



28 Edge Hill Rd  
Waltham, MA 02451  
781-891-5313 Office  
781-891-5946 Fax  
service@nwpestcontrol.com

**NW Pest Control, Inc. is locally owned and operated by the Vallerand family and has been providing quality pest control service since 1975.**

We have licensed pesticide applicators in several areas of the pest control industry by the Department of Food and Agriculture Pesticide Bureau; we are licensed in Problem Animal Control with the Massachusetts Division of Fishery and Wildlife. We also carry our NH Pesticide License as well. The commercial certifications include: General Pest Control, Termite & Structural Pest Control, Vertebrate Pest Control, Food Processing Pest Control and Problem Animal Control

**We have an in-depth work experience with:**

- Termites
- Powder Post Beetles
- Carpenter Ants
- Roaches
- Mice
- Rats
- Wasp, Bees, Hornets
- Stored product pests
- Flies
- Fleas and Ticks
- Bedbugs
- Moths
- Spiders
- All Other Types of Insects
- Squirrels
- Raccoons
- Skunks
- Opossums
- Woodchucks
- Bats
- Birds

Our work experience is in residential, commercial and industrial settings. Some of these places include nursing homes, health care facilities, schools, hotels, restaurants, food processing, warehouses, office buildings, apartments, condo complexes, bakeries, recreational facilities, demolitions and construction sites etc.

**NW Pest Control, Inc.** is a member of the **National Pest Control Association**, **New England Pest Control Association** and **Angie's List** and **have** won the **Super Service Award 14 Years in a Row!**

- Eco Friendly/Organic programs available
- Routine Services Weekly, Monthly, Quarterly, Annual, Etc.
- Lifetime Termite Warranty
- Senior Citizen Discounts
- Real Estate Termite Inspections
- Rodent Demo and Construction Work and Reports
- Wildlife Removal, Chimney Capping, Exclusion, Corking, Sealing, Screening and Patching Holes for Pest Prevention
- Service Program Designed to fit your Needs
- Free Insect Identification
- All Work Guaranteed in Writing
- Open Saturdays
- Same Day Service during Business Hours



## COMMERCIAL REFERENCES

### **Peabody Properties**

Mt. Pleasant Apartments  
Lofts @ 30 Pine  
Cardinal Mederios  
Humboldt Apartments  
Van Ness Apartments  
Commerce Apartments  
Pleasant Street Apartments  
135 Lafayette  
Ayers Loft Condos  
St. Aidens  
Anchor's Weigh  
86 Drummer Apartments  
Lowell Belvidere  
Bedford Green  
240 Conant  
Mill Pond  
Station 101  
Victory Gardens

### **Greystar**

Zinc  
Everly  
Pembroke Woods  
The Washingtons  
Wheeler Hill

### **Meridian Realty Group**

60+ Properties  
Greater Boston Area

### **Great North Properties**

Village @ Seven Springs  
Parkside  
Berlin Woods  
Upham Farms  
Wildwood Condos  
Emerson Garden Condos  
Granite Manor Condos  
Hunter's Village Condos

### **Housing Authorities**

Wilmington, MA  
Medway, MA  
Burlington, MA  
Webster, MA

### **VTT Property Mgmt**

Fitts Building, Framingham  
Concord Place, Framingham  
Frederick, Framingham  
Grant-Lawrence, Framingham  
Melrose, Framingham  
Panza, Framingham  
Renaissance, Framingham  
Rose Gardens, Framingham  
Waverly, Framingham  
Elizabeth Circle, Framingham  
Skymark Tower, Worcester

### **Bell Partners**

Bell Stoughton  
Bell Salem  
Bell Watertown  
Bell Olmstead

### **Mill Creek Properties**

Modera Natick  
Modera Hopkinton

### **BeaverBrook Step, INC.**

25 Properties  
Watertown, Belmont, Waltham

### **Jordan's Furniture**

Avon, MA  
Nashua, NH  
Natick, MA  
Reading, MA  
Taunton, MA  
New Haven, CT

[Additional references and contact information are available upon request.](#)



