

## **Tips on Identifying, Hiring and Working with a Pest Control Company**

Not all pest control companies are good at managing bed bugs. Here are some tips for identifying, interviewing and working with one that is.

### **First, develop a short-list of pest control companies:**

- Consult on-line directories and reviews.
- Ask for a referral from someone you may know who had a bed bug problem.
- Refer to the following website to identify licensed pest control companies:  
[www.idph.state.il.us/envhealth/structuralpest.htm](http://www.idph.state.il.us/envhealth/structuralpest.htm).

### **Second, interview the companies on your short-list. Generally, good companies:**

- Will have received specialized training.
- Will have experience and will be able to provide you with one or more references from customers who have received their services.
- Will provide services that include: an initial inspection, treatment, a follow-up inspection, and re-treatments and follow-up inspections, as needed, to fully address the problem.
- Will provide you with a detailed set of instructions to prepare your home or apartment for inspection and treatment.
- If the problem is within a multi-unit building, in addition to inspecting the unit with bed bugs, will inspect units on either side, above and below that unit.
- Will point out conditions that contribute to bed bugs.
- Will provide you with a list of repairs that are needed and will indicate in the quote whether those repairs are included.
- Will provide you with a written inspection report.
- Will provide you with information about the tools and methods they will use to inspect and treat - an “integrated pest management” approach (i.e., one that uses a combination of methods and not just chemicals alone) – is the best approach.
- Will provide you with a quote based on inspection findings.
- Will educate you on how to prevent bed bugs from coming back.

### **Third, be an active partner with the pest management company:**

- Follow their recommendations, especially the recommendations for preparing your home or apartment for inspection and treatment.
- Accompany them during the inspection - ask them to point out conditions that contribute to bed bugs and ask them how to prevent bed bugs from coming back.