

Pest Share~Pest Control Services FAQs for Residents

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Q: What is Pest Share?

A: Pest Share is your pest control service- included as part of your Property Manager's enhancement to the resident experience. Instead of contacting the Property Manager, doing a DIY or submitting a maintenance request every time you spot a pest. Requests are submitted at [Pestshareservice.com](https://pestshareservice.com). A Pest Share vetted local service provider coordinates a visit with you.

Q: What's included in my plan? **A:** Your home is enrolled in a Pest Share Plan that includes the following:

- **Pest Share special plan:** Refer to the resident flyer indicating covered pests and non-covered pests details.
- **On-demand request submissions:** For visible pests in your home. Request service at [Pestshareservice.com](https://pestshareservice.com)
- **AI-powered pest identification (Pest ID™):** Just upload a photo or describe what you're seeing and the system identifies the pest instantly
- **A vetted local service provider:** A vetted local service provider coordinates a visit with you.
- **Service request coverage:** Up to 4 service requests are included within a 12-month period from your first request. Each request may include up to 3 pests. Every completed service includes a 30-day warranty. Warranty service can be requested by submitting a new request at [Pestshareservice.com](https://pestshareservice.com). All requests are subject to review and approval by Pest Share.

Q: When should I submit a request? **A:** Submit whenever you notice:

- Live pests inside your home
 - Signs of pest activity (droppings, shed skins, damage to food packaging)
 - Pests in shared spaces near your home or unit
 - Recurring issues after a previous treatment
 - **You don't need to wait** until the problem gets worse. Early submission leads to faster, more effective treatment.
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Your Pest Share Experience

Q: What can I expect from the Pest Share experience?

A: From the moment you submit your request, Pest Share helps guide the process by reviewing your request, coordinating with a trusted local service provider, providing updates along the way, and supporting you through service completion.

Q: What if I'm not home for my scheduled appointment?

A: An adult (18+) must be present for your appointment. If the service provider cannot access your home, it will be considered a missed appointment. Pest Share may apply one of your plan's available service requests to cover the missed trip charge.

Support & Additional Services

Q: How do I contact Pest Share for questions?

A: Reply to the Pest Share email you received after submitting your service request, or email servicerequests@pestshare.com

Q: What is Pay for Pest?

A: Pay-Per-Pest is Pest Share's convenient way to receive a quote and, **if applicable**, review, approve, and pay online for pest control services that fall outside your Pest Share plan.



Ready to use your plan? Scan here