1000: Termite Protection Evaluation Report

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Section: Insurance & Claims
Subject: Termite Protection Evaluation Report
Approved by: Eddie Faircloth
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Policy

AT MASSEY SERVICES... ABOVE ALL, WE ARE COMMITTED TO TOTAL CUSTOMER SATISFACTION.

Termite swarm season is a very busy time of the year. When termites swarm, a service center can receive many requests for extra service in a day. Keep in mind, this may cause a two or three week retreat backlog. When a customer has a problem with termites, they do not want to wait two or three weeks before someone responds in person to evaluate.

The Problem: Why are the termites still in the structure?

The Solution: How to stop the termites.

It is our intent to respond to all termite re-infestations immediately, (contact the customer within 24 hours and resolve within 48 hours), with a visit by a fully competent General Manager, Service Manager or Regional designate who will be able to correct it, including the contractual obligations for any and all repairs if deemed necessary.

Customer Calls - Handling

A carefully trained Customer Service Specialist must be able to respond professionally, intelligently and compassionately to customers who are experiencing termite problems. Many customers will be very emotional when they call the service center. The emotional response of the customer may range from anger to fear and in some cases even result in tears. It is critical that we listen to the customers

and allow them to vent their frustrations. After the customer has explained their concerns, we should tell them what steps we will take in resolving their termite problems as follows:

1. Pull up the customer on the computer and verify all customer information, such as; name, service address, telephone numbers, last reinspection and date paid, etc.
2. Prepare a Termite Protection Evaluation Report by filling out the pertinent customer information.
3. Schedule and appointment with the first available manager or regional designate qualified to solve the customer's concerns.

By following this procedure, the customer will know what will be done, when it will be done, and who will do it.

The Manager or an Approved Regional Designate will:

1. Research the account history by thoroughly reading the customer file. The manager should find out as much of the account history prior to arriving at the customer's home, to better evaluate our position. The General Manager must meet with the Regional Designate prior to the inspection to convey all pertinent account information, including the guarantee type, reinspection status and account receivable status.
2. Allow the customer to express their fears and concerns. Some valuable information can be gained by listening to the customer.
3. Perform a complete evaluation of the structure by utilizing the Termite Protection Evaluation Report. This process is as follows:
    1. Regraph the entire structure to scale.
    2. Confirm the slab type (dig to foundation to determine slab type.)
    3. Verify the lineal footage of the structure.
    4. Compare the new graph to the original graph of the structure, adjust new graph and figures, include previous exclusions; if conditions have not been corrected/changed since the original graph was completed.
    5. Verify the original treatment specifications. Are all the drill marks properly placed according to current treating standards? Are all plumbing penetrations treated? Are bath trap inspection ports installed?

6. Verify termiticide usage. Is it correct?
7. List specification to be performed that would bring the structure up to current standards on the prepared graph.
8. Record all conditions conducive to the termite protection failures at the property.
9. Determine the time and manpower to perform the treatment and note on the Termite Protection Evaluation Report.
10. Take steps to stop any swarm activity by localized injections/treatments.
11. Make qualifying statements, responding to the questions listed under INSPECTION RESULTS, of the Termite Protection Evaluation Report, determining why termites are in structure.
12. Call office to schedule retreatment, before leaving the customer's property, based on the time and manpower determined in (i) above,
13. The General Manager should negotiate any claim and prepare a Customer Inspection Report within his/her limit of authority. (No Service Manager or Regional Designate may settle any damage claims without approval of the General Manager, Regional Manager or Director of Quality Assurance based on levels of approval authority.)

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