Pest Control Overview

2016-2017

- Physical Facilities pest control vendor is on campus every Tuesday and Thursday for routine and scheduled services. Requests for service outside these times can only be made by Physical Facilities Customer Service Center and the Monitor Board. Individual departments cannot directly contact our vendor for services.
- The Customer Service Center takes your phone calls between 7:00 am and 3:30 pm. Our phone number is x72226.
- Monitor Board takes your phone calls between 3:30 pm and 7:00 am. Their phone number is x72341.

When you call or place a service request, we need:

- Your name and phone number
- Description of the pest
- Exact location of the problem (building, room or area)

Depending on the location (for example: a residence room, apartment, or secure area) a staff member must be available to meet our vendor for treatment.

Contractually, our pest services are divided into 2 categories:

Emergencies and Non-Emergencies.

All emergencies should be phoned in for these types of services:

- Stinging insects
- Bed Bugs
- Bats
- Cockroaches

Our pest control vendor responds to these requests within 2 hours and is dispatched to the location.

Non-emergencies can either be phoned in or by placing a service request through Maximo. Examples of those are:

- Ants/Spiders
- Chipmunks/Mice
- Squirrels
- Skunks
- Beavers
- Snakes

Our pest control vendor responds to these requests every Tuesday and Thursday.

Please note: If a department requests a response to a non-emergency request outside of the Tuesday & Thursday scheduled service, the additional charges will be the responsibility of the department requesting the service.