilling small holes and injecting foam termiticide into the galleries of the termites. Then we dig a full trench around the exterior of the structure drilling every 18-24 inches through any abutting hard surfaces to ensure the entire structure is surrounded with Termiticide. We use Fipronil (Brand Name Termidor) which has the best track record of any applied termiticide currently legal to use. Any areas we drill to treat, we seal with a plug and concrete patch afterwards. If pavers are in place we drill in between the pavers to make the treatment as unnoticeable as possible. This service starts at an initial of \$399 and then \$35 per month thereafter. After the exhaustive initial treatment, we reinspect every year to maintain the warranty coverage for termites. 10 years after the initial treatment we do it all over again to make sure the maximum strength of the termiticide is maintained to keep preventing termites from coming to the structure while also continuing to kill the colony of any termites that do venture into the treatment zone.

## Termites

### Types

There are several types of termites, each with distinct characteristics and habitats. The most common include subterranean termites, which build colonies underground; drywood termites, which infest dry wood without the need for contact with soil; and dampwood termites, which prefer moist wood. Identifying the type of termite present is essential for effective treatment and prevention.

### Behavior

Termites are social insects that live in large colonies comprised of workers, soldiers, and reproductive individuals. Their behavior is marked by constant activity, as workers forage for food and build tunnels through wood and soil. Soldiers defend the colony from predators, while queens and kings reproduce to maintain colony size. Termites communicate and coordinate through pheromones and vibrations.

### Reproduction

Termite colonies are sustained by a reproductive caste consisting of the queen and king. The queen can lay thousands of eggs each year, ensuring the growth and survival of the colony. Winged termites, called alates, are produced seasonally and leave the colony in swarms to mate and establish new colonies, often leading to infestations in new locations.

### Concerns

The primary concern with termites is the damage they inflict on wooden structures, which can compromise the integrity of homes and buildings. Termite infestations often go unnoticed until significant damage has occurred, resulting in costly repairs. Additionally, their rapid reproductive cycle and ability to remain hidden make termites a persistent threat to property owners.

### FAQ's

#### *How much does it cost?*

Our termite service starts at \$399 for the initial service and then just \$35 per month after that. The price is dependent on the linear footage of your home and whether or not you have any active issues that need to be dealt with to ensure the best success possible.

#### *How can I tell if I have termites?*

Look for signs such as mud tubes along foundations, hollow-sounding wood, discarded wings, or visible damage to wooden structures.



### *Are termites dangerous to humans?*

While termites do not bite or transmit diseases to humans, their destructive behavior can seriously impact property value and safety.

### *What is the best way to get rid of termites?*

Effective termite control involves professional inspection, targeted treatment, and ongoing monitoring to prevent future infestations.

### *Is there a discount if I pay all of it up front?*

NO. The termite service is structured to be as affordable as possible in an effort to make sure no one has to go without termite coverage.

### *What does the warranty cover?*

Depending on many factors, the warranty can cover any damage done by termites or as little as treatment should termites come up. The warranty is determined by many factors including the age of your home, whether it has been under coverage since it was built, current activity, etc. These conditions are dictated by insurance companies as they are the ones backing warranties for the entire industry as required by law.

### *How is the inspection done?*

We use a technique called sounding. This involves tapping on all the baseboards around your home to listen for any areas that might be moist and/or void behind the baseboard indicating the potential of termite intrusion. We also visually inspect the attic and exterior for any signs of termites while on site.

### *Why can't you give me an estimate over the phone?*

Because we cannot tell over the phone if you have termites or not. It is something that can only be done in person. We can give you a baseline estimate pending inspection but in order to provide firm pricing, an inspection must be done.

### *Why isn't there a warranty with drywood termites?*

The only way to be close to certain there are no DryWood termites in a structure, a tent fumigation must be done and that is not a service we offer. We can, however, spot treat drywood termites and sometimes completely eliminate them by doing so.

### *Why don't you use bait stations?*

They have a very low success rate and thus a high rate of failure. Termite Workers, which are completely blind, go out to forage for wood. Bait stations are filled with small cylindrical pieces of wood that the blind termite is supposed to find instead of the giant pile of dead wood that is your house. Your home is right in the middle of these bait stations that are



placed every 10 feet from one another. They also draw termites to your home. We do not utilize or recommend this type of service to anyone.