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> H.J. Knight International 30 Braintree Hill Office Park Braintree, MA 02184	<b>CONTACT NAME:</b> David Greenaway <b>PHONE (A/C, No, Ext):</b> (781) 966-3700 <b>(A/C, No):</b> (781) 966-3701 <b>E-MAIL ADDRESS:</b>
	<b>INSURER(S) AFFORDING COVERAGE</b> <b>NAIC #</b> <b>INSURER A :</b> Philadelphia Insurance Companies <b>INSURER B :</b> Star Insurance Company <b>INSURER C :</b> <b>INSURER D :</b> <b>INSURER E :</b> <b>INSURER F :</b>
<b>INSURED</b>  NW Pest Control Inc. 28 Edge Hill Road Waltham, MA 02451	

**COVERAGES**      **CERTIFICATE NUMBER:**      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<b>GENERAL LIABILITY</b>			PHPK968555	1/24/2018	1/24/2019	EACH OCCURRENCE	\$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person)	\$ 5,000
							PERSONAL & ADV INJURY	\$ 1,000,000
							GENERAL AGGREGATE	\$ 5,000,000
GEN'L AGGREGATE LIMIT APPLIES PER:							PRODUCTS - COMP/OP AGG	\$ 5,000,000
								\$
A	<b>AUTOMOBILE LIABILITY</b>			PHPK968555	1/24/2018	1/24/2019	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS						BODILY INJURY (Per person)	\$
	<input type="checkbox"/> HIRED AUTO						BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
								\$
A	<b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR			PHUB408805	1/24/2018	1/24/2019	EACH OCCURRENCE	\$ 5,000,000
	<input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE						AGGREGATE	\$ 5,000,000
DED <input checked="" type="checkbox"/> RETENTION \$ 10,000								\$
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b>			WC071736901	1/24/2018	1/24/2019	<input checked="" type="checkbox"/> WC STATUTORY LIMITS	OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				E.L. EACH ACCIDENT	\$ 1,000,000
							E.L. DISEASE - EAEMPLOYEE	\$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
A	<b>Pollution Liability</b>			PHPK968555	1/24/2018	1/24/2019	Per Occur. 1,000,000	3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)  
 If required by written contract or agreement, the certificate holder is include as an additional insured for general liability per CGL Form CG2010 (07/04), but only with respect to the operations of the named insured.

<b>CERTIFICATE HOLDER</b>	<b>CANCELLATION</b>
	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE



# THE COMMONWEALTH OF MASSACHUSETTS

EXECUTIVE OFFICE OF ENERGY AND ENVIRONMENTAL AFFAIRS



## Department of Agricultural Resources

251 Causeway Street, Suite 500, Boston, MA 02114  
617-626-1700 fax: 617-626-1850 www.mass.gov/agr



## Consumer Information Bulletin

### INDOOR APPLICATIONS QUESTIONS AND ANSWERS (Q&A)

#### Commercial Application of Pesticides to Indoor Settings

MDAR Pesticide Regulations 333 CMR13.08 require that you receive this notice prior to pesticide applications

**Q. Are indoor pesticide applications safe?**

- A.** All pesticides must be treated with caution. Pesticides are intended to be toxic to target pests; such as, rats, mice, insects, weeds, mold, fungus, etc. When used improperly pesticides may also be harmful to other living things, including humans and pets.

Some people such as children, elderly citizens, pregnant women and those with health problems may be sensitive to low levels of chemicals and should avoid or minimize exposure to pesticides. Medical questions should be referred to your physician or one of the contacts listed at the end of this sheet.

**Q. How can I minimize my exposure to pesticides?**

- A.** Some pesticide labels specify precautions, which, by law, must be taken before the pesticide can be applied. Your pest management professional should take steps to minimize or eliminate pesticide exposure. It is important that you follow all recommendations that the pest management professional prescribes.

In addition to keeping adults and children out of the area during pesticide treatment, the following are some additional precautionary measures that could be taken are:

- Know the location where the pesticide will be applied.
- Cover or refrigerate edible products.
- Remove articles; such as, a child's toys, blankets, etc. from the area that is to be treated.
- Remove pets, pet food and water bowls, and pet toys away from the area that is to be treated.
- Plan application times when premises will not be occupied. If possible plan to stay away for a few hours afterward—a minimum of four hours is a good general rule.
- Ventilate the treated area as much as possible during and following the pesticide application.
- Do not walk on or touch the treated area until it is dry.
- Ask the applicator where rodent bait stations and other rodenticides have been placed.

