Integrated Pest Management Program — Residential (Single-Family)

- **Industry:** Single-family homes
- **Version / date:** November 11, 2026
- **Prepared by:** Prudential Pest Management, LLC
- **How to use this document:** This is the company's default IPM program for this industry. It describes how we typically service a home. Your service agreement sets the actual schedule and the services that are included. This document does not add coverage or change that agreement. Service reports are available in the GorillaDesk customer portal and, when the account is set up that way, in the Virtual Logbook.
- **Pests typically in scope:** ants; occasional cockroaches; house mice; occasional invaders (including cluster flies, Asian lady beetles, and boxelder bugs in season); stinging insects around the home (including honey bees and bumble bees when a stinging-insect service is on the account)
- **Pests typically out of scope (may be available as a separate service under its own agreement):** termites and other wood-destroying insects; bed bugs; nuisance wildlife such as raccoons, squirrels, and bats; moles. Exterior mosquito, flea, and tick work is not included in this IPM program. It is a separate add-on service. Birds are not covered by this program. Our applicators are MDARD-certified in categories 7A General Pest Management, 7B Wood Destroying Pest Management, and 7F Mosquito Management. Wildlife work is done under Michigan DNR Wildlife Damage and Nuisance Control Permit #GC225.

Michigan's rules that require a verifiable IPM program before pesticide use in schools, day care centers, public buildings, and health care facilities do not apply to a private residence. This is a practical service program, not a regulated-building plan.

1. Purpose and what IPM means

This program is a decision process: inspect, identify, compare findings with what you can reasonably live with and with the plan for your home, correct conditions, close entry points, monitor, treat only if the plan and the label call for it, record, and follow up. The aim is to reduce the conditions that support pests, not to promise that a home will be without them.

2. Roles and responsibilities

Prudential technician. Inspect the agreed interior and exterior areas on each scheduled visit, even when no pests have been reported. Identify pests when possible. Explain findings and recommendations

in plain language. Apply only according to the label and the tiers in this program. Leave or send a service record.

Homeowner or account contact. Follow the prevention and exclusion recommendations you agree to. Provide access to the kitchen, basement, garage, crawlspace or attic if they are part of the service, and the exterior. Tell us about pets, children, and any areas we should avoid. Tell us about sightings between visits.

3. Inspection and monitoring schedule

An initial inspection starts the program. A typical schedule is monthly during the season, or another frequency set in your agreement. Your service agreement sets the actual schedule.

Each scheduled visit typically includes the kitchen and other interior areas you want checked, the basement or crawlspace if accessible, the garage, and the exterior foundation, doors, and eaves we can reach. Glue monitors or rodent devices may be used in basements, garages, or kitchens when they fit the home and the label, and they should be left in place between visits.

4. Action thresholds

Homes differ. These are typical company starting points, not a promise, and we will adjust them with you.

- **Mice:** any indoor sighting or fresh evidence is action, beginning with finding entry points and using traps. Proofing is the lasting step.
- **Cockroaches:** any live German cockroaches or fresh droppings indoors is action.
- **Stinging insects at doors, play areas, or frequently used yards:** action when they threaten people.
- **Ants:** trailing into the kitchen is usually action; a few outdoor foragers may only need exclusion and a check of the source.
- **Fall invaders:** insects that entered in the fall are typically vacuumed; sealing in late summer is the lasting step.
- **Occasional spiders or beetles:** often monitored and handled with sanitation and exclusion, unless numbers or location bother you and the plan calls for more.

5. Customer prevention and sanitation responsibilities

- Store food, including pet food, in sealed containers. Do not leave pet food out overnight.
- Take trash out regularly and keep cans closed.
- Fix plumbing leaks and reduce standing water in containers on the property (buckets, saucers, toys, and tarps).
- Keep the kitchen, including under the sink and behind appliances, reasonably clean and uncluttered.
- Store firewood off the ground and away from the house.
- Keep leaf litter, mulch, and dense vegetation from piling against the foundation where practical.
- In late summer, have gaps at doors, windows, eaves, and utility openings sealed.

- Tell us if a device we left has been moved or damaged.

6. Exclusion and structural items

Mice can enter a gap larger than 1/4 inch; rats can enter a gap larger than 1/2 inch. Use metal, concrete, or hardware cloth. Foam alone is not rodent-proofing. Typical items: door sweeps, garage-door gaps, sealed pipe and cable openings, screened vents, and late-summer sealing for fall invaders. We will tell you what we recommend; some repairs are yours or a contractor's to complete.

7. Treatment approach (least-risk first)

1. **Non-chemical first.** Sanitation, exclusion, vacuuming, trapping, and reducing standing water and clutter.
2. **Targeted baits, gels, and dusts** in cracks, crevices, voids, or stations, only where the label allows the site.
3. **Limited labeled applications**, including exterior treatments where the label lists the site, when the plan calls for them.
4. We do not fog occupied rooms.

If a spray is used, use this line for children and pets: "Per the label, keep kids and pets off the treated areas until the spray has dried. Once it's dry, they can go back out." If the label requires a longer wait, follow the label.

We do not name products in this program. Current labels and safety data sheets can be provided or, when the account is set up that way, viewed in the Virtual Logbook library. Each scheduled visit includes inspection of the agreed areas even when no activity is reported.

8. Documentation

Service records are kept in GorillaDesk. Copies are available in the GorillaDesk customer portal. The portal is a delivery channel, not the official record. Prudential keeps its official application records at its place of business, as Michigan rules require. Each visit record includes the address and date; the pests we were targeting and what we found (or that none were found); conditions that support pests; recommendations; work started; and, if a pesticide was used, the product and application details Michigan rules require, plus the applicator and company name. Records are provided at the visit, or, if you have approved electronic delivery in writing before service, are made available electronically within 48 hours through the GorillaDesk customer portal. Electronic delivery counts only if you can open the complete record within that time. Otherwise, we provide it at the visit. Retention is at least 1 year for general-use products and at least 3 years for restricted-use products.

9. Communication

Tell us about sightings between visits. After each visit, you will receive a findings and conditions report. If a treatment has a reentry period, we will tell you.

10. Annual review

At least once a year, or at the start of a new season, we will review what we have been finding, what still needs to be sealed or cleaned, and whether the plan for your home should change.

Confirm labels, notices, and current MDARD rules before use.