*If I see a termite outside, should I be worried even if you've done a treatment?*

NO. They swarm 1-2 times per year but swarming termites have a success rate of spreading the colony of less than 1%.

*Are termites a problem in Florida?*

No insect does more damage to homes than a termite, totaling \$5Billion per year on average, over 600,000 homes with \$1Billion of the damage occurring in Florida. Don't be part of the statistic.

*Why do I need termite service if it's a cinderblock home?*

If there is any wood in your home at all, you have exposure. In 2022 we were engaged by a family that had a brand new concrete block home that was 3 months old. Termites had come up through a small crack in the foundation and eaten an entire wall down a hallway making it up to the trusses where the air handler was. They then ate the truss and half the air handler came through the ceiling. They trusted and relied on the Termite Warranty that was issued by the builder. The repairs set them back over \$50,000 and they are still in litigation trying to reclaim the damages.

*Do you offer a termite pretreat? Does it have to be done BEFORE the concrete is poured?*

We do offer a termite pretreat and it does have to be done before the concrete is poured. We legally cannot perform the treatment if the concrete has already been installed.



# Mosquito

## Introduction to Mosquitos

This service is designed to reduce the mosquito population as much as possible on and around a given structure and property. The treatment is applied to all vertical surfaces as that is where mosquitos land. A contact insecticide and insect growth regulator are applied to kill the active mosquito population and stop any local populations from being able to reproduce. This treatment is done every single month year-round. This service starts at \$99 per month and goes up as the size of the property increases.

## Mosquitos

### Types

Mosquitos are a diverse group of insects that belong to the family Culicidae, with over 3,500 species found worldwide. Each type varies in habitat preference, behavior, and the diseases they may carry. Common representatives include Aedes, Culex, and Anopheles, each associated with different patterns of activity and risk factors to humans and animals.

### Behavior

Mosquitos are most active during dawn and dusk, seeking hosts for blood meals using sensory cues like heat and carbon dioxide. Only female mosquitos bite, as they require blood to produce eggs. Their behavior is influenced by environmental factors such as humidity, temperature, and proximity to standing water, which serves as breeding grounds.

### Reproduction

Reproduction begins when female mosquitos lay eggs on the surface of stagnant water. The eggs hatch into larvae, then pupae, and finally emerge as adults. Some species lay eggs singly, while others deposit them in rafts. Lifecycle duration depends on species and environmental conditions, with rapid development in warmer climates.

### Concerns

Mosquitos are more than just a nuisance; they pose significant health risks due to their ability to transmit diseases such as malaria, dengue fever, Zika virus, and West Nile virus. Their bites can also cause allergic reactions and discomfort. Controlling mosquito populations is therefore crucial for public health and comfort.

### FAQ's

#### *How can I reduce mosquitos around my home?*

Remove standing water, use screens on windows and doors, and consider our treatment services.

#### *Are all mosquito bites dangerous?*

Not all species transmit diseases, but bites can still cause irritation and, in rare cases, allergic reactions.



## Lawn and Ornamental Landscape Service

### Introduction to Lawn and Ornamental Service

We do not provide either of these services for anyone unless they have Pest Control Service with us. WE do not provide Ornamental service unless the customer has both Pest Control and Lawn service with us. This service is designed to provide nutrients via fertilizers to help with color, growth and overall health in the lawn and/or landscape. It also provides treatment for turf and shrub-damaging insects as well as fungus and disease. In the lawn it also includes selective weed control. This service is also completely dependent on the customer making sure the grass and/or plants are properly watered, trimmed and are in the right place for maximum success. Without these details being properly handled, success is not possible. We perform the service for Lawn 8 times per year (every 5-7 weeks) and the service for Ornamentals 4 times per year (every 3 months). The lawn service starts at \$75 for the initial service and then \$50 per month after that for lawns from 0-5000 sq ft. The initial price increases by \$15 for each additional 1000 sq ft beyond 5000. The monthly increases by \$10 per 1000 sq ft. The ornamental service starts at \$99 for the initial service and then just \$33 per month after that. The ornamentals are always subject to inspection for proper pricing.

## Lawns in Central Florida

### Types

Central Florida lawns feature a variety of grass species adapted to the region's warm climate and periodic rainfall. Popular choices include St. Augustine grass, Zoysia grass, and Bermuda grass, each offering distinct advantages in texture, color, and resilience. Choosing the right type is crucial for achieving a healthy, lush lawn that can withstand local conditions.