**Q. Are there methods for controlling pests without having to use pesticides?**

- A.** Integrated Pest Management (IPM) techniques may be available for the pest problem that you have. Discuss your options with your pest management professional or look on the Department's website [www.mass.gov/agr/pesticides](http://www.mass.gov/agr/pesticides) for further information regarding IPM. A reputable and experienced pest management professional will be able to recommend IPM methods for your particular pest problem.

**Q. If I live in an apartment, how do I know when a pesticide application will be made?**

- A.** Under State Pesticide Regulations it is required that you receive notification between seven (7) days and forty-eight (48) hours BEFORE any routine commercial application of pesticides that includes the following information:
- Name and phone number of the pest control company
  - Purpose of application
  - Name of potential pesticides, active ingredient and EPA Registration Number
  - Locations to be treated
  - Proposed date and approximate time of application
  - Address and phone number of the MDAR Pesticide Program and Poison Control

**Q. What do I have a right to know regarding an application of pesticides?**

- A.** If you ask to be pre-notified about any future pesticide applications, the applicator or employer must provide pre-notification to you. This pre-notification will include the following:
- Date of next treatment
  - Locations to be treated
  - Potential pesticide(s) including active ingredient that may be used

If you are the contracting entity or if you request it, the following information must be left with you:

- Name and phone number of the pest control company
- Name and license number of person making the application
- Target pests of the applications
- Names and EPA Registration Number of pesticides used
- Date and approximate time of applications

**Q. What if I have a question or a problem?**

- A.** The Department of Agricultural Resources regulates the use of pesticides in Massachusetts. It is a violation of the law to use a pesticide inconsistent with the label directions. All commercial pesticide applicators must have a valid Pesticide Applicator License issued by the Department. Consumers should check to ensure that the applicator is licensed or certified. If you suspect that your applicator is unlicensed or a misuse has occurred please contact the MDAR. If you have any further questions or concerns about pesticides or the application of pesticides you should contact your pest control applicator or you may also contact the following agencies and organizations:

- MDAR Pesticide Program Enforcement: (617) 626-1781
- National Pesticide Information Center (NPIC): (800) 858-7378
- Massachusetts Poison Information Center: (617) 232-2120
- Massachusetts Department of Public Health: (617) 624-5757

If you have a contractual problem with a pest control company, please contact the Massachusetts Attorney General's Office of Consumer Affairs at (617) 727-8400 or the Better Business Bureau in Massachusetts; Marlborough Office - (508) 652-4800 or Worcester Office (508) 755-2548.

**Informational Resources on the Web**

MDAR Pesticide Enforcement	<a href="http://www.mass.gov/agr/pesticides/enforcement.htm">www.mass.gov/agr/pesticides/enforcement.htm</a>
MDAR Pesticide Regulations	<a href="http://www.mass.gov/agr/legal/regs/index.htm">www.mass.gov/agr/legal/regs/index.htm</a>
U.S. EPA Office of Pesticide Programs	<a href="http://www.epa.gov/pesticides/index.htm">www.epa.gov/pesticides/index.htm</a>
National Pesticide Information Center (NPIC) – health and safety information about pesticides	<a href="http://www.npic.orst.edu">www.npic.orst.edu</a>



## Preparation for Roaches

1. Clean all kitchen counters of food debris and open food items.
2. Clean all grease from stove tops and under stove top (if electric)
3. Clean all grease from cabinet doors above stove
4. Remove all tin foil from stove (fire hazard and harborage spots for roaches)
5. Remove all contact paper/coverings from cabinets

### **IMPORTANT**

- **Please allow 2-4 weeks for complete control of insect treatment.**
- **Periodic cleaning and vacuuming should be done to remove any of the dead insects. This will help monitor any new activity.**



## **PREP FOR PESTS IN STORED FOOD PRODUCTS:**

1. Remove all infested cereals, grain products, silk flowers, wicker products, etc.
2. Wrap all infested products in plastic and throwaway in outside trash facility.
3. Remove **EVERYTHING** from all kitchen cabinets do not forget the kitchen's pantry.
4. Place all kitchen items on a table or floor, **OUT OF THE KITCHEN**. Must clean and wash out all cabinets, remove any food spills **BEFORE SPRAYING** can be done!
5. Remove all loose shelf paper. Adhesive shelf paper may be left in place.
6. Remove all animals, birds, and fish. If your fish tank is too heavy to move outside, then place wet towels over the top of the tank and disconnect the air pump for 4-6 hours, also wrap the air pump in plastic. (You are cautioned to check with your fish dealer on any breeds, which might suffer from a 6-hour lack of aeration, such breeds must be removed from the premises. **NOTE: Do not disconnect the HEAT PUMPS! Only air pumps!**)
9. We recommend that you leave while treatment dries, this can take 1-2 hours.
10. **DO NOT WASH THE INSIDE OF CABINETS**, as this will destroy the effectiveness of the chemical. Recommend placing down new shelving paper or paper towels prior to returning your items.

