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PATRIOT PEST SOLUTIONS

DENICE AND JAMES HARRISON

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KEEPING YOUR HOME AND BUSINESS PEST-FREE



**Lynda Smiley –
office manager,
James and Denice
Harrison**

PHOTOS BY STYLISH IMAGES

PATRIOT PEST SOLUTIONS



By Kathy Hunt

Longer days and warmer weather signal the return of more activities for both people and pests. Ants, flies, mosquitoes, and other insects come out of hibernation. Invasive European starlings flock to backyard bird feeders. Pesky raccoons and skunks forage from trash cans and outdoor pet bowls again. Rather than trying to combat these creatures on your own, you can enlist the help of veteran-owned, community-focused, and pet-friendly Patriot Pest Solutions. The company has been expelling unwanted insects and wildlife in Southeastern Pennsylvania for a dozen years.



Patriot Pest Solutions' technicians are state-licensed and specially trained in humane squirrel trapping, removal and exclusion services.

James and Denice Harrison started Patriot Pest Solutions from their Royersford home in 2011. Within two years, the business had expanded to such a degree that the Harrisons had to move operations from their home to a larger, professional space in Trappe. After 10 years in Trappe, Patriot Pest has outgrown this location as well. This month, the company will relocate to 156 W. Ridge Pike in Limerick. Business will continue as usual throughout the move.

The new site is "literally 2.5 miles down the road from our current location," Denice Harrison said. "The new Limerick [township] office will give us the office and parking spaces that our business needs."

Professional, personalized service for all your pest removal needs

Presently, Patriot Pest has six licensed technicians, one customer service representative, one outside sales representative, an office manager and co-owners Denice and James, who is an associate certified entomologist. Patriot Pest is one of only a handful of pest control companies in Pennsylvania to have an associate certified entomologist on staff.



James is an associate certified entomologist and a member of the National Pest Management Association.

Along with having an associate certified entomologist as its leader, Patriot Pest is a member of the National Pest Management Association (NPMA). The NPMA offers continuing education courses and addresses the technical, governmental, educational, business, and networking needs of its members. Patriot Pest is also listed as a National Wildlife Control Operators Association (NWCOA) certified wildlife professional. Through the NWCOA, technicians maintain their knowledge and techniques of safe, humane wildlife management. The company is part of the Pennsylvania Trapper's Association, which advocates for the humane trapping of wildlife. Its technicians are licensed through the Pennsylvania Department of Agriculture and are fully insured.

When someone calls Patriot, they are speaking with our local office — not a Call Center. Lynda, Office Manager, has been with us for eight years, and Caryn has been with us for five years. These trained veterans can describe the service you will need, quote you a price, and set up an appointment for corrective service. We know our customers, and that is the difference when you call a privately owned company versus a large conglomerate.

Patriot's technicians stay up-to-date on pest solutions through in-house weekly trainings and external meetings. They attend yearly conventions and events, such as the National Wildlife Expo, which educate them about the newest technologies and advances in their field.

Making pest control easier with a new customer portal plus service plans

To help clients stay on top of pest control with a simple click of their keyboard, Patriot Pest now offers an internet-based customer portal. This secure, online service enables consumers to access information about their service history, account payments and appointments at any time, day or night. They can also schedule or update service calls and reach out with questions through this customer portal.



Chris Gentile – Bed Bug and Spotted Lantern Fly Specialist

"We want to make life easier for our customers," Denice Harrison explains. "Often, we get home from work, and these things come to our mind at 8:00 at night. 'Oh, I forgot to call PPS to update my credit card that was hacked,' or 'I see that PPS was here today for service. Let me see what they did.' Or, you get home at 9:00 PM and you find that an army of ants has moved into your kitchen. You can contact us through the customer portal to request a service," she said.

Another way that Patriot Pest makes pest control easy is through its service plans. Although one-time extermination visits are an option for all clients. Many types of pests are considered "repetitive" pest problems. Therefore, Patriot may advise customers to consider a pest control maintenance service. No matter how effective a treatment is, it will eventually wear off, allowing pests to return to the property. Taking a "proactive" approach to future pest problems is more cost effective. A customized, repeat service plan enables customers to keep these nuisances at bay.

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COVER STORY

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Patriot Pest Solutions' Home Pest Protection begins with an initial service when a licensed technician assesses the interior of a home to determine what issues exist. After inspecting the property, the technician carries out the initial service call. The HPP service consists of three services over the year, these preventive measures are meant to keep insects from penetrating to the interior of the home. However, this program allows the customer to have free additional services in between visits should a bee's nest appear, or ants creep into the kitchen. According to Patriot Pest, termites infest one in 16 homes in Southeastern Pennsylvania. Usually, homeowner's insurance does not cover damage from termites, which is why it is so important to address the presence of termites right away. A Patriot Pest technician will suggest solutions at the time of termite discovery.

Commercial properties may experience additional pervasive or persistent problems, such as swarms of bed bugs or cockroaches.



Bed bugs

To ensure that hotels, apartments, theaters, restaurants and retail spaces stay bug-free, Patriot Pest eliminates these bugs and then trains the business owners and employees on how to avoid future infestations. Patriot's technicians work discreetly and quickly to resolve complaints without disrupting day-to-day business operations.

