

# FREE TERMITE ASSESSMENT OR PEST ID – CLIENT INFORMATION



**Thanks** for contacting Specialist Termite Control, we'll soon be on site to give you the best advice and professional service we can.



We offer two services for clients who are seeking advice regarding timber pests. If we attend your building where termite activity or damage has been discovered or to offer you a preventative treatment plan, then we will provide you with a **free Termite Assessment**. If we have to attend your building and the area of concern relates to borer, rot or some other non-termite pest damage then we will provide you with a **Pest ID** for which we do charge a standard call out fee. However, we do offer an **Online Pest ID** service if photos can be provided and this is a **free** service (Please note: photos should be taken without disturbing the area)

**Termite Assessment:** A termite assessment is essentially where we seek to establish a detailed plan on how to protect a building from either a current or potential termite infestation. We spend quality time looking at the building's design, the areas of termite activity or damage, the

termite species and environmental conditions. Based upon these findings we will sit down with you and provide you with detailed advice explaining what is required and why, so you know that the advice we give is in *your* best interests. We will also provide you this information in a detailed written proposal for you to be able to refer to.

**Pest ID:** If the area the client is concerned about is *not* termite related then a **Pest ID** will be provided and we do this in two different ways. One is by attending the site to give this advice in person and with a brief report. We charge a standard service fee for this (currently \$150.00). The other is an **Online Pest ID** where suitable photos can be provided to us to identify the cause of the timber damage, this is a **free** service (email: [admin@termite-specialist.com.au](mailto:admin@termite-specialist.com.au)).



## FAQ:

**Q: Is a 'Termite Assessment' or 'Pest ID' the same as a 'Termite Inspection'?**

No, a **Termite Inspection** is a systematic search of the building for termite activity, termite damage and

conductive conditions that may encourage termite ingress. It can take several hours to complete and requires a written report to the Australian Standard AS 3660.2 2017. This is a service we charge for. A **Termite Assessment** looks at the best way to implement a termite management plan which will typically include a **Termite Inspection**. It's a great opportunity for the client to meet us and for us to assess the building so the advice we give is accurate and specific to the needs of the client. A **Pest ID** is simply the identification of timber deteriorating element.

**Q: If the 'Pest ID' does not suggest that there is an issue with termites should I still get a 'Termite Inspection'?**

Yes, simply clearing a specific location of termite damage does not mean the building is clear of termites elsewhere. On mainland Australia the relevant Standards dictate that a **Termite Inspection** should be undertaken at least annually. If you book an inspection with us at the time the cost paid for the **Pest ID** will be deducted from the cost of the inspection.



**Pest Manager of the Year**  
National Specialist Winner (2014 & 2015)  
Pest Manager of the Year - Victoria (2016)  
National Pest Manager of the Year 2017 finalist



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***Q: If I book in a Termite Assessment and it turns out that the issue is not termite related will there be a service charge?***

Yes, to qualify for a free **Termite Assessment** the enquiry must be related to termite activity or damage. If it turns out to be non-termite related, then we will complete a **Pest ID** and issue a report and an account for a service fee. If you're not sure if you have found termite damage or some other pest damage then give us a call or you can utilise our **Online Pest ID** by providing us with some quality images, this is a *free* service.



***Q: I have discovered termites, should I spray them?***

Absolutely not, this is not an uncommon reaction to finding termites but termites are a colony organism and so spraying the few termites that you have discovered will only drive the termites into inaccessible area or limit the type of treatments we can apply. In all cases sit tight and wait for us.

***Q: How long have termites been in my house?***

There is no established way of determining the time span of a termite infestation but in most cases when we discover termites we suspect they have been there undetected for a year or more.



***Q: I have had treatments in the past, should I let you know?***

Yes, if you have had any inspections or treatments in the past it's important you tell us and provide the paperwork if you can. The more information we have, the better the service we can provide.

***Q: How long does it take for termites to destroy a building?***

It's rare for an infestation to cause the complete destruction of a building and when it does happen it is often after many years, typically over ten. Termite damage in Victoria is usually slow BUT concealed. This is the reason termites are able to do so much damage since most people don't know they have an issue until something overt occurs.



***Q: What happens if termites are discovered?***

If we identify termites during the course of a termite assessment then we will also provide you with a detailed treatment plan for you to consider. Although a termite infestation can be alarming, it's important that you don't feel rushed into a treatment decision and that you are informed as to the recommended treatments positives *and* limitations. Unlike most trades where there is often a once off contact our work often involves multiple visits and perhaps annual inspections in and around your building so you need to feel comfortable with us as a company.

***Q: Are termite treatments safe and effective and do I need to leave my house?***

Modern pesticides are typically very safe and very effective, having said that they should be treated with respect. Historically, organochlorines were widely used however, since their banning in 1994 new generations of pesticides have been introduced. This includes hormone inhibitors used in baiting systems and some pesticides that are 'non-classed' poisons so there is rarely any reason to leave the building. In all cases we aim for zero exposure.



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## Termite Facts!

1. Termites and white ants are one and the same thing, “white ants” being an Australian colloquial.



2. A termites nearest ancestor is the cockroach (*Blattodea*), in fact they have been close to being classified as the same family as cockroaches but have remained as their own insect order - *Isoptera*, meaning tear drop after the shape of the alates (reproductive) wings. Termites are not related to ants (*Hymenoptera*, bees, wasps and ants).

3. The biomass of termites exceeds all other animals on this planet



4. There are over three hundred different termite species in Australia alone however, only a few are considered to be of a commercial risk (damage property). Most others consume grasses or decaying timbers.

5. Yes, they are airborne! Subterranean termites operate as part of a colony and are separated by casts. A nymph (juvenile) will either mature into a worker, soldier or reproductive depending on the colony's needs. A worker will leave the colony in search of food (cellulose) and tend the queen, a soldier will protect the colony and workers and the reproductive (or alates) have eyes (unlike the soldier and worker) and grows wings. When the season is right a colony will release thousands of flying alates from the colony in order to establish new colonies.



6. Some termite colonies can contain up to a million individuals with the queen producing thousands of eggs per day.

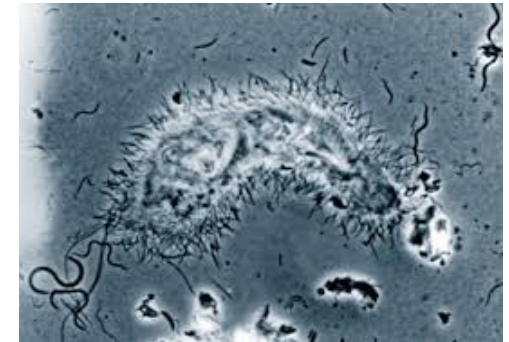
7. It is believed that termites are responsible for more cost to the consumer than storm and flood damage combined.



8. A King and Queen termite may live for 20 years.



9. Termites have a symbiotic relationship with protozoa, a single celled organism, that live in the hind gut of some termite species and allow termites to convert cellulose into digestible sugars.



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