**DO NOT be alarmed if you see insects after spraying. These will decrease as the chemical takes effect. Conditions should be "all clear" in 21-30 days.**





# BEDBUG PREPARATION

## THE FOLLOWING STEPS NEED TO BE TAKEN TO PREPARE FOR A **CONVENTIONAL CRACK & CREVICE** BEDBUG TREATMENT

1. Remove all bed liners and linens, mattress, box spring covers and chair covers prior to the treatment. Run them through a dryer cycle for a minimum of 30 minutes. Beds can be remade after treatment is dried.
2. Stand all mattresses and box springs up against the wall.
3. Remove all pets. Cover all fish tanks with plastic, shut off all pumps and filtration on treatment day. (Can be re-started when you return home)
4. All clothing must be removed from dressers, bureaus and closets prior to treatment. They must be run through a dryer cycle for a minimum of 30 minutes or dry cleaning. Always follow garment label directions.

The treatment will be applied to cracks and crevices around **baseboards, moldings, bedframe, mattresses, box springs, bedroom furniture (if they are empty) and closets**. You will need to leave until the treatment dries this usually takes about 1-2 hours depending on the weather conditions.

### **Preventive Bedbug treatment and Inspection for adjacent units**

During the Inspection and treatment be aware some disruption around the bedding area will be expected.

Preventative treatment will be applied to cracks and crevice around baseboards and moldings. You will need to leave until the treatment dried this usually takes about 1-2 hours depending on the weather conditions.



# BEDBUG PREPARATION

THE FOLLOWING STEPS NEED TO BE TAKEN TO PREPARE  
FOR A **HEAT BEDBUG** TREATMENT

This document details the step by step preparation that the occupants should take to ensure a successful remediation. This checklist must be covered thoroughly with the occupants.

- Have each person in your home select one set of clothing to wear the day of the treatment.
- **Leave all other items, furniture and clothing in the household. (Unless you plan to throw away)**
- Remove all pressurized cylinders, aerosol cans, fire extinguishers and batteries.
- Secure small items such as picture frames, paintings, or paperwork that may be blown away by air circulation from equipment during the remediation process.
- **Leave electronic equipment in the structure during remediation.**
- Remove oil paintings, aquariums containing fish, live plants and pets from the home.
- Remove soap, candles, chocolate, cosmetics, bottled alcohols, medications, cologne, perfume, fruits, vegetables, (these can be stored in the refrigerator)
- One-of-a-kind items such as heirlooms and irreplaceable possessions from the premises prior to treatment. All items must be inspected by NW Pest Control prior to removal.
- **DO NOT STACK BLANKETS OR CLOTHING IN LARGE PILES.**
- All vinyl blinds must be taken off the windows prior to treatment (we will wrap in a heat blanket).
- All belongings in personal vehicles (including trunk) should be placed inside home prior to heat treatment.

**\*\*\*REMOVE ALL HEAT AND SMOKE DETECTORS PRIOR TO TREATMENT\*\*\***



## **Preparation for Mice Control**

- Sweep and/or vacuum all floors and carpets to remove any crumbs or food on floors.
- Wash & clean all counter tops, around stoves refrigerators, microwaves, toasters, dishwashers, etc. to remove any food or grease.
- Store all open food in glass, metal, Tupperware containers.
- Do not leave any food on counters or tables. (Try to store in refrigerator or containers)
- Do not leave any food for animals out at night.
- Do not leave any dishes in sink overnight.
- Place all dog, cat, hamster, rabbit and bird food in sealed containers.
- Do not store any food (except canned goods) in basement or garage.
- Place all trash in containers with lids do not leave bags of trash hanging around.
- Remove any old debris, wood piles and storage that have been hanging around rodents like to live in these areas. As a general rule -- if you haven't used it in a year you're probably not going to, so remove it.