### Behavior

Lawns in Central Florida respond dynamically to environmental factors, such as sunlight, moisture, and soil composition. Grass growth patterns change throughout the year, with rapid expansion during the rainy season and slower development in dry periods. Proper care, including mowing and fertilization, helps encourage strong root systems and uniform coverage.

### Reproduction

St Augustine grass and Zoysia grass are man-made grasses and do not reproduce. They produce a seed but it is not viable. These are the two most common grasses in Central Florida and if repair is needed, plugs must be purchased or harvested from another area of the lawn for transplant.

### Concerns

Maintaining a lawn in Central Florida comes with challenges such as pests, fungal diseases, and weed competition. Over- or under-watering, poor soil quality, and extreme temperatures can also stress lawns. Addressing these concerns promptly with proper irrigation, pest control, and nutrient management is essential for long-term lawn vitality.

### FAQ's

#### *How often should I water my lawn?*

Water deeply but infrequently, preferably in the early morning (after 3am, finishing before sunrise), to encourage deep root growth and reduce fungal risk.

#### *What is the best grass type for my yard?*

Select a species suited to your yard's sunlight, soil, and usage needs—we can help with that once contracted and on site.



### *How can I prevent pests and diseases?*

Regular inspections, proper fertilization, maintenance, watering, pest management and prompt treatment can help prevent and manage common lawn issues.

### *Why do I still have weeds?*

Weeds may take up to three weeks to begin dying. We do not use contact-kill herbicides because, although they work quickly, they don't offer lasting results. Instead, we use systemic weed control, which eliminates weeds completely and helps prevent their return. However, certain problematic grasses—like crabgrass—cannot be selectively controlled.

### *Why do I still have brown patches?*

Brown patches can result from several causes, with water issues being the most common. Even insect and disease problems can be traced to improper watering—too little or too much. Achieving optimal watering is essential for preventing and alleviating brown spots.

### *Why are my neighbors' lawns green and mine looks unhealthy?*

This typically relates to watering and maintenance practices. We provide the necessary nutrients for a lush, healthy lawn, but excessive watering can leach chlorophyll and leave grass pale, while insufficient watering prevents nutrient uptake. Proper balance is key.

### *It rains a lot, why do you still claim it's a water problem?*

Grass needs a full inch of water each time it is watered. Without this, roots remain shallow and the grass dries out quickly. Frequent, light watering or relying solely on rain leads to shallow roots and potential drought stress after even a single dry day.

### *What should my irrigation be set at?*

Set irrigation to deliver one full inch of water. Generally, run misting sprinkler zones for one hour and rotor head zones for 45 minutes. Use your two allotted watering days, starting no earlier than 3 a.m. and finishing before sunrise.

### *How long do we have to stay off the grass after a service?*

Stay off the grass until it is dry. We say to give it an hour, but it usually doesn't take that long in this Florida heat.

### *What if it rains right before or after lawn service?*

Rain beforehand has no effect. Rain afterwards is beneficial, as it helps to water in the product. Weed control is applied with a sticking agent to prevent it from washing away.

### *Just had new sod put in, how do we take care of it?*

Water daily until every piece is firmly rooted and cannot be pulled up. Then reduce watering to every other day for two weeks, followed by three times per week. If there are water



restrictions, water three times per week for another two weeks, then twice per week. Do not mow during the first month.

*Can I still have lawn service if I have a food garden, butterfly garden, or fruit trees?*

Absolutely. We will avoid these areas with pesticides and herbicides to help ensure their success.

## Landscape Ornamentals in Central Florida

### Types

Central Florida offers a vibrant palette of ornamental plants, including flowering shrubs, shade trees, groundcovers, and palms. Popular choices such as hibiscus, azalea, crepe myrtle, and coontie add vivid color and lush texture to residential landscapes. Selecting species adapted to the region's humidity and seasonal changes helps ensure year-round beauty and resilience.

### Behavior

Ornamental plants in Central Florida exhibit diverse growth behaviors. Some thrive in full sun while others prefer dappled shade, and many are adapted to periodic rains and sandy soils. Their growth habits range from spreading groundcovers to upright shrubs, influencing how they fill space and interact with neighboring plantings.

### Reproduction

These ornamentals reproduce through seeds, cuttings, or divisions, depending on the species. Many flowering shrubs readily self-seed, while others—such as certain palms—are best propagated by separating offshoots or using stem cuttings. Understanding their reproductive strategies is key to managing plant populations and ensuring healthy, vigorous landscapes.

