



12 South Center Street
Bensenville, IL 60106

Office: 630.350.3404
Fax: 630.350.3438
www.bensenville.il.us

VILLAGE BOARD

President
Frank DeSimone

Board of Trustees
Rosa Carmona
Ann Franz
Marie T. Frey
McLane Lomax
Nicholas Panicola Jr.
Armando Perez

Village Clerk
Nancy Dunn

Village Manager
Evan K. Summers

August 22, 2024

Mr. Christopher McCullough
829 Brentwood Drive
Bensenville, Illinois 60106

Re: August 14, 2024 FOIA Request

Dear Mr. McCullough:

I am pleased to help you with your August 14, 2024 Freedom of Information Act ("FOIA"). The Village of Bensenville received your request on August 15, 2024. You requested copies of the items indicated below:

"Any and all communications to, from, and/or between Trustees Carmona, Panicola, Fry, Perez, Frank, Lomax, Village President DeSimone, and/or Evan Summers concerning rats, mice, or other rodents between January 1, 2024 and August 14, 2024."

Any and all communication to an/or from any Village of Bensenville employee/staff cornering rats, mice, ore other rodents between January 1, 2024 and August 14, 2024.

Number of service calls, complaints, sightings, and reports received by the Village of Bensenville regarding rats and other rodents between January 1, 2024 and August 14, 2024."

Number of bait boxes deployed by Village contracted exterminators since January 1, 2024."

Enclosed are the records found responsive to your request.

The Village has identified 90 requests/inspections regarding rodents in 2024.

The Village has 29 active bait stations, 19 of those have started in 2024.

Home addresses, phone numbers and personal email addresses have been withheld pursuant to Section 7(1)(b) of FOIA.

Pursuant to Section 9 of the FOIA, 5 ILCS 140/9, I am required to advise you that I, the undersigned Freedom of Information Officer, reviewed and made the foregoing determination to deny a portion of your FOIA Request as indicated. Should you believe that this Response constitutes an improper denial of your request, you may appeal such by filing a request for review within sixty (60) days of the date of this letter with the Public Access Counselor of the Illinois Attorney General's Office, Public Access Bureau, 500 South Second Street, Springfield, Illinois 62706; telephone 1-887-299-FOIA; e-mail: public.access@ilag.gov. You may also have a right of judicial review of the denial under Section 11 of the FOIA, 5 ILCS 140/11.

Do not hesitate to contact me if you have any questions or concerns in connection with this response.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Corey Williamsen', written over the printed name.

Corey Williamsen
Freedom of Information Officer
Village of Bensenville

Any and all communication to, from, and/or between Trustees Carmona, Panicola, Fry, Perez, Franz, Lomax, Village President Desimone, and/or Evan Summers concerning rats, mice, or other rodents between January 1, 2024 and August 14, 2024.

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Number of service calls, complaints, sightings, and reports received by the Village of Bensenville regarding rats and other rodents between January 1, 2024 and August 14, 2024.

Number of bait boxes deployed by Village contracted exterminators since January 1, 2024.

From: Kurtis Pozsgay
Sent: Wednesday, January 3, 2024 2:24 PM
To: Mary Ribando;Evan Summers;Ron Herff
Cc: Brandon Mui
Subject: RE: Voicemail Message (MCNICHOLS LINDA > Mary Ribando) From: [REDACTED]

Brandon is on his way to look into it now. If there are burrows found, Ron will work with our rodent abatement contractor. If it's really coming from the apartments, we'll inform them of the new abatement rules. But this house is pretty much mid-block so not sure rats are coming from any of the apartment complexes.

