# 809: Apartment/Condo WDO Inspections

800: Termite Administration · https://milo.masseyservices.com/docs/809-apartment-condo-wdo-inspections/

**Section:** Termite Administration
**Subject:** Apartment/Condo WDO Inspections
**Approved by:** Eddie Faircloth
**Effective Date:** 20 May 1998
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**Policy Owner:**

## Policy

**No other area of the termite protection business carries as much potential liability as the Apartment/Condominium area.**

There are a number of physical factors that contribute to this potential liability:

- Construction situations and defects, such as stucco below grade, failure to provide gutters or other measures to remove or control moisture, etc.
- Conditions conducive, such as grade issues, wood in contact with the soil.
- Size of the buildings - usually multi-story.
- Number of buildings
- Absentee owners, (may not be aware of terms and conditions of contract, may not be aware of inspection results for correcting conditions noted).

There are two ways to offset this potential liability:

- Provide documentation about what was found on inspection/reinspection and identified to the Apartment/Condominium Owners/Management.
- Provide clear communication about what was found during inspection/reinspection to the Apartment/Condominium Owners/Management.

The attached WDO Apartment/Condo Report, was created to provide this critically important documentation and communication.

## Who Inspect

Only Management (General Managers, Service Managers, and Sales Managers) are authorized to inspect apartment/condo properties due to the items listed above under liability, and the sensitivity of these accounts.

In certain designated Service Centers, individuals other than the management team may be used to make these inspections. These individuals must be specifically identified, have completed the Termite Protection Initial Training and be company certified in WDO Inspections, as a minimum. (Must also have state WDO I.D. Card)

### How Inspection is Made

All inspections will be made according to the Inspection Protocolportion of this policy. (Refer to the protocol for specific step by step instructions).

- The inspector must complete an Apartment/Condo WDO Inspection Report each time an inspection (original or reinspection) is made on one of these accounts. This is in addition to completing the regular reinspection report.
- Complete an Apartment/Condo WDO Inspection Report for each building in the Apartment/Condo community being inspected.
- Give as detailed a description of the building(s) as possible by noting the appropriate checkbox with a "**YES**" or "**NO**"answer or "**N/A**" if not applicable. Use the explanation lines to provide a thorough explanation of conditions, where necessary.
- It is critically important that the Management of the Apartment/Condo sign all Apartment/Condo WDO Inspection Reports and updated graphs and receive a copy of the same. The original should be placed in the customer's account file.

## Continued Protection

There are two coverage periods which pertain to all renewals including Apartments and Condos. These coverage periods are "Lifetime" and "Five Year". Under Lifetime Coverage our only recourse is to increase the renewal at the allowable time, usually the third year. Under Five Year Coverage, we

can raise the renewal from the third year on or cancel coverage at any time after the fifth year. (To be certain which coverage applies, lifetime or five-year, the hard copy file must be reviewed. The most appropriate time to do this is at the time the annual renewal file reconciliation takes place. (Reconciling hard copy files to Warranties to be Contacted Report, See P&P #801.)

## Apartment/Condo Renewal Analysis

On any Apartment/Condo that has reached its "decision point" (The first year the renewal can be adjusted on Lifetime or five years on all others.) The General Manager, Service Manager and Office Manager must analyze and summarize the history of the account, including the following.

1. Date Treated, (month and year)
2. Initial treatment price
3. Renewal fee history, (dollars, month and year)
4. Type structure
5. Retreat History, (month and year)
6. Claim history, (dollars, month and year)
7. Conditions, avenues and sources that pose potential problems

After reviewing this information, the General Manager must submit his recommendations, along with the most recent Apartment/Condo Report and updated graph. These recommendations should provide for a choice or combination of:

- Conventional treatment and/or baiting
- Renewal Price Increase or…
- Cancellation

Must be submitted to the Director of Quality Assurance for review and decision by a committee consisting of Regional Managers and Technical Staff.

**Note**: This report is a supporting and supplemental document to the graph of the structure. These two items make a complete inspection package for each building in an apartment/condominium community that has reached the "decision point."

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