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Bed-Bugs.co.uk

Useful information and professional treatment solutions.

Bed Bugs Limited

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**Workbook for previously
treated properties – to be
completed in advance of
booking V2.00**

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Preface

Once this pack is completed and returned to Bed bugs Limited, we will contact you within 3 working days to provide an outline of the next steps, this will be either:

- An inspection visit to work out the finer details of what needs to be done
- A list of things that need to be done prior to us attending site to assess
- A list of things that need to be done prior to us attending site to start treatment

We require our potential customers to be honest and open from the start as it's the only way we can help you. To that end it is helpful for you to also prepare to work with us which would include working through the following sections of our website:

- Panicked or confused about bedbugs
- Domestic treatment
- Educational section
- Psychology sections

The better you understand the issue the easier it is for you to see how working together and following our instructions is the fastest way to resolve an issue, after all we have already successfully done what you are currently trying to do.

If you are looking for a more express solution, see the website shop section for the Express Previous Treated service where we aim to respond by 1pm the next working day. <https://www.bed-bugs.co.uk/product/express-previous-treated-service/>

Introduction

As the world's first dedicated bed bug specialists we are often called upon to deal with some of the more complex cases such as extreme levels of infestation in cases where previous treatments have failed.

In an ideal world we would not have to encounter this type of project as they are rarely straightforward and always more complex to resolve than a case where we are the first to treat.

To ensure that we are able to undertake the work with maximum efficiency we require that this workbook is completed and returned to our offices prior to any booking being taken.

For the health and safety of our staff we will not undertake work where we do not have full and complete disclosure of any and all products that have been used. In the case of products that have been used by professionals it is a legal requirement that documentation outlining exactly what and how much has been used is left within the property, this is referred to as the statutory declaration and any pest controller who fails to leave it has broken the law.

If you are not able to provide us with all this information then it may be the property needs to be subjected to a thorough hazardous materials clean before we engage with the project, in our experience such services rarely cost less than £350 per room for an average property.

If your pest controller has not left you a statutory declaration the matter should be reported to the following organisations:

- Any trade bodies they are members of.
- Trading standards who are part of your local authority.
- The health and safety executive via your regional office.

Without people taking action and reporting such problems those responsible have no feedback or understanding of what they need to improve and as such by taking this issue up you are helping to prevent others from suffering in the same way.

Once this document has been completed and returned to the office it will be reviewed by our senior technical team and an appropriate appointment will be made. The sections marked with **RED** asterisks (*) are compulsory.

Failure to provide all the information will delay our response to your pack as we can't proceed without all the information required.

Property details

***Property Address:** _____

***Contact Name:** _____

***Contact Phone Number:** _____

Property description _____

Structure type Detached Semi Flat Other

When first noticed _____

Number of rooms _____

Average daily sightings _____ _____ _____ _____

Average daily bites _____ _____ _____ _____

Previous treatment log

It is essential that you provide us with all these details prior to us taking on a case, especially when chemicals have been used. Without this section being completed we will most likely reject the job or insist that a specialist decontamination clean takes place prior to our site visit.

If there are still visible residues of insecticide at the property, please email pictures to the office along with this completed pack to save a wasted inspection visit.

***Treatment 1**

Date:

Number of rooms treated:

***Products used:**

***Quantity used:**

Company name / self:

***Treatment 2**

Date:

Number of rooms treated:

***Products used:**

***Quantity used:**

Company name / self:

Treatment 3

Date:

Number of rooms treated:

Products used:

Quantity used:

Company name / self:

Treatment 4

Date: _____ Number of rooms treated: _____

Products used: _____
Quantity used: _____

Company name / self: _____

Treatment 5

Date: _____ Number of rooms treated: _____

Products used: _____
Quantity used: _____

Company name / self: _____

Treatment 6

Date: _____ Number of rooms treated: _____

Products used _____
Quantity used: _____

Company name / self: _____

Treatment 7

Date: _____ Number of rooms treated: _____

Products used: _____
Quantity used: _____

Company name / self: _____

Configuration of rooms and remote assessment

The longer an infestation continues and with certain products there is an increased risk of dispersal which will require items to be decontaminated and processed during treatment.

In order to assess these factors without attending site please include images of the rooms taken from the doorway looking at the bed as well as from the foot of the bed showing anything that is within 3 foot of the head end of the bed.

- Door towards bed for each room
- Foot of bed towards head of bed for each room

It is important that you do not disturb or attempt to remove these items without specific instructions, or there is a risk you will spread the issue throughout the home.

Next Steps

Once we have reviewed the completed pack, we will be able to establish the appropriate method to resolve the problem, broadly speaking this is likely to be in ascending order of severity:

- A close to “normal” treatment cycle although previously treated properties usually require more visits than a standard case
- A list of preparation that is required prior to treatment with options for you or us to do that work prior to treatment with an adapted multi visit plan being put in place
- Extreme cases are only possible with the support of off-site decontamination which might result in most of the items being removed from the home and processed off-site as this is proven to be the most effective way to resolve such cases

Once we have provided you with a project plan, we will be able to schedule the work around what is required having understood the case. We regret we will not know enough of the details to make a judgement call without this information being put in place. The only way to get a faster answer is to use the express service via the online shop.

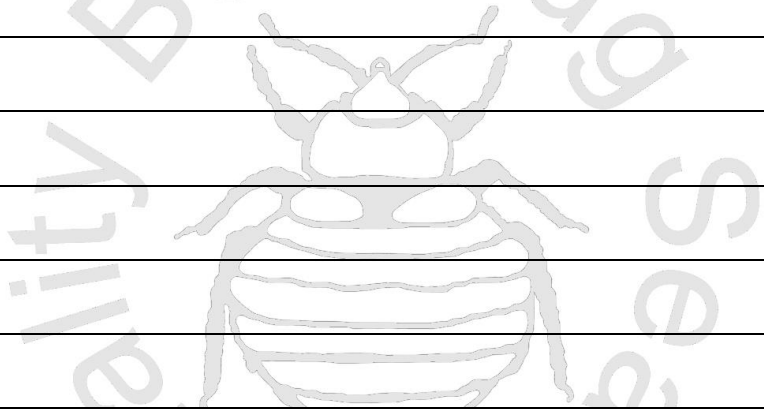
Internal use only

Case review

Please ensure that all sections are complete prior to submitting this case for review:

- Completed by client.
- Is prep likely?
- Has off site decon been estimated?

Project plan



Resources needed