Kurtis

-----Original Message-----

From: Mary Ribando <MRibando@bensenville.il.us>
Sent: Wednesday, January 3, 2024 1:43 PM
To: Evan Summers <ESummers@bensenville.il.us>; Ron Herff <RHerff@bensenville.il.us>
Cc: Kurtis Pozsgay <KPozsgay@bensenville.il.us>
Subject: FW: Voicemail Message (MCNICHOLS LINDA > Mary Ribando) From: [REDACTED]

Regards,
Mary Ribando

-----Original Message-----

From: MCNICHOLS LINDA <avayaadmin@bensenville.il.us>
Sent: Wednesday, January 3, 2024 12:43 PM
To: Mary Ribando <MRibando@bensenville.il.us>
Subject: Voicemail Message (MCNICHOLS LINDA > Mary Ribando) From: [REDACTED]

IP Office Voicemail redirected message

From: elisabetta comacchio <[REDACTED]>
Sent: Tuesday, January 9, 2024 9:18 AM
To: Ron Herff; Brandon Mui
Subject: Re: Elm Court- garbage

CAUTION: This email originated from outside of the organization.

Sorry for the typo- it's bins, not buns.
The association says the Village ok'd the smaller bins.
While after the garbage is collected, everything is clean, leading up to the collection day garbage, this is not only an eyesore but the rats are feasting.
If the Village is ok with this and this is your standard for what you want Bensenville to be, I will call Republic today and get proportionately smaller bins. I will also cancel the exterminators.
The same standard has to be applied to everyone.
Liz

Get [Outlook for iOS](#)

From: elisabetta comacchio <[REDACTED]>
Sent: Tuesday, January 9, 2024 9:05:59 AM
To: Ron Herff <RHerff@bensenville.il.us>; Brandon Mui <BMui@bensenville.il.us>
Subject: Elm Court- garbage

Good morning, Ron and Brandon.
These pictures are from yesterday morning.
These buns are too small for this community.
The overflow is like this every week.
The association pulls in over 11K a month.
It will become harder and harder to stop Elm Court from backsliding.
Have a nice day.
Liz





Get [Outlook for iOS](#)

From: elisabetta comacchio [REDACTED]
Sent: Tuesday, January 9, 2024 9:24 AM
To: Ron Herff; Brandon Mui
Subject: Re: Elm Court- garbage

CAUTION: This email originated from outside of the organization.

Also, my name is Liz or Elisabetta, not Elizabeth.
So, if the Village is good with this, we will change our bins too.
I would suggest you go BEFORE the garbage is collected bc that's what the tenants have to live with and the rats feast on.
I will inform every multi family community that they can too.
By paying exterminators, we are compensating for what Elm Court isn't spending.
Liz

Get [Outlook for iOS](#)

From: elisabetta comacchio <[REDACTED]>
Sent: Tuesday, January 9, 2024 9:17:37 AM
To: Ron Herff <RHerff@bensenville.il.us>; Brandon Mui <BMui@bensenville.il.us>
Subject: Re: Elm Court- garbage

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From: elisabetta comacchio <[REDACTED]>
Sent: Tuesday, January 9, 2024 9:26 AM
To: Ron Herff; Brandon Mui
Subject: Re: Elm Court- garbage

CAUTION: This email originated from outside of the organization.

Seriously, would you accept this where you live? Where your children live? Where your parents live?

Get [Outlook for iOS](#)

From: elisabetta comacchio <[REDACTED]>
Sent: Tuesday, January 9, 2024 9:24:29 AM
To: Ron Herff <RHerff@bensenville.il.us>; Brandon Mui <BMui@bensenville.il.us>
Subject: Re: Elm Court- garbage

Also, my name is Liz or Elisabetta, not Elizabeth.
So, if the Village is good with this, we will change our bins too.
I would suggest you go BEFORE the garbage is collected bc that's what the tenants have to live with and the rats feast on.
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From: Ron Herff
Sent: Tuesday, January 9, 2024 9:37 AM
To: elisabetta comacchio; Brandon Mui
Subject: RE: Elm Court- garbage

Liz:

My apologies concerning the spelling of your name.

No the village is not ok with it. I'm thinking management and the board should be aware.

The village has and will continue to work with the Elm court to keep the areas clean and safe.

I sent the photos to Brian Harmon concerning the dumpsters and the overflowing garbage.

