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MEMORANDUM

From: Kwame Yiadom, Senior Community Manager
To: Sierra Landing Unit Owners/Residents
Date: March 11, 2014
Re: New Pest Control Services Company / Owl Pest Services

The Board of Directors (BOD) of The Sierra Landing Condominium Association has been recently made aware of a roach and mice infestation within the Association. Please note that the BOD and Management take these concerns very seriously and, in an attempt to effectively rectify the situation, have contracted with Owl Pest Control Services.

Owl Pest Control Services will be on site to treat every third Friday of each month. If you require treatment of your unit, please call Owl Pest Control at 301-773-0400. You must schedule to have your unit treated on the day they will be out (3rd Friday of each month). This is a free service however, if you schedule for any other day, you will be billed directly.

You must be home to allow Owl Pest Control access to your unit. We do not have keys to individual units. If you schedule with them, and are not home to allow them access you will have to wait another 30 days before they will come out again. If you anticipate any special problem with access to your unit please consider providing a key to your neighbor or notifying us of any such arrangement.

According to Owl Pest, the only preparation necessary for treatment is to have all items removed from the single cabinet under the kitchen sink. The application they intend to use will be administered according to industry standards and should be safe for children and pets after two hours of application. We are requesting that during the treatment, pets are not in the area being treated (kitchens and bathrooms). Please see attached instructions from Owl Pest.

The BOD is counting on your usual cooperation in this very important matter. Feel free to call me at 301-468-8919 with any questions.

Thank you for your attention to this matter.



REQUIREMENTS FOR PEST CONTROL SERVICE

TO ALL RESIDENTS:

In order to have an effective pest control program for you and your neighbors, we need to have your full cooperation in preparing your apartment for treatment. Please follow the instructions below prior to Owl Pest Prevention's service.

PREPARATION FOR SERVICE

1. All articles must be removed from kitchen cabinets, drawers, closets, beneath the sink, and placed in another room.
 2. Remove all items from the bathroom vanity, medicine chest and beneath the bathroom sink.
 3. If any items remain in cabinets and drawers, these areas CANNOT be treated. After treatment, DO NOT wash out kitchen cabinets and drawers, as this will diminish the effectiveness of our treatment.
 4. If you wish to clean, please do so before treatment.
 5. Please wait three (3) hours before replacing items that were removed.
 6. All pets should be removed from treated areas. If this is not possible, pets can be placed in a bedroom furthest away from the bathroom. PLEASE LEAVE A NOTE placed on the bedroom door indicating that your pet is inside.
 7. INFANTS (under twelve (12) months) should be out of the unit during treatment and for three (3) hours thereafter.
- ***Anyone with respiratory problems should leave unit for the entire day or contact Management to make other arrangements.

SANITATION REMINDERS

1. Remove brown paper bags from drawers and around refrigerators. These bags easily harbor insects, especially cockroaches, and should not be stored anywhere in the home.
 2. Garbage containers should be emptied daily.
 3. All left-over food should be removed from kitchen and dining areas.
 4. Do not leave dirty dishes and/or cooking utensils out.
- *** Practicing good sanitation along with proper chemical treatment, is necessary to achieve maximum results. YOUR PARTICIPATION IS ESSENTIAL.

NOTE: If your apartment has persistent roach activity after the initial clean-out service, contact the management office and it will be treated on the next scheduled regular service day. Remember, the problem might get worse before it improves, so please give the treatment at least 2 weeks to work before requesting additional service.

THANK YOU FOR YOUR COOPERATION!

Date _____

Dear Resident:

Your unit will be treated for mice on the following date:

You can help us rid your unit of this problem by doing the following things:

1. Make sure that all food that is not in a can or jar is stored in the refrigerator or heavy Tupperware type product for at least a 2 week period or longer. This includes chips, candies, nuts, cereals, breads, any grain based food, pet foods, etc., that are normally stored in upper or lower cabinets, on counter tops, or on top of the refrigerator.
2. Report any holes in walls, around baseboards, or doors that don't seal properly to management to be repaired.
3. Please do not touch any of the products that we will be using for the mouse treatment.
4. Take trash out on a regular basis, keep lids on trash cans, and keep unit as clean as possible.
5. Eliminate any unnecessary storage including boxes, paper, and clothing.
6. Remove all items from the top of the refrigerator and from directly underneath the kitchen sink to allow our staff access to these areas.

The mice need to be attracted to the rodent bait and traps that we will be using. By following the above procedures, we can effectively rid your apartment of this problem.

If you have any questions, please call.

THANK YOU FOR YOUR COOPERATION IN THIS MATTER.

THE MANAGEMENT AND OWL PEST PREVENTION