801: Annual Bait and Termite Reinspection

800: Termite Administration · https://milo.masseyservices.com/docs/801-annual-bait-and-termite-reinspection/

Section: Termite Administration
Subject: Annual Bait and Termite Reinspection
Approved by: Tony Massey
Effective Date: June 21, 1998
Last Reviewed Date: February 5, 2026
Policy Owner: Director of Administrative Training

Policy

PURPOSE

At Massey Services “We believe in building LONG-TERM, TRUSTING RELATIONSHIPS with Customers and Team Members.”

A key component in achieving this is to provide every annual bait and termite reinspection.

REINSPECTIONS

All customers should be contacted by the administrative team, service manager, and general manager prior to the end of their renewal month. Every attempt should be made to renew the customer’s termite protection. It is essential that the individual responsible for these calls possesses comprehensive knowledge of termite coverage and the associated guarantees in order to provide customers with clear and accurate information.

Assignment

All reinspections will be assigned and made regardless of payment. Every effort must be made to complete all reinspections on or before the end of the renewal month.

Skipping and Canceling Reinspections

- All reinspections must be completed by the last day of their renewal month.

- Any reinspection not completed by the last day of their renewal month will be skipped.
  - The reinspection will be due the following year.
- In the event the renewal is not collected at the end of the renewal month, we will allow a one-month grace period to collect the renewal.
- If the customer does not pay, cancel the program per the Termite and Bait Renewal Processing Calendar.

Renewal Revenue/Collections

For P&L purposes, the total month renewal collection will be credited and used as the total month renewal revenue.

For P&L purposes, renewal collections and renewal revenue are one and the same.

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