Ron Herff
Deputy Director/Fire Marshall
Community & Economic Development

Village of Bensenville
12 S Center Street
Bensenville, IL 60106

Office: 630-594-1009
Cell: 630-880-9622
Fax: 630-350-3449



From: elisabetta comacchio <[REDACTED]>
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From: elisabetta comacchio [REDACTED]
Sent: Tuesday, January 9, 2024 9:40 AM
To: Ron Herff; Brandon Mui
Subject: Re: Elm Court- garbage

CAUTION: This email originated from outside of the organization.

And Brian keeps telling me Ron and the Village President gave their ok so it's all good.

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From: Ron Herff <RHerff@bensenville.il.us>
Sent: Tuesday, January 9, 2024 9:36:40 AM
To: elisabetta comacchio [REDACTED]; Brandon Mui <BMui@bensenville.il.us>
Subject: RE: Elm Court- garbage

Liz:

My apologies concerning the spelling of your name.

No the village is not ok with it. I'm thinking management and the board should be aware.

The village has and will continue to work with the Elm court to keep the areas clean and safe.

I sent the photos to Brian Harmon concerning the dumpsters and the overflowing garbage.

Ron Herff
Deputy Director/Fire Marshall
Community & Economic Development

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Office: 630-594-1009
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Fax: 630-350-3449



From: elisabetta comacchio <[REDACTED]>
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Have a nice day.
Liz





Get [Outlook for iOS](#)

From: notifications@cartegraphoms.com
Sent: Thursday, February 8, 2024 10:05 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [15107](#)

Description: ***RATS***

Distressed neighbor at [REDACTED] called in to report that the wildlife feedings at [REDACTED] are bringing rats into the area, specifically INSIDE her home. Caller said there are 2 dead rats outside in her trash bin right now which came from inside the house. She said she can't live like this and doesn't want to have to sell & move because of this problem.

She repeated requested to remain anonymous as she wants no problems with the neighbor, but is requesting that the village makes her stop putting food out.

She is requesting a follow up call.

Patricia [REDACTED]

Issue: CED - Code Enforcement

Entry Date: 2/8/2024 10:01:22 AM

Entered By: mhampton

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: Ron Herff
Sent: Friday, February 9, 2024 8:00 AM
To: Brandon Mui
Subject: FW: Request Submitted

I spoke with Patricia last night.

She said the Rats see are under the entrance of her back porch. Can you take a look. The gate is open to the back yard. They have a dog its not out during the day.
Please check for rats... (Note she says she has a big mouse problem as well)

Next:

She states the rats are in the neighbors garage at [REDACTED].
You may have to talk to the resident there ANNA and see what she says. (she the one that ground feeds the animals)

You are welcome!!!

Ron Herff
Deputy Director/Fire Marshall
Community & Economic Development

Village of Bensenville
12 S Center Street
Bensenville, IL 60106

Office: 630-594-1009
Cell: 630-880-9622
Fax: 630-350-3449



From: notifications@cartegraphoms.com <notifications@cartegraphoms.com>
Sent: Thursday, February 8, 2024 10:05 AM
To: Ron Herff <RHerff@bensenville.il.us>
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

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Note: Location Description Field may or may not be the location of the issue.

Request ID: [15107](#)

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She repeated requested to remain anonymous as she wants no problems with the neighbor, but is requesting that the village makes her stop putting food out.

She is requesting a follow up call.

Patricia [REDACTED]

Issue: CED - Code Enforcement

Entry Date: 2/8/2024 10:01:22 AM

Entered By: mhampton

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Thursday, February 22, 2024 1:30 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [15222](#)

Description: Sheila called in to report the rodent problem at her property [REDACTED]

She says there are mice and rats.

The rats have eaten through the trash can lids.

Is seeking help from the village.

Sheila Eriksen [REDACTED]

Issue: CED - Building Code Violation

Entry Date: 2/22/2024 1:26:31 PM

Entered By: mhampton

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Monday, March 4, 2024 1:45 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [15294](#)

Description: Property has not been maintained for 2 years now. Rats going in and out. This has been reported for well over a year.