### Concerns

Maintaining ornamental landscapes involves addressing challenges like pest infestations, fungal diseases, and nutrient deficiencies. Overcrowding, poor drainage, and improper pruning can also stress plants and diminish their appearance. Routine inspections and timely care help prevent these issues and preserve the vibrant character of the garden.

### FAQ's

#### *How often should I fertilize ornamentals?*

Most ornamentals benefit from slow-release fertilizer applied in early spring with supplemental feeding throughout the growing season, but always follow specific plant recommendations and each plant has individual requirements.

#### *Can ornamentals tolerate Central Florida's sandy soils?*

Many native and adapted ornamentals are well-suited to sandy soils, especially when mulch and organic amendments are used to improve water retention and nutrients.



*How can I manage pests naturally?*

Encourage beneficial insects, use organic sprays when needed, and select pest-resistant varieties to reduce reliance on chemicals.



## Rodent & Wildlife Exclusion

### Introduction to Rodent & Wildlife Exclusion

This service is designed to seal up a home to prevent rodents and wildlife from being able to enter. Most of the time we are engaged for this service because someone already has an active issue with rodents or wildlife. Our goal, once engaged, is to flush any rodents or wildlife out of the structure prior to sealing it up so that once complete they cannot re-enter. This is not always successful and sometimes we have to trap out anything remaining after the exclusion is complete. This service requires a full inspection prior to being proposed with a proper quote.

## Rodents in Central Florida

### Types

Central Florida is home to a variety of rodent species, including roof rats, Norway rats, and house mice. Each type has distinct characteristics and nesting preferences, making identification important for effective management.

### Behavior

Rodents are primarily nocturnal, seeking food and shelter in and around homes during the night. Their behaviors include gnawing on wires, burrowing into insulation, and scavenging for food scraps, which can result in property damage.

### Reproduction

Rodents reproduce rapidly, with some species capable of producing several litters per year. This high reproduction rate can lead to quick infestations if not addressed promptly.

### Concerns

Rodents pose significant health and safety risks, as they can spread diseases, contaminate food supplies, and cause structural damage to buildings. Their presence may also attract other predators, adding to the challenges of exclusion.

### FAQ's

#### *How can I tell if I have a rodent infestation in my home?*

Common signs include droppings, gnaw marks on wires or wood, scratching noises at night, nests made of shredded materials, and an unexplained musty odor.

#### *What are the most common rodent species found in Central Florida?*

Roof rats, Norway rats, and house mice are the primary rodent species in the region, each with unique habits and nesting preferences.

#### *Why are rodents considered a health hazard?*

Rodents can spread diseases through their droppings and urine, contaminate food supplies, and bring parasites such as fleas and ticks into your home.

#### *How quickly can a rodent infestation grow?*

Rodents reproduce rapidly, with some species capable of having several litters each year. This can lead to a significant infestation in a short time if not addressed.



*What steps can I take to prevent rodents from entering my home?*

Seal cracks and openings, store food in airtight containers, regularly dispose of garbage, trim vegetation away from your house, and promptly repair any leaks.

*What should I do if I find rodents in my house?*

You've already done it! Contacting us and engaging us to get a plan together to seal your home up and trap out any rodents that remain is the best path. Avoid handling rodents directly to reduce exposure to diseases.

*Are there safe and humane ways to remove rodents?*

Yes, there are various traps and exclusion techniques that focus on humane removal, which we always prefer. Although these methods are more expensive and timely, they are available.

*How can I keep rodents from returning after removal?*

Maintain cleanliness, store food securely, regularly inspect for new entry points, and monitor for signs of rodent activity to prevent re-infestation.

*What is an exclusion?*

We utilize different methods to seal up a structure preventing wildlife from being able to get in.

*Are they typically done before there's a problem or after? And is there a price difference?*

They can be done before or in response to a problem. There is no price difference for the exclusion but will be a significant price difference for sanitation work and/or if trapping is needed in response to the issue.

## Wildlife in Central Florida

### Types

Central Florida is home to a diverse array of wildlife, ranging from small mammals like rodents and raccoons to larger animals such as deer and bobcats. The region also supports a variety of birds, reptiles, and amphibians, creating a rich and dynamic ecosystem that thrives in the subtropical climate.

