



7 Essential Questions to Ask BEFORE You Sign That Termite Contract!

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If you have discovered live termite activity in and/or around your premises, there are some important factors that you need to consider prior to engaging an operator to carry out a termite treatment. Taking the time to ask some essential questions at the outset can save you both time and money and provide you with important peace of mind.

Termite management is a specialised area of pest control. It requires both considerable knowledge and experience to be able to successfully manage the problem.

The information here is provided as a guideline to assist you so that you can make an informed decision. The discovery of active termite can result in stress and expense. After all, the cost of eradication and/or prevention could amount to several thousand dollars so due diligence on your behalf makes good sense.

1. Are they licensed and insured?

Depending on the course provider, it can take as little as 5 days to obtain a pest control license. After which time the licensee can legally purchase pesticides and begin operating, often with minimal or no practical experience. In addition to this, not all Australian pest control operators are licensed and many continue to operate without being insured.

Having a licence is no guarantee that the operator is insured. Always ask to see the operator's licence and a copy of their Certificate of Currency of insurance

2. Do they have the appropriate qualifications to carry out termite management?

In Australia, the only nationally recognised termite qualification is in the form of two units of competency known as units 8 and 10 which relate to termite inspections and treatments. There is no separate license for this but you can request a copy of this accreditation.

In addition, most of the reputable termite management products on the market run certification or accreditation programmes in the use of their products. Ensure that the operator is certified to use the product that he is recommending.

3. Do they have experience in termite management?

Having a license and/or the appropriate qualifications is not a guarantee that the operator is familiar with, or experienced in termite management.

Termites are a specialised insect pest and effective termite management skills need to be developed to be able to deal with them effectively.

Accreditation and experience in a range of treatment procedures is important, as is an understanding of the requirements for the management of termite in and around existing buildings and structures which is covered under Australian Standard AS 3660.2.

4. Who will be the individual that completes the management treatment?

When you deal with a sole operator and/or a small business, the individual that provides you with a quote to treat the termites will most likely be the technician who carries out the work. In some of the larger companies dedicated sales people are responsible for quoting on termite treatments.

These are then carried out by an employee or contracted technician. In this case, it is essential to ensure that the technician who is carrying out the treatment meets all of the criteria previously discussed in questions 1-3.

5. Are they reputable?

When it comes to termite management, you want to be sure that the person or business with whom you are entrusting the protection of your home is legitimate and able to deal with any problems should they arise. It's worth clarifying that the business is registered. The easiest way to do this is to do a search on the ASIC (Australian Securities and Investments Commission) website.

6. Do they have a website?

Any serious operator will have a website, regardless of the size of the business. Before you contact anyone, have a good look at their website. This will provide you with important information about the owner/operator/s, the focus of the business, their areas of expertise and possibly additional information that can assist and support you in your research and decision making.

7. Do they guarantee their work?

Most reputable operators will provide warranties around their termite management treatments. These usually include specific conditions, such as regular termite inspections or ongoing maintenance and monitoring of the management system that has been installed. Ensure you establish what these may be, so you know what is involved and any ongoing service fees you will incur to maintain the warranties.

7 Point Checklist:

Here's a quick checklist of the 7 essential points covered above. Don't be concerned that you need to tick all these boxes, however the more due-diligence, the greater the likelihood of a successful outcome and an effective long-term result.

Prior to you making a call:

- Conduct an ASIC search (asic.gov.au) on the business

- Visit the operator's website

Prior to accepting a quote:

- Request a copy of the operator's Certificate of Completion of units 8 and 10
- Request a copy of the Certificate of Currency of insurance

Prior to the work commencing:

- Sight the technician's pest control license
- Confirm the work that is being carried out and the cost
- Confirm the warranty period and ongoing costs

Need help with your termite problem or just want to know more?

Call us on **0417 361 524** or visit **www.pestaffects.com.au**.