Pest Assurance Resident FAQs

Q: What is Pest Assurance?
A: Pest Assurance, powered by Pest Share, is 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 Assurance 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 my Pest Assurance program?
A: Pest Assurance provides up to four (4) services, with a maximum of three (3) covered pests in a 12-month period; 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.

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: Pest Share via chat at PestShare.com and by email at claims@pestshare.com.

Q: What if I also need service(s) for pest(s) not covered by my Pest Assurance program?
A: Non-covered pests may be included in your PestShare.com request when requesting treatment of covered pests. 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 Assurance program.

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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 and *often* service can be performed on the same day as the covered pest(s), eliminating the initial trip charge. The cost of the non-covered pest(st) service cost is *often* discounted, and the warranty is negotiated directly between you and the service provider.

Q: How do I pay for the non-covered pest(s) services if I decide to contract the Pest Share assigned service provider?
A: Payment for the non-covered pest service will be paid directly to the service provider, and if follow-up service for the non-covered pest(s) is required, communication will be directly between you and the service provider.

Q: When and how do I pay for the non-covered pest(s) service if I decide to contract the Pest Share assigned service provider?
A: 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.

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

A: 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. Please note that you will only be responsible for a bill if you have requested service for a pest that is not covered by your Pest Assurance 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 claims@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.