### Behavior

Wildlife in Central Florida exhibits a wide spectrum of behaviors, shaped by both the environment and the proximity to urban areas. Nocturnal activity is common, with many animals foraging for food under the cover of darkness. Adaptability is key—species often modify their habits to coexist with humans, seeking shelter or sustenance wherever it can be found.

### Reproduction

The reproductive cycles of Central Florida wildlife are often influenced by the region's mild temperatures and abundant resources. Many species breed multiple times per year, producing litters that quickly mature. This rapid reproduction can lead to population booms, making management and conservation efforts essential to maintain ecological balance.

### Concerns

While wildlife adds vibrancy to Central Florida, it also brings challenges. Encounters with humans can result in property damage, health risks, and the spread of zoonotic diseases. Invasive species threaten native populations, and habitat loss due to development pressures continues to be a critical concern for conservationists.

### FAQ's

#### *Do you kill the animals you trap?*

By law we are required to do so. However, we do work with several rescues that, depending on the type of animal, allow us to transfer them without having to do so.

#### *How do you trap them, is it humane?*

We do so as humanely as possible utilizing plate traps with bait.

*How do you know a pet won't get into the trap/bait?*

Sometimes they do, but the bait is not poisonous and the trap is not harmful. If they do, we simply let them back out and reset the trap. However, we try to place the traps in the direct paths of the target animal, and seldom have a pet end up in a trap.

*How can I safely coexist with wildlife in Central Florida?*

To safely coexist, avoid feeding wild animals, keep your garbage secure, and pet food indoors. Remove sources of shelter near your home, such as piles of brush or open sheds, and observe animals from a distance to minimize disturbance.

*What should I do if I encounter wildlife in my backyard?*

Stay calm and do not approach the animal. Observe from a safe distance and allow it to leave on its own. If the animal seems injured or aggressive, contact local animal control or a licensed wildlife rehabilitator for assistance.

*Are there risks associated with wildlife in residential areas?*

Yes, wildlife can pose risks such as property damage, spreading diseases, or endangering pets. Mitigate these risks by securing trash, supervising pets outdoors, and learning about common species in your area.

*Which invasive species are a concern in Central Florida?*

Invasive species such as Burmese pythons, Cuban tree frogs, and feral hogs threaten native wildlife by competing for resources and disrupting local ecosystems. Report sightings to appropriate authorities to support conservation efforts.

*When are animals most active in Central Florida?*

Many animals are nocturnal and most active during dusk and nighttime hours. Some, like birds and squirrels, are diurnal and active during the day. Being aware of these patterns helps minimize unwanted encounters.

*What should I do if I find injured or orphaned wildlife?*

Do not attempt to care for the animal yourself. Contact a licensed wildlife rehabilitator or local animal services, who can provide proper care and determine if intervention is necessary.

*How can I support wildlife conservation in my community?*

Participate in local conservation initiatives, volunteer with environmental organizations, keep natural habitats intact, and educate others about the importance of protecting wildlife and their ecosystems. After all, this was their home long before it became ours.



*What regulations exist regarding the removal or relocation of wildlife?*

Wildlife removal and relocation are regulated by state and local agencies. Permits may be required, and it's important to follow guidelines to ensure humane and legal practices. Consult with Florida Fish and Wildlife Conservation Commission (FWC) for specific regulations.



## General FAQ's

*Why am I being charged \$40/month before I even get the service?*

The way we break up the payments is monthly. Essentially you paid for your first service at \$120 in month 1. In month 2 you pay your first \$40. In month 3 you pay your second \$40. In month 4 you get your 2nd service having only paid \$80 and then in that same month pay the 3rd \$40. Essentially, we are always \$40 behind being balanced, but this payment method is what people want and so that is the way we are set up to do business.

*Why can't I get same-day service?*

Sometimes we are able to offer it. However, we set our technicians up to have full days the day before so they know exactly what to expect. We also DO NOT keep our technicians out in the heat any longer than is required for health and safety reasons.

*Do you call me to schedule my next service?*

Not unless you have a reason requiring that to be done, such as a locked gate. This allows us to keep our prices as low as possible by avoiding unnecessary administrative time.

*Since I have two different services, why do I have to have 2 separate charges each month?*

For accounting purposes we have to keep the charges for the various services separate.

*Do you match prices from other companies?*

NO. We do not match services with anyone and therefore cannot match prices.