



Pest Share Resident FAQs

Q: Who is Pest Share?

A: Pest Share provides you with an effective, reactive, and targeted approach to pest control in full replacement of traditional preventative programs.

Q: What pests can I request service for?

A: We recommend contacting your Property Manager to get the Pest Share flyer if you don't already have one – it's full of useful information and instructions that are designed to ensure your Pest Assurance experience is stellar!

Q: Is there a limit to the number of services included in the Pest Share program?

A: The Pest Share program provides up to four (4) services, with a maximum of three (3) covered pests in a 12-month period; from the first service request. Each service has a 30-day warranty from the completion of the service.

Q: How do I request a service for pest control?

A: All requests must be submitted online at PestShare.com, this is not a preventative service.

Q: What information do I need to include in my PestShare.com request for service?

A: It is important that you include your complete service address (including any unit #), a valid phone number, an email address, and visible pest(s) – this is not a preventative service.

Q: How will I know that my request was received?

A: Pest Share will primarily communicate via email; be sure to check your spam folder throughout the process. If the phone number provided in your PestShare.com request for service allows, you may also receive text(s) directing you to your email.

Q: What if I have questions when submitting my request, or the status of my service?

A: Visit PestShare.com and communicate with us using the chat bug or by sending an email to servicerequests@pestshare.com.

Q: What if I also need service(s) for pest(s) not covered by my Pest Assurance program?

A: You can place a request for non-covered pests at PestShare.com. Available alternatives will be outlined in the email you receive from Pest Share and may include the option for you to independently contract the Pest Share service provider who will service the pests covered by your Pest Share program. The method and timing of payment for service(s) of the non-covered pest(s) will be communicated with and paid to the service provider directly – not Pest Share. If a follow-up service for the non-covered pest(s) is required, communication will be directly between you and the service provider.





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Q: Does the Pest Share service provider discount the cost of the pest(s) not covered by my Pest Assurance program, and does the treatment come with a warranty?

A: You will receive a quote before services are rendered. The cost of the non-covered pest(t) is determined by the Service provider, a discount is not guaranteed, and the warranty is negotiated directly between you and the service provider. Often services for non-covered pests can be performed on the same day as the covered pest(s), eliminating the initial trip charge.

Q: What happens if I receive a bill after the service?

- There may be instances when you may receive an invoice from the service provider, as their software will automatically generate and forward the bill to the designated contact address. In the event that you have requested a service and have not exceeded the limit of up to four (4) services, with a maximum of three (3) covered pests per service in a 12-month period, you may disregard any bill you receive related to that service. Pest Share will be notified when a service is completed and will handle the payment on your behalf for covered pests.
- You will only be responsible for a bill if you have requested service for a pest that is not covered by your Pest Share package.
- If you have any questions or concerns about the service or the bill you have received, please do not hesitate to contact us at servicerequests@pestshare.com or use our chat feature, Chat Bug, on PestShare.com. We are here to help you resolve any issues and provide you with the best possible service.

Bilingual Pest Share team members are available for Spanish speaking residents

