

Area Pest Control Customer Charter

We are dedicated to delivering effective, tailored pest control solutions with a focus on transparency, professionalism, and building trust.

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. **Community Support:** We actively support charities like the RNLI and environmental causes.
6. **Aftercare & Follow-Up:** Additional advice and follow-up visits are available as needed.
7. **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 take responsibility for our actions and learn from any mistakes.
7. **Clear Communication:** We ensure timely, honest communication.



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

*Helping you back to
a pest-free environment*

Tel: 0333 200 1622