No worries about wildlife with Patriot Pest Solutions

When people hear the phrase "pest control," they usually think of insect extermination. However, Patriot Pest Solutions takes care not only of insects but also furry, feathered, or scaly invaders.

Denice points out that all pest control companies get rid of mice, but what sets Patriot Pest apart from other businesses is

that Patriot also removes larger, more challenging wildlife, including groundhogs, foxes and snakes. In addition to these animals, its technicians will skillfully and humanely extract squirrels, birds, raccoons, opossums, skunks, moles, voles, rats, and, of course, mice. As with insects, a technician will go over precautions that the customer can take to deter the return of these creatures.

"A lot of pest control companies will refer their wildlife calls to us," Denice said. "We work hand-in-hand with locally owned companies to take care of their wildlife. That's something that makes us unique."

Sometimes it isn't obvious that an animal has snuck onto a residential or commercial property. Owners might not hear the telltale noises, find overturned

trash cans, notice rapidly dwindling birdseed in feeders, or see animal waste in conspicuous places. Yet they sense that something new and uninvited has come into their home or workplace. To help people determine whether wildlife has staked a claim on their property, Patriot Pest advises looking for the following evidence: tunnels or mounds in flower beds, lawn or landscaped areas; small divots in lawns or flower beds; sudden vegetation death; new openings or holes in structures; and dens or burrows under or next to structures or stairs. All are signs that wild animals are present and that it may be time to seek Patriot Pest's professional help

Low toxicity tools keep insects away

To keep both customers and their pets safe, Patriot Pest Solutions uses an assortment of low odor, low toxicity tools — including baits and traps placed around a property's interior and exterior — to eradicate insects and other pests. Technicians put out only a small amount of bait in tamper-proof containers and place the containers in hard-to-reach locations. Should a cat or dog manage to access and eat the bait, it would not be in serious danger. According to Denice, the worst side effect that the animal could experience is an upset stomach.

Another extermination tool that has a little to no impact on humans and their furry companions is TAP® (Thermal Acoustic Pest Control) blown insulation. Registered by the U.S. Environmental Protection Agency (EPA), TAP® is made from ground up newspaper treated with boric acid. The cellulose fiber insulation is fire-retardant, thermally superior, and sound deadening, and it possesses permanent pest control properties.





Lynda Smiley – office manager (seated) has been with Patriot Pest Solutions for 8 years. Caryn Dennis (left) has been with the company since 2018.

Note that, unless consumed or inhaled in large quantities, boric acid is acceptable for use around humans and animals. However, for insects such as ants, cockroaches, silverfish, stinkbugs, and termites, the chemical compound is fatal.

Patriot Pest technicians use TAP® to cap off or replace existing insulation. In the latter scenario, the technicians will remove and dispose of the old insulation, disinfect and repair the targeted area, and then blow in Energy Star-approved, UL-classified TAP®. By employing this environmentally sound product, Patriot Pest protects its customers from bothersome insects, keeps them cool in the summer and warm in the winter, and saves them money on energy bills.

Serving country and community

New and recurring customers can attest that Patriot Pest Solutions is dedicated to pest control service. Some may wonder, though, if this loyalty to community and customers is why the Harrisons chose their company's name. It's a good guess, but it's only part of the story.

After thinking about an appropriate title for their company, Denice and James decided to honor James' family tradition of military service and chose Patriot as its name. James, his brother and his father all served in the U.S. military. James and his brother were in the army. His father was in the U.S. Navy. The company slogan — "Eliminating pests is our patriotic duty" — also reflects their dedication to serving not only their country but also their communities.

The company supports residential and commercial clients in Montgomery, Berks, Chester, Delaware, Bucks, and Philadelphia counties. As a small, locally owned business, Patriot Pest Solutions strives to be convenient, responsive, and accessible for its customers. It is open Monday through Friday from 8 AM to 5 PM and on Saturday from 8 AM to 12 PM. Anyone experiencing a pest complaint is encouraged either to call 610.489.5136 or email info@patriotpestsolutions.net.

Along with its commitment to customers, Patriot Pest pledges to help the communities in which it works.

“Our goal is to educate our customers, provide customized pest elimination and deliver outstanding customer service.”

After opening Patriot Pest Solutions, Denice Harrison promptly joined the chambers of commerce in Spring-Ford and Perkiomen Valley.

“We had lived in Royersford since 1997 but I really didn't know many people in the community. This was a terrific way to meet people and introduce Patriot Pest Solutions,” she said, adding that she also belongs to the Phoenixville Regional Chamber of Commerce.

Along with her membership in these three organizations, Denice facilitates a monthly “shark tank,” a roundtable of business owners in the Spring-Ford Chamber of Commerce. She likewise belongs to a local chapter of BNI (Business Network International). BNI is a global business networking organization with over 300,000 members in 75 countries.

As a whole, Patriot Pest gives back to the region by donating its services to such local nonprofits as Phoenixville Women's Outreach's “The House” and Philadelphia veterans services. It also works with other local businesses whenever possible.

Whether a home or business owner requires immediate service or wants to stay on top of pest control, the locally owned, community-driven Patriot Pest Solutions is ready to assist at 610.489.5136 or email info@patriotpestsolutions.net. Professional, dependable and with 100 percent satisfaction guaranteed, Patriot Pest Solutions can meet all pest control needs.