

"TERMITE" TERRY'S INSIDER INFORMATION

TOP SECRET

February 2017

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Valentine's
Day



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(949) 631-7348

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The Case Of The Chronic Termites

It was a cold winter's day in Orange County and Termite Terry was working on a home when his pager started beeping (You still remember those old pagers, don't you?). The call was from a property manager.

In those days, cell phones weren't common, so Termite Terry had to get in his truck and drive to a pay phone.

When he called her, she said that she had a condo in one of the associations she managed that had a chronic problem with subterranean termites. She went on to say that the people who lived in this condo were really angry because this particular home had been treated every year for like five years in a row, but no one could ever get rid of their termites. Terry called the owner of this condo and set an appointment.

Termite Terry arrived at their home later that day, introduced himself and asked if they would show him what they were seeing.

The owners took him into the kitchen to look at the area near the sink. Sure enough, there were subterranean termite swarms lying all over the sink area. He started looking around the area for evidence of where the termites were coming from and there was nothing obvious. He checked further under the sink, around the cabinets, the appliances and everywhere else he could look. Still, no sings of evidence could be found.

Termite Terry asked the owners for permission to inspect the entire home. He started by checking every

room inside the home. Next, he checked the attic, the garage and the exterior. Last, he put on his coveralls and checked the subarea under the home. There were no signs of termites anywhere else in this home.

Terry was really feeling a lot of pressure at this point and started to wonder if he was going to be able to solve this case. Rather than walk away from the problem, he cleaned himself off after crawling out from under the house and went back inside to the kitchen where he started.

The owners were not impressed when he told them that he couldn't find the source of the termites. But, he assured them that he hadn't given up and that he was going to keep looking.

Standing in front of the sink, Terry just stared at the termites on the counter. Over and over again, he asked himself, "Where did these guys come from?"

When stumped by a case like this, Terry knew that he had to go back and remember what he had learned in his studies of termite biology. He reminded himself that subterranean termites live underground and that if they had managed to work their way up from the soil under the house, they had to be getting up to the sink somehow.

After staring at the sink area for the longest time, he became more convinced that the termites must have worked their way up the wall by following the plumbing drain. He took some measurements of where the plumbing

(turn the page)

20 Years Ago, A Great Decision Was Made . . .

February 4, 1997, Apple Computer bought Steve Job's company NeXT, and Jobs returned to Apple as an advisor. He again became their CEO in September, 1997. (Jobs had been ousted from Apple, the company he co-founded, in 1985. No one knows what would have happened to Apple if they hadn't brought him back.)

Celebrating Lincoln's Birthday

"Things may come to those who wait, but only the things left by those who hustle."

Abraham Lincoln, born February 12th, 1863

Rave Review!

Press Release From Angie's List

"Termite Terry Pest Control, Inc., of Costa Mesa, California, has earned the home service industry's coveted Angie's List Super Service Award, reflecting an exemplary year of customer service to members of the local services marketplace and consumer review site in 2016. This is the seventh consecutive year that Termite Terry Pest Control has received this award.

"It is quite an honor to have received the Super Service Award seven years in a row," said Terry Singleton, the company's President. I want to thank our office staff, pest control technicians and termite repair crews for taking great care of our clients and making this possible."

This achievement is particularly significant as Angie's List experienced unprecedented member growth in 2016. More than 1.6 million consumers, many of whom were eager to quickly hire highly qualified service pros, joined Angie's List after the company added a new, free membership tier.

"Companies that can meet higher demands without missing a beat in their exemplary performance standards truly do stand apart from their peers," said Angie's List Founder Angie Hicks. "Only a fraction of the pest control companies in California were able to do it."

Angie's List Super Service Award 2016 winners have met strict eligibility requirements, which include an "A" rating in overall grade, recent grade, and review period grade. The SSA winners must also be in good standing with Angie's List, pass a background check and abide by Angie's List operational guidelines.

Service company ratings are updated daily on Angie's List as new, verified consumer reviews are submitted. Companies are graded on an A through F scale in areas ranging from price to professionalism to punctuality."



drain was located in the wall. Next, he put on his coveralls and went back under the house.

While under the house, he got out his tape and measured the location of where the plumbing drain should be located. He marked the area with a pencil and started looking even closer for a clue of where the termites were coming from.



"Termite" Terry
As Columbo

This home had sheets of plywood covering the wood framing in the substructure, so there was no way that he could see what was going on behind these panels. The plumbing drain was also hidden behind this plywood paneling. After looking and looking for any signs of termites, he decided that it was time to go and talk to the owners.

Termite Terry told the owners that he still hadn't found any signs of termites but that he really believed the area in that wall was the source. He explained that there was no way anyone could ever know without cutting a hole in the wall. He also told them that there was no way that he could guarantee that his theory was correct – this was just a chance that they were going to have to take. After discussing this with the owners, they reluctantly agreed to let him cut a hole in the wall. Fortunately, the hole would be under the house where almost no one would ever notice it.

After taking a few more

measurements and marking off the target area, Terry fired up his power saw and started cutting a hole.

While cutting the hole, he said to himself, "I had better be right or these people are going to kill me for doing this to their house!"

Terry made his last cut and carefully pulled out the scrap piece of wood. That is when things started to erupt and hundreds of angry termites flew out of the hole.

After a short celebration and thanking God, Terry continued his investigation. Upon further inspection, he could see where the drain pipe was coming up through the home's concrete foundation. There was a small gap around this pipe and this was how the termites had managed to squeeze their way into the house.

After removing his coveralls and cleaning himself off, he went back inside to tell the owners what he had found.

Termite Terry was wearing an ear-to-ear grin when he told his story to the owners. Normally, one shouldn't be so happy when they have to tell an owner that they have termites. But, this case was different and the owners were equally excited to hear the news. The owners called his office and scheduled a date for the treatment.

