



CLIENT PREPARATION GUIDE

GERMAN COCKROACH TREATMENT PREP

EVERY COMPLETED STEP HELPS TREATMENT WORK FASTER

This is not a pass-or-fail inspection. Each task removes food, water, or hiding places and gives the technician better access to the areas German cockroaches use most.

Complete as much as reasonably possible before service. If age, mobility, disability, work schedules, or another circumstance makes a task difficult, tell Level Up. We can help prioritize the steps with the greatest impact.

WHY PREP HELPS

THREE WAYS YOU SPEED UP CONTROL

01

Less competing food

When crumbs, grease, trash, and open food are removed, professional bait is easier for cockroaches to find and feed on.

02

Better treatment access

Clear, reachable corners and appliance areas allow precise placement near harborages instead of broad, unnecessary applications.

03

More accurate monitoring

Visible surfaces and undisturbed monitors help us locate hot spots, measure progress, and adjust follow-up service intelligently.

YOUR HIGH-IMPACT QUICK START

- ☐ Wash and put away dishes; leave sinks and counters clean and dry.
- ☐ Seal food, pet food, and snacks; remove trash and recycling.
- ☐ Clean crumbs and grease around the stove, refrigerator, and small appliances.
- ☐ Provide access beneath sinks and beside major appliances without moving infested items to another room.
- ☐ Stop using store-bought sprays, foggers, bombs, or loose powders before service.

PLEASE DO NOT EMPTY EVERY CABINET UNLESS WE ASK

Unnecessary moving can spread cockroaches and creates extra work. Organize items enough for inspection and access, then follow any area-specific direction from your technician.



Kitchen Preparation Checklist

The kitchen is usually the highest-priority area. You do not need perfection: start with the items that remove overnight food and water and expose the warm, protected areas near appliances.

FOOD & DISHES

Remove Competing Food

- ☐ Wash, dry, and put away dishes; do not leave dishes soaking overnight.
- ☐ Seal pantry food, snacks, bread, produce, and pet food in sturdy containers or sealed bags.
- ☐ Wipe counters, tables, cabinet faces, and food-preparation surfaces.
- ☐ Remove crumbs, grease, and food residue from toaster, microwave, coffee, and cooking areas.
- ☐ Take out trash and recycling; rinse food containers when practical.

WATER & MOISTURE

Leave the Area Dry

- ☐ Empty and dry the sink, drainboard, dish rack, and counter around the sink.
- ☐ Wipe standing water beneath appliances and around pet bowls.
- ☐ Remove pet food and water overnight unless medically necessary.
- ☐ Report leaking faucets, pipes, disposals, refrigerator lines, or dishwasher connections.
- ☐ Hang wet towels, sponges, and mops so they can dry fully.

APPLIANCES

Expose Warm Harborages

- ☐ Clean accessible crumbs and grease beside and beneath the stove and refrigerator.
- ☐ Clear items from the tops of the refrigerator, stove, and dishwasher.
- ☐ Leave small appliances in place if cockroaches may be inside; point them out to the technician.
- ☐ Do not carry an infested appliance into another room, vehicle, or residence.
- ☐ If safe, create enough room for the technician to inspect appliance edges and utility openings.

CABINETS & STORAGE

Improve Access Without Spreading

- ☐ Organize beneath the sink so the rear wall, pipe openings, corners, and cabinet hinges are reachable.
- ☐ Remove loose paper bags and excess corrugated cardboard.
- ☐ Keep food sealed and clean spills inside cabinets and drawers.
- ☐ Do not move cabinet contents to bedrooms or other clean areas.
- ☐ Empty a cabinet or drawer only when Level Up specifically asks you to.

IF YOU CAN ONLY COMPLETE A FEW ITEMS

Prioritize dishes, exposed food, trash, standing water, grease near appliances, and access beneath the kitchen sink. Those steps usually provide the greatest immediate benefit.



Bathroom and Living Area Checklist

German cockroaches may spread beyond the kitchen when populations are heavy or food and moisture are available elsewhere. These steps help reveal secondary harborage without relocating the problem.

BATHROOMS

Reduce Moisture and Access Voids

- ☐ Clear enough space beneath sinks to reach corners and plumbing openings.
- ☐ Dry sinks, tubs, and floors and report active plumbing leaks.
- ☐ Store toothbrushes, medication, and personal-care items in closed containers or outside the treatment area.
- ☐ Remove trash and hang damp towels and bathmats to dry.

LIVING & SLEEPING AREAS

Remove Food and Isolate Activity

- ☐ Remove cups, dishes, snack wrappers, pet food, and food trash.
- ☐ Vacuum visible crumbs and food debris along furniture and room edges.
- ☐ Reduce paper bags, cardboard, and clutter near reported activity.
- ☐ Do not move suspect electronics, bags, or furniture into another room.

LAUNDRY & UTILITY AREAS

Address Warmth and Moisture

- ☐ Remove lint, food debris, and trash around machines and utility shelves.
- ☐ Report leaking supply lines, drains, water heaters, or condensation.
- ☐ Create safe access to utility penetrations and the sides of appliances.
- ☐ Keep laundry contained rather than moving loose items throughout the home.

WHOLE HOME

Help Us Track the Hot Spots

- ☐ Leave Level Up monitors and bait placements exactly where they are.
- ☐ Note rooms, cabinets, or appliances where live cockroaches are seen.
- ☐ Photograph unusual activity or safely save a specimen when practical.
- ☐ Tell us if activity appears in a previously unaffected room.

A CLEAN HOME CAN STILL HAVE GERMAN COCKROACHES

They commonly hitchhike in packages, bags, groceries, used appliances, electronics, and other belongings. Preparation is not a judgment about housekeeping; it is a way to make every professional treatment and follow-up more effective.



Service-Day Checklist

BEFORE THE TECHNICIAN ARRIVES

Final Walk-Through

- ☐ Complete the highest-impact kitchen steps you reasonably can.
- ☐ Make sure treatment areas and major hot spots are accessible.
- ☐ Secure pets and arrange for children and other occupants as directed.
- ☐ Follow any special instructions for aquariums, sensitive items, or re-entry.
- ☐ Keep counters and floors free of loose food, dishes, trash, and standing water.

TELL YOUR TECHNICIAN

Information That Improves the Plan

- ☐ Where and when activity is most often seen.
- ☐ Any recent store-bought sprays, powders, foggers, or baits.
- ☐ Known leaks, appliance issues, or neighboring-unit activity.
- ☐ Any access, health, mobility, scheduling, pet, or safety concern we should plan around.

PLEASE AVOID

Protect the Treatment Plan

- ☐ Do not use bug bombs, foggers, aerosol sprays, or loose pesticide powders.
- ☐ Do not spray over or clean away professional bait, dust, monitors, or treated cracks.
- ☐ Do not move suspect belongings or appliances into another room.
- ☐ Do not place open food or pet bowls beside bait placements.
- ☐ Do not assume one sighting means the program has failed; report the location and trend.

READY FOR SERVICE

Client Check-In

- ☐ The priority areas are accessible.
- ☐ Food and water sources are reduced.
- ☐ Questions or limitations are ready to discuss.

WHAT SUCCESSFUL PREP ACCOMPLISHES

- ✓ Professional bait has less competition from other food.
- ✓ The technician can place products closer to hidden harborages.
- ✓ Monitoring is easier to interpret at follow-up visits.
- ✓ The infestation has fewer sources of food, water, shelter, and movement.

WE APPRECIATE YOUR PARTNERSHIP

Every completed step supports faster progress. If the full checklist is not possible, let us know—we will help identify the priorities that will make the biggest difference.