



General Information A to Z

BONDING AND INSURANCE. Every company registered by the Structural Pest Control Board (SPCB) must maintain a bond of \$4,000, as well as general liability insurance with a minimum of \$25,000 for bodily injury and \$25,000 for property damage per loss. The bond covers financial injury due to fraud, dishonesty, or damage suffered by any person because of a violation of a statute. The liability insurance covers financial loss due to property damage as well as public injury or illness because of actions by the pest control company.

BRANCH 1: Fumigation License/Registration.

Companies or individuals with this classification can perform fumigation of structures. They place tarps over the entire building and release a lethal gas into the structure to eradicate wood-destroying pests.

BRANCH 2: General Household Pest License/Registration.

Branch 2 covers identification and treatment of household pests such as spiders, rodents, cockroaches, weevils, ants and bees, carpenter ants, and carpenter bees.

BRANCH 3: Wood-Destroying Pest and Organisms License/Registration.

Individuals or companies within this category are licensed to perform inspections for wood-destroying pests and organisms, issue the inspection report and completion notices, conduct treatments, and perform any repairs recommended on the inspection report.

CELLULOSE DEBRIS. Scattered remains of something that originated from a plant (for example, wood or paper) found in the subarea crawl space.

CERTIFICATION. A statement by a pest control company that indicates the property is free of infestation or infection in the visible and accessible areas. Any signs of infestation or infection which have not been corrected will be added as disclaimers to the certification. The certification can be included on an inspection report, reinspection or completion notice.

COMPLAINT HISTORY. SPCB keeps a two-year history of complaints against companies. SPCB also has information on company registrations, qualifying managers and the company's bond and insurance.

COMPLETION TAG. After a pest control company has completed treatment or repairs, a completion tag

is placed next to the inspection tag in the subarea, attic or garage. This tag is required by law and will display the name of the company, date of completion, and the name of any chemical(s) used.

CONTROL SERVICE AGREEMENT. A contract between a pest control company and a consumer that covers the treatment of wood-destroying pests and provides for regular reinspection of a property after an inspection report has been performed and agreed-upon corrections have been made. The written contract must be signed by both parties and addresses:

1. Wood-destroying pests and organisms that could infest and infect the structure, the wood-destroying pest(s) and organism(s) that are covered by the control service policy, and any wood-destroying pest(s) and organism(s) that are not covered by the contract.
2. The type of treatment to be used to correct the infestations or infections.
3. The structures covered by the agreement with specific exclusions of any structure(s) inspected on the original report.
4. Reference to the original report an agreement.
5. Frequency of the inspections to be provided and the duration of the agreement.
6. Fee for each renewal and information as to whether the fee includes structural repairs.
7. Whether any guarantee(s) are provided, and the terms of the guarantee(s).
8. A statement that all corrections of infestation or infection covered by the agreement shall be completed within six months of discovery unless otherwise agreed to in writing by both parties. Inspections made pursuant to a control service agreement shall be conducted by a Branch 3 licensee. A full inspection of the property covered by the contract shall be conducted at least once every three years from the date of the agreement unless the consumer cancels the contract within three years.

COUNTY AGRICULTURAL COMMISSIONER (CAC). On behalf of SPCB, agricultural commissioners in California's 58 counties investigate complaints about pest control companies applying chemicals and pesticides in an unsafe or illegal manner. To get the phone number in your county, call toll-free, **1-87PestLine (1-877-378-5463)**.

Enforcement/Complaints

916-561-8708

1-800-737-8188

Fax

916-263-2469

E-mail

pestboard@dca.ca.gov

Web Site

www.pestboard.ca.gov

Mission Statement



The Structural Pest

Control Board protects consumers by regulating the structural pest control industry to promote the health, safety, and general welfare of the public.



DAMPWOOD TERMITES. Termites that live in and feed on wood that has high moisture content.

DOOR-TO-DOOR SALES. Door-to-door sales of pest control services by unlicensed individuals are not permissible. Any individuals going door-to-door may only leave flyers or set up appointments. Every licensee is issued a license. Consumers should ask to see it.

DRYWOOD TERMITES. Termites that establish colonies in wood, feed on the wood, and drop fecal pellets.