A few days later, Terry's crew arrived to do the treatment. This was not going to be an easy termite problem to solve so Terry met with the crew to give them instructions.

The first thing they did was to remove all of the termite's mud tunnels and clean out that small gap around the pipe. Next, they used a small needle and started injecting the termiticide into this tiny space. They filled it up with termiticide, let it soak in, and then refilled it. They also treated the inside and outside of the foundation wall to ensure that the termites would never come back to that area.

Termite Terry said, "That was a tough case but in the end, everyone

was happy. I wound up working with that property manager for another ten years and we never did have to go back and retreat that house.”

Do you have a termite problem that you need help with? **Call Termite Terry at (949) 631-7348** and we'll schedule an appointment at your convenience.

Termite Terry Wins The Angie's List Super Service Award 7 Years In A Row!

Termite Terry just received a congratulatory letter from Angie Hicks, the founder of Angie's List, announcing that Termite Terry Pest Control had won the Super Service award for 2016.

This is the seventh consecutive year that Termite Terry Pest Control has received this prestigious award. And, once again, every client review that the company received in 2016 had an "A" rating.

"One of the things I really like about Angie's List is that all of their reviews are very credible," said Termite Terry. "That is because only the members of Angie's List are able to go onto the site and post reviews. Unlike a lot of the other sites, no one can just go onto their site with a fake name and just start making up stories. When you go on Angie's List, you can rest assured that the reviews are from real people, just like you."



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President's Economic Stimulus

President Termite Terry has a long list of things he wants to accomplish in 2017 and growing our nation's economy is still on the top of his list.

Some of those in the establishment have expressed doubts about his proposal to **double the number of people who benefit** from his Economic Stimulus Plan. Rather than waiting until later in the year, he has chosen to ignore the naysayers by implementing his plan now.

Here are just a few more of your fellow citizens who have benefited from his Economic Stimulus Plan:

- Brian Bartells of Huntington Beach recommended our service to Lad Hernandez of Huntington Beach.
- Alan Fossen of Tustin referred us to Sabrina Tanji of Tustin.
- Rene Larios of Santa Ana recommended us to Chris Iler of Orange.
- Patty Fogarty of Huntington Beach referred us to Reda Scott of Huntington Beach.
- James Dao of Westminster referred us to Ming Dao of Mission Viejo.

The President's plan is easy and with your help, we can **double the number of people who get FREE GAS each month**. All you have to do is simply refer us to someone who needs a termite treatment, wood repairs or a monthly pest control service. And, if they hire us, we'll send you a **\$50.00 Gas Card**. That is real economic stimulation you can bank on!

Fun Facts About The Daytona 500

The 59th running of the Daytona 500 is scheduled for February 26th and this year's event is sure to be another for the record books. Here are some fun facts about this most prestigious race:

- The first Daytona 500 was held in 1959 and that race was won by Lee Petty.
- This event has an average global TV audience of 20 million viewers.
- Richard Petty has the most wins in this race with seven.
- In 2016, Denny Hamlin edged Martin Truex Jr. in the closest finish in history at .02 seconds.
- Dave Marcis has the most career starts in this event with 33.
- In 1988, Bobby Allison became the oldest driver to win this race. He was 50 years and 2 months old.
- Buddy Baker has the record for the fastest winning speed at 177.6 mph (1980).
- In 2001, seven time NASCAR champion Dale Earnhardt died in a crash on the final lap of the race.
- The youngest winner is Trevor Bayne. He was 20 years old when he won in 2011.
- Bill Elliott holds the record for completing all 500 miles (16).
- Chevy has the most wins with 23, Ford has 14, Dodge and Plymouth have 4 each, Mercury, Olds, Buick and Pontiac have 3 each, and Toyota has 1.
- Goodyear tires have been on the winning cars 50 times.
- Bill Elliot set the fastest qualifying record in 1987 at 210 mph! He also won the race that year.
- Mario Andretti, an Italian, is the only foreigner to have ever won the race (1967).
- Danica Patrick became the first female to win the pole position in 2013 at 196 mph. She went on to finish in 8th place, the highest finish for a female in the race's history.

A FREE Monthly Newsletter for Friends and Clients of:

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**"You're Going To Love Living In A Pest Free Home.
I Guarantee It."**

How Not To Do Your Own Pest Control

Four children died and six others had to be hospitalized because of what officials believe was a case of accidental poisoning.

A friend of the family arrived at this home at about 5am one morning. This person discovered that everyone in the home was ill and quickly called 911. First responders initially thought it was going to be a case of carbon monoxide poisoning but they later found out that these people had been exposed to phosphine gas.

Aluminum phosphide can be extremely dangerous if not handled properly. This product usually comes in tablet form and once these tablets are exposed to moisture, they release phosphine gas which is highly toxic.

Officials believe that someone in this household was trying to kill mice and applied this product under the home. This person then used a water hose to spray down the aluminum phosphide tablets. The water set off the tablets and caused the release of phosphine gas.

No one knows how this person was able to get his hands on this aluminum phosphide because it is a restricted use pesticide that may only sold to specially licensed technicians.

The Fire Department Lieutenant said, "This is known, this happens across the United States and it's when people get a hold of stuff they don't know how to use and they don't do enough research. If you're going to apply chemicals to your house, have somebody that's certified put these chemicals down and don't put you family in harms way."

You may be wondering if "Termite" Terry uses this product for rodent control. The answer is NO! It is against the law to use this stuff in a home. If you have a rodent problem, may I suggest that you have us seal off the holes where they are getting in. Then we'll set out some "old fashioned" snap traps. Our strategy is not as exciting as "setting off a bomb" but it is a much safer way to control rodents and very effective.



"Termite" Terry Singleton