Before you confirm your HES service

Client decision guide | Pest management, hygiene, bird and vegetation services

1. Know the complete price

New once-off quotes allocate R200 assessment/planning, R400 service team, R300 equipped attendance including travel and R50 report/certificate preparation: R950 standard components before service-specific treatment charges. R950 alone is not a full treatment quote or a deposit. Your written quotation confirms the complete payable total, areas, methods, visits, travel and exclusions before you accept. Standard components remain within an owner-agreed all-inclusive total; they are not added again. Recurring programmes use the signed schedule.

2. Know who is responsible

Your named contact is Thato Hlanyane, Founder & Managing Director | Service Manager. Ask who will attend and what registration, training or specialist arrangement applies to the work. A management title or training certificate does not replace a required operator registration. Check current supporting evidence for the proposed service. Visit hesptyltd.co.za/credentials.html for the current published information.

3. Prepare for the actual method

Tell HES about children, pets, sensitive occupants, food and access constraints. Preparation and re-entry advice depend on the selected product and method. A home kitchen does not automatically require every cupboard emptied: agree which areas need access. Bee work, height work and other specialist tasks require their own confirmed scope.

Request your written quotation: hesptyltd.co.za/quote.html
Service records and support: hesptyltd.co.za/client-care.html

Keep the evidence and the next step

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4. Agree the follow-up

Eligible pest treatments include the quoted free 14-day follow-up if activity persists. Your quotation confirms timing, coverage and conditions. A routine visit, additional areas and a new infestation are distinguished in the written scope. Report changes with your job reference and follow the agreed aftercare.

5. Keep your service pack

Keep the accepted scope, actual service date, work/product record where relevant, access limitations, responsible operator, preparation/aftercare and agreed next action. A certificate records completed service. It does not certify permanent eradication or a food-safety audit outcome. Payment confirmation and service evidence are separate records.

6. Check relevant experience and raise concerns

For larger or specialist work, ask about a relevant completed job and a reference where permission allows. A quotation or a company name alone does not establish a completed HES contract. For service concerns or document corrections, provide your job reference, affected area, date and what changed. HES reviews the agreed scope and discusses a practical next action.

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