SECTION: TERMITE ADMINISTRATION (LOCAL SERVICE CENTER)	SUBJECT: **New Construction Pretreat Procedure** (REVISED)

Our Purpose: To provide beneficial services that protect health, food, property, and the quality of our environment. We are committed to innovation and creativity to produce safer, more efficient and effective technologies and methods.

Massey Services, Inc. provides preventative termite treatment for New Construction for the purpose of protecting new buildings from subterranean termite infestation. This practice, known as "Pretreatment," provides a valuable source of termite, bait, and renewal revenue for our Company. It also provides powerful peace of mind and a renewable guarantee of termite protection to our homeowners, and creative proposal opportunities for our inspectors to offer our Pest Prevention and Landscape services. Where we live, it's not a matter of if you'll get termites, it's when. There have been many recent innovations in the pretreatment industry, giving our Builders and Homeowners more options than ever before.

In order to have effective management of our pretreatment program, it is vital to standardize communication, paperwork, and a system of record keeping and follow-up, from the time the Builder breaks ground to the time our inspector delivers the guarantee to the homeowner.

I. Scheduling the Pretreat:

Builders will schedule pretreats by calling the New Construction Division Service Center, by utilizing their own web-site's online scheduling system or email request. Work orders will be generated and sent via email daily as work is scheduled. Additionally, The New Construction office will resend the work orders around 3:00 pm the day prior to the schedule date along with a summary cover sheet. **Work requiring less than 24 hours' notice or special instruction will require contacting the local Service Center to ensure time/equipment availability.**

II. Scheduling the Pretreat at the Service Center:

Service Center office administration will monitor email daily for pretreat work orders from the New Construction office. These orders will be printed and given to the Service Manager for scheduling. **(In the event there is a scheduling conflict on a specific date, the New Construction office must be notified immediately).**

A. Each Service Center will have a dedicated 1-31 day accordion style folder specifically for New Construction pretreats. Once received the assigned New Construction pretreat work will be documented in the service center termite log book for the specified schedule date and then the work order will be placed in the accordion folder in the appropriate dated slot. **(These work Orders will not always have an account or work order number).**

B. The evening prior to the schedule date of treatments the Service Center will receive a cover sheet along with all associated work orders for the next day's work. **(Work orders will have account/work order numbers).** Service Managers will verify these orders match with the work orders in the corresponding slot in the accordion folder. **(Any orders that are missing or do not match require the immediate notification of the New Construction office).**

C. Service Managers will then make copies of the work orders, attach the appropriate New Construction graph, completion certificate and notice of protection sticker then assign them to the designated pretreat technician for completion.

D. At the end of each day the Service Manager will review with the pretreat technician all assigned pretreat work and document on the pretreat daily summary sheet the completion information and any uncompleted jobs ensuring to report specifics on each incompletions. (I.E. Other trades "electricians"). After documenting all pertinent information in the areas provided, scan and email the pretreat summary to the New Construction office for rescheduling and billing purposes.

III. Production/Notification Steps Completed by Pretreat Technician

A. The pretreat technician will complete the pretreat as prescribed by company policy and service protocols (See Bora-Care Treatment For New Construction-Pretreatment Protocol).
B. If the electrical panel is not installed, the technician will fill out two (2) Notice of Termite Protection stickers (MS-089) placing one in/on the permit board/box or, if there is not a permit board/box, then with all the other completion paperwork in a Massey bag and affix to the stud. The 2nd Notice of Termite Protection sticker is to be returned to the service center with the completed service ticket and other production paperwork.
C. If the electrical panel is installed, the technician will complete two (2) Notice of Termite Protection stickers placing one on the electrical panel and the second in/on the permit board/box, or if there is not a permit board/box, then with all the other completion paperwork in a Massey bag and affix to the stud.

IV. Posting & Filing the Pretreat at the Service Center:

The Office Manager or designated Customer Service Specialist of the local service center will be responsible for the timely posting and filing of the completed pretreat work.

A. Service Center administration staff will be responsible for building a customer file once the initial service is complete. These files will be stored by Builder, by street, then by street number in a separate filing cabinet from post construction files. Each Builder/Customer files will contain the following initial treatment documentation. **(These files must be complete as they are subject to inspection by any local FDACS inspector).**
   1. Pretreat Work Order
   2. Original documented New Construction treatment graph
   3. Bora-Care worksheet
   4. Technician verification form

B. The 2nd Notice of Termite Protection that came back to the service center is to be placed with the guarantee so that the sales inspector is able to affix the sticker on the electrical panel once installed in advance of closing.

V. Researching Homeowner Information

In some cases, Homeowners will close on the property and take possession of the home. In order to update our records in a timely manner and follow through with delivery of the Guarantee, we will need to search each county's property appraiser websites for public records of home sales. The following procedure should be followed to identify home sales in a timely manner:

A. Each month, a CSS will pull all of the builder files from 45 days prior and earlier. Each week, the CSS will research a minimum of one fourth of the files in the appropriate date range. (In June, the CSS will pull files with April completion dates and earlier.)

B. The CSS will spend a minimum of one hour a day on the research project. Use the internet to search county property appraiser web sites for each address.

C. Follow the directions in **Section V, A-H** to update our records with any new homeowner information found.

If local Sales Inspectors meet with Homeowners to cross sell other services, all attempts must be made to get closing information including email addresses and closing date at the time sale. This information must be relayed to the local Service Center Administration team so the account can be updated with the most accurate information.

VI. Home Closing Information/New Homeowner Contact Information

After researching homeowner information it will be necessary to update the account(s) in Service Pro. The process below will explain the fields that must be updated in order to print the homeowner guarantee with the correct information:

A. Change the billing address from the Builder's address to the Homeowner's mailing address.

B. Add phone numbers & email addresses to the account if possible. If we don't get a phone number from the Builder, check the white pages online or use 411 Information.
C. Ensure that the Sale Date coincides with the treatment date.
D. Change the Warranty Date to the Closing Date.
E. Reschedule the annual re-inspection for one year from the Closing Date.
F. Change the Billing Center to "Corporate Weekly."
G. Ensure that the SIC Code, Lot #, and Subdivision was entered.

Once accounts are updated with the Homeowner's closing information, notify the New Construction office via email, the builder file **(held on file at the NCD office)** will then be forwarded to the local Service Center. These documents, once received by the Service Center will then be added to the Service Center Customer pretreat file. Finally, the completed files will be moved and stored in accordance with other post construction termite files.