Issue: 311-Property Maintenance

Entry Date: 3/4/2024 1:40:30 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Tuesday, April 9, 2024 11:40 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [15506](#)

Description: Was wondering when the property owner will start maintaining its property. Rats and weeds u can see from the road despite a 6ft fence. That's how tall the grass in a dug out detention pond is. Repeatedly reported for 2 years. Rat holes. Drive by. Sure it was raining last week. But this hasn't been touched in 2 years.

Issue: 311-Property Maintenance

Entry Date: 4/9/2024 11:36:48 AM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Wednesday, April 24, 2024 8:15 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [15604](#)

Description: Illegal dumping and trespassing, rodents, and failure to maintain landscape along powerline easement and fenceline.

Issue: 311-Code Enforcement

Entry Date: 4/24/2024 8:10:36 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: Kurtis Pozsgay
Sent: Thursday, April 25, 2024 8:07 AM
To: Brandon Mui
Cc: Ron Herff
Subject: FW: Request Submitted

Brandon

Check this one out. I believe they also submitted a non-police emergency SeeClickFix request for trespassing at [REDACTED] Neighbor fight that could be escalating. Reach out to PD if needed.

From: notifications@cartegraphoms.com <notifications@cartegraphoms.com>
Sent: Wednesday, April 24, 2024 8:15 PM
To: Kurtis Pozsgay <KPozsgay@bensenville.il.us>
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [15604](#)

Description: Illegal dumping and trespassing, rodents, and failure to maintain landscape along powerline easement and fenceline.

Issue: 311-Code Enforcement

Entry Date: 4/24/2024 8:10:36 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Friday, April 26, 2024 8:55 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [15613](#)

Description: Nancy from [REDACTED] called in to report that her next door neighbor at [REDACTED] (Mr. Powell) has continued to feed wildlife, which has become a big rat problem. She said you can come by at any time and witness the rats, she can't even have people over or enjoy the back yard due to the huge rats.

Issue: CED - Property Maintenance

Entry Date: 4/26/2024 8:50:47 AM

Entered By: mhampton

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Tuesday, May 21, 2024 12:45 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [15815](#)

Description: Going on 2 years since this has been cleaned..mowed..if residents maintained their property this way, we would have a sticker. Why is this allowed all of a sudden? West Nile and mice habitat for Brentwood. Fire hazard with dead grass?

Issue: 311-Property Maintenance

Entry Date: 5/21/2024 12:44:28 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Wednesday, June 5, 2024 5:00 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [15929](#)

Description: MORE RATS!

Angelo from [REDACTED] is requesting help with the rat situation at his property. Rats have been seen running around the front of the home.

Angelo [REDACTED]

Issue: CED - Other

Entry Date: 6/5/2024 4:58:34 PM

Entered By: mhampton

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Tuesday, June 18, 2024 9:05 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16019](#)

Description: At the Heritage Center grand opening (6/14/2024), a neighbor reported rats climbing a pear tree. He stated he saw up to 20 rats one evening. The neighbor reported tall grass in the back yard.

Issue: CED - Code Enforcement

Entry Date: 6/18/2024 9:03:06 AM

Entered By: esummers

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Tuesday, June 18, 2024 9:05 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16017](#)

Description: **Active police investigation. Do not proceed without talking to police first. Subject wears a large knife. Proceed with caution and police assist.**

On 6/17/2024 the Mayor was made aware of a severe rodent infestation at [REDACTED]. Upon initial conversation, the home is owned by two individuals from Chicago. There appears to be a family living in the garage. Residents report that the garbage is not being picked up. Neighbors report that possibly drugs are being sold out of the house.

The mayor reported seeing rats in the front yard and running from the house.

Issue: CED - Code Enforcement

Entry Date: 6/18/2024 9:01:10 AM

Entered By: esummers

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Friday, June 21, 2024 9:30 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16053](#)

Description: Natalie from [REDACTED] called in to report that the rats are back.

