



PMA Five Star Sponsor 2018

Once upon a time, the owl helped villagers to hunt mice, rats and snakes that damaged fields and crops. Mother Nature has given owls sharp beaks, powerful talons and the knack for silent flight to kill animals that people consider pests and would rather not see on their farms or in their homes.

The appreciation of the owl's pest hunting talent led the Fain family to name their pest-control business, first, Owl Disinfectant Company and later Owl Pest Prevention. Since 1921, the owl has been the firm's mascot. It symbolizes the company's commitment to swift action and effective pest prevention for its clients. Owl Pest Prevention's current owner and president, Stuart Fain, is the grandson of the original founder. Stuart sets the tone for the company's operations that ensures comprehensive, long lasting and the least harmful solutions to pest problems.

Stuart started out in the family business as a field-service technician. He went to customers' sites to conduct inspections and treatments when they were needed. There is no task in pest prevention that Stuart is not familiar with firsthand. In 1984, he purchased the company from his grandmother and assumed his current leadership role. Stuart has worked to strengthen the company's staff and the relationships with the property management industry throughout the Washington and Baltimore metropolitan areas. Stuart credits his longevity in the industry to his understanding of what it takes to service a multifamily residential community as well as commercial and government office space. Above all, Stuart teaches his team to be problem solvers and great communicators, not just pesticide applicators.

The company achieves its goal by providing ongoing training and on-the-job experience, as well as monitoring of each service specialist. Owl Pest Prevention's entire field staff are registered professionals and have licenses and certifications required for their positions in the states where they operate, MD, VA, and DC.

With more than 39 field technicians and three operational field supervisors, Owl Pest Prevention is capable of giving each and every client that personalized service that property managers look for and appreciate. The company has the capacity to handle complex pest prevention projects, ranging from government office buildings and residential high-rise and garden properties to millions of square feet of commercial space in the Baltimore-Washington corridor.

"No matter how big or small your job is, you will be treated the same," says Michael Gannon, Director of Operations. "When you work with Owl Pest Prevention, it gives you that special 'family' feel that you, and your job, are important. When we come to your property, we assess your needs. Instead of starting to spray, our technicians will analyze your situation, find the core problem of your pest issue and then attack it. Owl Pest Prevention focuses on getting rid of the problem at its source, not masking it."

Alliance with Managers

Pest prevention is not magic, says Michael. It's a process that requires collaboration and partnerships between property managers and service providers. Owl Pest Prevention prides itself on effective communication with property management teams that allows the company to develop such partnerships.

“We document and report our findings and provide detailed information to managers,” relates Michael. “In some cases, there is a misconception that you can solve a pest problem right away. That’s not true. There may not be an instant cure. If you’ve had mice in your building for a year, you are not going to get rid of them in a day. Pests don’t disappear magically. You need to go unit-by-unit, floor-by-floor. Hoarding and poor housekeeping will make this process more challenging, because no matter how hard we try, if residents don’t take care of their trash and follow basic sanitary rules, pests will continue to thrive. That’s why Owl Pest Prevention offers educational seminars to property managers and residents. To make our work more effective, we raise awareness about steps everyone can take to prevent pest problems from reoccurring.”

The good news for property managers is that products Owl Pest Prevention utilizes are getting better. They are often less toxic to humans and pets. Owl Pest Prevention is constantly on the lookout for better products that are more effective and safer. In keeping with LEED protocols, Owl always starts with a less toxic treatment and only uses a more aggressive product when the issue and pest at hand cannot be handled in any other way.

Owl Rodent Exclusion Service now available

Rodent exclusion is critical to eliminating pests from your property. The corrective steps should be completed to eliminate penetrations into the building. Owl can utilize metal hardware cloth, door sweeps, and concrete mortar to seal building holes.

Exclusion is a recognized step in preventing and eliminating pest infestations. This corrective process offered here is limited to and part of a fully Integrated Pest Management program. This can be done to individual buildings or over an entire property. Ask to have your property surveyed to keep rodents out.

A New Breakthrough in Bedbug Service – “Aprehend BioPesticide”

A new day has come with the release of a new Biopesticide developed by Penn State for bedbugs. Owl was part of this development in testing and critical application methods and techniques to get the most out of Aprehend. Aprehend’s active ingredient is a fungal spore that is non-toxic to mammals. It is applied in a very light oil base with specialized low volume, low pressure equipment. It is applied in a two inch perimeter barrier treatment in the places that are most likely to come into contact with bedbugs. A bedbug simply steps on it, and just like if you’re walking on the beach and your foot gets wet and touches dry sand, your foot is covered in sand, the bedbugs feet are covered with the spores in Aprehend. The bedbugs then spread it around their bodies and they can spread it from bedbug to bedbug with simple contact. No other product we use does this.

In field use, Aprehend has been incredible showing its long three month residual strength and its ability to kill even pesticide resistant strains of bedbugs. This is truly the magic bullet our industry has been looking for in the control of bedbugs. A wonderful aspect of using Aprehend is your residents can go back to a normal life after the first treatment. All personal items and furniture can be returned to their original place after the initial service. No more living in a chaotic space with personal items in disarray. Reach out to Owl to see about using Aprehend on your property. You will be thrilled you did.

The team at Owl Pest Prevention can also offer our adorable puppy, Taz, who is fully trained as a professional canine bedbug detective. The Taz team is ready to be dispatched to your community should the need arise.

Special Touch

For the last 34 of Owl's 97 years in business, Owl Pest Prevention has catered exclusively to the property and facility management industry. Michael believes that Owl Pest Prevention's customers choose Owl because it's unique. Here is Owl's 10-point list that explains this uniqueness.

- Owl Pest Prevention's client relation team will personally answer your phone call, Monday through Friday from 8 a.m. - 5 p.m. You will never get that aggravating voicemail leading to nowhere.
- Owl Pest Prevention provides value through competitive pricing based on the needs of the client, not a one-size-fits-all approach.
- Owl Pest Prevention's technicians are trained, registered and/or certified according to local, state and federal regulations.
- All field technicians wear uniforms, and all vehicles are subtly marked to avoid drawing attention from residents or tenants.
- Technicians are trained to provide accurate paperwork and detailed overviews of service completed. They utilize only federally registered products and only when they are needed and required.
- Owl Pest Prevention has dedicated bedbug teams to take on even the most challenging infestation.
- Owl Pest Prevention also utilizes qualified, K-9 detection teams for accurate bedbug detection by specially trained dogs.
- Owl Pest Prevention is a qualified LEED service provider. It offers environmentally friendly services that can also help earn LEED points necessary for obtaining a LEED certification.
- Owl Pest Prevention keeps abreast of the best pest prevention practices through special, long-term relationships with leaders in pest product development and the pest management industry.
- Owl has the team to physically exclude rodents from your property.
- Owl Pest Prevention ends your bug worries before they begin!

"Our doors are always open to PMA members," assures Michael. "In the past five years alone, our business has grown by 200%. We are proud to provide services to more companies every year. We also feel lucky to have met such wonderful clients through PMA, and we are happy to support PMA as a Five-Star Sponsor."

For more information about Owl Pest Prevention and its services, visit www.owlpest.com or contact the Owl team at 301-773-0400 or service@owlpest.com.

Photos courtesy of Owl Pest Prevention.