EARTH-WOOD CONTACTS. Wooden members of the structure that are in contact with the soil. This condition can contribute to fungus infection and infestation by subterranean termites.

EXCESSIVE MOISTURE. If not controlled, excessive moisture can foster the growth of a fungus infection, materially damaging wood.

FAULTY GRADE LEVEL. A condition that occurs when the top of any foundation is even with or below the adjacent earth.

FUNGUS/DRY ROT. Moisture-induced infection in wood which causes rot and reduces the strength of the wood.

FURTHER INSPECTION. When an area is inaccessible or not visible for inspection purposes, a recommendation is made to open the area to reveal the enclosed space for inspection.

HEALTH HAZARDS. If anyone becomes ill after a licensee has applied pesticides or chemicals at your property, contact the county agricultural commissioner and your doctor immediately.

INACCESSIBLE AREAS. Areas of a structure that cannot be readily viewed for inspection purposes without opening up or defacing the areas.

INSPECTION FEE. Pest control companies usually charge a fee for inspections. These fees can vary widely, as there are no laws which regulate pricing. Therefore, consumers may want to discuss the fee before hiring a company to perform an inspection.

INSPECTION REPORT. Every time a pest control licensee inspects any structure on a

property, a report entitled "Wood-Destroying Pests and Organisms Inspection Report" must be issued. Inspection reports are maintained by the pest control company for three years.

INSPECTION TAG. Regulation requires that a pest control company post a tag in the attic, subarea, or garage after an inspection has been made. The tag shall contain the firm's name and date of inspection.

LIMITED REPORT. An inspection report limited to a specific portion(s) of a structure shall be labeled as "limited." It must include a diagram of the inspected area, a notation indicating the person/entity requesting the limited report, and recommendations for further inspection.

MECHANICS LIEN LAW. Under the California Mechanics Lien Law, any structural pest control company that contracts to do work for you, and any contractor, subcontractor, laborer, supplier or other person who helps to improve your property, but is not paid for his or her work or supplies, has a right to enforce a claim against your property. To protect yourself and your property against a possible mechanics lien, you may want to:

1. Require that your contractor supply you with a payment and performance bond (a guarantee that all work and proper payments will be completed). File it with a copy of the contract at the County Recorder's Office.
2. Require your contractor to provide you with unconditional lien releases signed by each material supplier, subcontractor and laborer before making payment on any completed phase of the project. To protect yourself under this option, you must be certain that all material suppliers, subcontractors and laborers have signed.

ORIGINAL REPORT. The first report prepared on a structure by a registered company and any follow-up reports issued more than four months after the date of the first report.

OTHER WOOD PESTS. Infestations such as wood-boring beetles, carpenter ants and carpenter bees are included under this category.

REINSPECTION REPORT. A report on the inspection of items completed as recommended on the original report (or subsequent reports). It may be limited to the items requested by the person ordering the report and must clearly refer to the original report.

SECTION 1 ITEMS. Visible evidence of infestation (such as termites, wood-boring beetles, carpenter ants) or infection (fungus).

SECTION 2 ITEMS. Conditions present deemed likely to lead to an infestation or infection (such as moisture or a faulty grade).

STATUTE OF LIMITATIONS. SPCB has a two-year limit within which to take action against a company. Therefore, complaints must be filed with SPCB within two years of the date of the inspection report or completion notice.

SUBTERRANEAN TERMITES. Termites that live in underground colonies and enter structures through mud tubes.

SUPPLEMENTAL REPORT. A report on an inspection conducted after areas have been opened up for further inspection as recommended on previous reports, or to correct, add or modify information in a previous report. A supplemental report must clearly refer to any previous report.

The Structural Pest Control Board licenses and regulates pest management professionals engaged in the business of structural pest control to ensure that licensees meet minimum qualifications and levels of competency to provide safe and effective services to the public. SPCB staff address complaints filed by consumers through mediation and enforcement of the Structural Pest Control Act. For information or assistance, call the SPCB:

(916) 561-8708 in Sacramento
(800) 737-8188 outside Sacramento

Or write to:

Structural Pest Control Board
Complaint Unit
2005 Evergreen Street, Suite 1500
Sacramento, CA 95815

E-mail: pestboard@dca.ca.gov

Or visit our web site at:

www.pestboard.ca.gov