

# On-Demand Pest Control









## How Does It Work?

As a part of your resident benefits package, you can request and get professional pest control for covered pests on demand. You can submit up to 4 service requests per year for active infestations. All services are warranted for 30 days. See below or check your lease for a list of covered pests.

## Get Rid of Pests in Three Easy Steps

- 1 Submit Service Request**  
Go to [pest.residentforms.com](https://pest.residentforms.com) to submit your service request.
- 2 Identify the Problem Pest**  
Submit pest info through a simple questionnaire that helps to identify the issue.
- 3 Say Goodbye To Pests**  
A vetted local vendor will contact you to schedule the pest service. Breathe easy knowing there's no additional charge for covered services.

### Pest Assurance PRO

- |   |  |   |  |
|---|--|---|--|
|  Cockroaches |  Bed Bugs |  Weevils |  Ants |
|  Mites       |  Fleas    |  Ticks   |  Rats |

# Questions about On-Demand Pest Control?

Check out the FAQ below.



## What is On-Demand Pest Control?

On-Demand Pest Control is a fast, easy, and effective way to treat active pest infestation. We offer online service request submission for covered pests, so you can get started on getting rid of your pest problem right away. Our treatment and coordination costs are included for all covered service requests, so you can rest assured that you're getting the best possible service.

## What pests can I request service for?

Please check the RBP addendum or section of your lease that references On-Demand Pest Control to see what pests are covered in your plan at no additional cost. If a pest falls outside of coverage, you can still submit a service request. When possible, a vetted vendor contact will be provided and discounted pricing for treatment may apply.

## Can I file more than one service request per year?

Sometimes more than one pest issue can occur during your lease. That's no problem! While unlikely, it is possible you could have separate infestations within a calendar year, which the plan accommodates. Each service also has a 30-day warranty from the completion of service date to ensure each issue is fully treated. You can read the full terms of service [here](#).

## How do I request a service for pest control?

Requests are made online at [pest.residentforms.com](http://pest.residentforms.com). Simple and easy! Just provide your address (including any unit #), phone number, email, and visible pest(s).

## How will I know that my service request was received?

Upon submission, you will receive a confirmation of your service request. Pest Share will primarily communicate via email throughout the process. If the phone number provided in your request for service allows, you may also receive text notifications.

## What if I also need service(s) for pest(s) not covered by my On-Demand Pest Control program?

You can still submit a service request online. Available options will be outlined in the email you receive from Pest Share, and may include a group rate discount and quote from a Pest Share service provider.

## When and how do I pay for the non-covered pest(s) service if I decide to contract the Pest Share assigned service provider?

The method and timing of payment for service(s) of the non-covered pest(s) will be communicated with and paid to the service provider directly, not Pest Share.

## What happens if I receive a bill after the service?

Please note that you will only be responsible for a bill if you have requested service for a pest that is not covered by your Pest Assurance package. If you have any questions or concerns about the service or the bill you have received, please do not hesitate to contact us at [claims@pestshare.com](mailto:claims@pestshare.com). We are here to help you resolve any issues and provide you with the best possible service.