

# Area Pest Control Customer Charter



Keeping your home pest-free means protecting your space, your safety, and your peace of mind.

## What You Can Expect:

1. **Timely Service:** Receive a one-hour time slot for technicians arrival, with a call ahead if delayed.
2. **Smart and Uniformed:** Our technicians will wear branded uniforms.
3. **Respect for Your Property:** We wear overshoes when entering your home.
4. **Clear Pricing:** No hidden costs with upfront pricing and agreed additional requests.
5. **Detailed Reports:** A full written report will be provided after every visit.
6. **Honest Advice:** Technicians will offer tips on preventing future pest issues.

## Our Promise to You:

1. **Tailored Solutions:** Customised plans to meet your unique pest control needs.
2. **Transparency:** Clear communication on methods, products and pricing.
3. **Safety First:** Fully trained, certified and insured technicians adhering to BPCA standards.
4. **Continuous Training:** Technicians regularly undergo training to stay up-to-date.
5. **Aftercare & Follow-Up:** Additional advice and follow-up visits are available as needed.
6. **Feedback & Improvement:** Your satisfaction drives us to continually improve.

## Our 7 Core Values:

1. **Safety:** We ensure our services keep customers safe.
2. **Positivity:** We celebrate every success.
3. **Curiosity:** Our team seeks the best solutions through constant learning.
4. **Professionalism:** We maintain high standards in our appearance and behaviour.
5. **Teamwork:** We collaborate and share knowledge to enhance our service.
6. **Accountability:** We always take responsibility for our actions.
7. **Clear Communication:** We ensure timely, honest communication.

## Community Support:

Each visit helps support life-saving and environmental causes through trusted charitable partnerships.



**For trusted pest management,  
contact Area Pest Control.**

*Helping you back to a pest-free environment*



**Tel: 0333 200 1622**