## Flea Preparation Sheet

Fleas can be difficult to control without teamwork. We have prepared this checklist of things the customer needs to do to help the process be successful.

### Preparations prior to arrival:

- Clear all carpeted floor (including closets) of boxes, clothing, toys, & any other items that will prevent treatment.
- Wash (in hot water) or destroy all pet bedding materials. If bedding material is discarded into the trash, put in a trash bag and remove to exterior trash container as soon as possible.
- Vacuum wood, tile, and vinyl flooring.
- Vacuum all carpeting and rugs.
- Vacuum pet sleeping and resting areas (under furniture, window sills, shelves, etc.)
- Vacuum furniture, especially between and under cushions.
- Empty vacuum cleaner contents into trash bag and remove to exterior trash container as soon as possible.
- Remove pets from home (prior to application). Store or cover all food. Cover fish tanks.
- Arrange to have pets treated the same day as the home. **(This is very important!)**
- **You and your pets will need to stay out of the treated area during treatment as well as two hours after.**

### After treatment is complete:

- Do not clean carpet or floors with detergents or cleaners for at least two weeks. (detergents will neutralize the chemicals)
- Continue to vacuum daily for a week. (remove vacuum contents to exterior trash container each time)

Please do not hesitate to contact our office at 781-891-5313 if you have any questions or need further instructions.



## Clothing Moth Preparation Sheet

- Vacuum the whole house, especially areas where you have seen damages such as baseboards, cracks and crevices - dispose of the bag immediately after vacuuming.
- Dry clean or dry all clothing for at least 30 minutes. (This is very important to rid the clothing moth infestation) Everything in infested area must be dry cleaned or run through a drier cycle.
- Put cleaned clothes in a sealed plastic bag.
- Turn off any aquarium pumps and cover the tank.
- Customer to clean out all items in infested areas, closets, etc. and move items at least 12 inches away from walls.
- **Dry cleaning and laundering items is very important in solving your clothing moth infestation (to be done prior to treatment)**

## Treatment for Clothing Moths

- For heavy infestations we recommend two treatments, three weeks apart.
- Treatment will be applied to all affected rooms and areas.

## Items Clothing Moths Can Be Located

Wool clothing, carpets, rugs, upholstered furniture, furs, stored wool, animal bristles in brushes, wool felts in pianos, fish meal in fish food, cotton when blended with wool, and all other natural fiber.

## Controlling Clothing Moth Damage

To help prevent clothing moth damage, ensure your clothing is:

- Stored properly, periodically hung in the sun, brushed along the seams in folds and pockets (brushing destroys eggs and exposes larvae)
- Larvae are strongly repelled by light and will fall from clothing when they cannot find protection.



## Prep for Carpet Beetles

### Living Room, Bedrooms, Closets, Etc.

1. Vacuum all rugs, carpet, and upholstered furniture. Vacuum bag should be discarded immediately upon completion.
2. All clothes must be removed from the bureaus, dressers and closets. **All clothing must be run through a dryer cycle for 1 hour or sent to dry cleaners (follow garment label).** Isolate the clothing in **clear sealed containers or clear bags** for the duration of the treatment and life cycle (1 month) before storing clothing in bureaus, closets and dressers again.

**PLACE ALL CONTAINERS/BAGS IN AN UNAFFECTED AREA OF THE HOME FOR THE DURATION OF THE LIFE CYCLE (1 MONTH)**

3. Move all furniture 12" (30 cm) away from the walls.
4. Remove all animals, birds, and fish. If your fish tank is too heavy to move outside, then place wet towels over the top of the tank and disconnect the air pump for 4-6 hours, also wrap the air pump in plastic. (You are cautioned to check with your fish dealer on any breeds, which might suffer from a 6-hour lack of aeration, such breeds must be removed from the premises.

**NOTE: Do not disconnect the HEAT PUMPS! Only air pumps!**

5. We recommend that you leave while treatment dries, this can take 1-2 hours.

**DO NOT be alarmed if you see insects after spraying. These will decrease as the treatment takes effect. Conditions should be "all clear" in 21-30 days.**

### **POST TREATMENT INSTRUCTIONS**

1. Avoid waxing or washing floor surfaces, especially the edges for at least 3 weeks after treatment and do not steam clean carpets. Vacuum as usual.
2. DO NOT use other pest control chemicals (powders or sprays) or cleaning products as this will decrease effectiveness.
3. Vacuum appropriately.