

# Pest Share Resident FAQs

**Q:** What are the benefits of Pest Share?

**A:** Residents can easily report **visible** pests through the Pest Share website, ensuring swift and effective treatment.

**Q:** What pests can I request service for?

**A:** Contact your Property Manager for the Pest Share flyer, which has all the details and instructions.

**Q:** Is there a limit to the number of services included in the Pest Share program?

**A:** The Pest Share program provides up to four (4) services, with a maximum of three (3) covered pests in a 12-month period; from the first service request. Each service has a 30-day warranty from the completion of the service.

**Q:** How do I request a service for pest control?

**A:** Submit all requests at [PestShare.com](https://PestShare.com), for visible pest activity in your home.

**Q:** What do I need to include in my [PestShare.com](https://PestShare.com) service request?

**A:**

- Your complete service address (including unit #), a valid phone number, email address. Identify your pests *\*This is not a preventative service.*
- Upload a picture of the pest(s) or any signs of the pest when submitting your service request.
- If a photo is not provided, you may request an exception with a valid reason for the omission of a photo. *\*Your service request will be reviewed for approval.*
- Outdoor Services: Pest Share covers the treatment of interior dwellings and any attached buildings such as garages, porches, or detached outbuildings with floors. There may be extenuating circumstances, taken into consideration case-by-case.

**Q:** How will I know that my request was received?

**A:**

- Once you've completed your request, Pest Share will provide you with a Request Number. You can use this number to reach out with any questions.
- Pest Share will communicate via email to confirm the submission of your service request; be sure to check your spam folder throughout the process.
- The Service Provider may communicate via email or phone to schedule your service.

**Q:** Why would there be a delay in receiving contact from a Service Provider?

**A:**

- Pest Share, streamlines scheduling by connecting you directly with the service provider.
- The expected timeline for contact from the service provider for scheduling is within one business day after the request is received.
- If there is a delay, refer to the initial email sent by Pest Share. This ensures you have all the necessary details to promptly arrange your service appointment.

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**Q:** How do I contact Pest Share for questions?

**A:** Visit [PestShare.com](https://PestShare.com) and communicate with us using the chat bug or by sending an email to [servicerequests@pestshare.com](mailto:servicerequests@pestshare.com).

**Q:** What is the Pest Share Marketplace?

**A:** Your “one-stop shop” for pest control, offering savings through our nationwide network of expert providers. Quotes and simple online payment are available for issues with pests outside of your package coverage.

- Uncovered pests: Submit a service request at PestShare.com, and identify your visible pests that are not covered under your package.
- If the Marketplace is active for your property management company, a quote will be provided with an option to proceed to checkout.
- Standard requirements, communication, and timeframe from Pest Share and your Service Provider still apply.

**Q:** What happens if I receive an invoice from the Service Provider after the service?

You might receive an invoice directly from the service provider, as their software auto-generates and sends it to the designated contact.

If you've requested a service and haven't exceeded your limit of four services (covering up to three pests each) within 12 months, you can disregard any related invoices. Pest Share will be notified when the service is completed and will handle payment for covered pests. You are responsible for the invoice if the service requested involves a pest not covered by your Pest Share package.

If you submitted your request for the uncovered pest through the marketplace (prepaid) you can disregard the bill.

**Q:** What if I'm not home for the scheduled pest control appointment?

When the service provider cannot access the home because an adult (18+) is not present at the time of appointment or the property is otherwise inaccessible, the service call results in a missed trip due to tenant liability. Pest Share may use the available benefit to cover the missed trip charge that would otherwise be charged to a tenant.

For any questions or concerns, email us at [servicequests@pestshare.com](mailto:servicequests@pestshare.com) or use the Chat Bug feature on [PestShare.com](https://PestShare.com). We're here to help!