She said they're working their way in to her siding and she's seen them walking across her patio. Requesting help from the village.

Issue: CED - Other

Entry Date: 6/21/2024 9:26:15 AM

Entered By: mhampton

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Tuesday, June 25, 2024 8:20 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16077](#)

Description: Resident came in to say that he saw rats running between his yard and his neighbor's. He believes that the neighbor has a lot of trash in his yard and that is what is attracting the animals.

Issue: 311-Code Enforcement

Entry Date: 6/25/2024 8:18:07 AM

Entered By: kquinn

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Friday, June 28, 2024 9:50 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16110](#)

Description: RATS - Resident called. Location is [REDACTED], and [REDACTED] - she saw 4 big rats in the alley.
Wanted the Village to know so something can be done about it.

Issue: CED - Other

Entry Date: 6/28/2024 9:49:08 AM

Entered By: vwronkiewicz

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Sunday, June 30, 2024 9:20 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16118](#)

Description: Several rats have been coming out of this home for the past months. The yard is a complete mess and looks like it's never been maintained. Please take action and ask to see how hoarded the yard is. Thank you.

Issue: 311-Rodent Issue

Entry Date: 6/30/2024 9:17:15 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Tuesday, July 2, 2024 9:50 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16126](#)

Description: Resident called in stating she has been seeing Rats in the area. She states it all started after the construction began on the streets.

(new water mains are being installed)

She has not noticed burrows just the observation of the rats and possible droppings

Issue: CED - Other

Entry Date: 7/2/2024 9:45:17 AM

Entered By: rherff

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner: BRANDON MUI

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Wednesday, July 3, 2024 2:45 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16145](#)

Description: Rodent compliant. There are rats running around her property day and night. They are trying to get up under the hood of her car.

Issue: CED - Other

Entry Date: 7/3/2024 2:41:20 PM

Entered By: rherff

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner: BRANDON MUI

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: Ron Herff
Sent: Wednesday, July 3, 2024 3:25 PM
To: Kurtis Pozsgay
Cc: Brandon Mui
Subject: Re: Rats

Yes we will add to the rental inspection and in the g grove you will find the list for bait stations

Rodent midigation program
Sent from my iPhone

On Jul 3, 2024, at 3:14 PM, Kurtis Pozsgay <KPozsgay@bensenville.il.us> wrote:

Evan is very concerned about rats. "We're losing the war."

He asked if we check bait stations when doing rental inspections? If not, add that to our inspection list. They are required by ordinance now.

Ron, can you get me that list of current bait stations? I'd also like the current rat map from GIS.

Kurtis Pozsgay, AICP
Director



12 S Center St Bensenville IL 60106
P: (630) 350-3396 L: [linkedin/in/kpozsgay](https://www.linkedin.com/in/kpozsgay)



Please consider the environment before printing this e-mail

From: notifications@cartegraphoms.com
Sent: Friday, July 5, 2024 8:30 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [16149](#)

Description: Have scene three rats playing in her back yard.

Have not scene any burrows.

Will investigate and will call exterminator if necessary.

Issue: CED - Other

Entry Date: 7/5/2024 8:29:14 AM

Entered By: rherff

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner: RON HERFF

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Sunday, July 7, 2024 7:20 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [16155](#)

Description: There has been a lot of rats in the alley lately and now there's dead rats being found.

Issue: 311-Rodent Issue

Entry Date: 7/7/2024 7:19:07 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Monday, July 8, 2024 10:00 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [16156](#)

Description: rats complain . Annette Ortega [REDACTED]

Issue: CED - Property Maintenance

Entry Date: 7/8/2024 9:58:22 AM

Entered By: mpulaski

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Tuesday, July 9, 2024 11:05 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16169](#)

Description: We have noticed an increase in what we thought was mice but saw a rat tail scurry under our deck. I had just read a post on my Ring feed about an increase in rats at rt 83 and Irving Park road by the speedway. This issue needs to be addressed!

Issue: 311-Rodent Issue

Entry Date: 7/9/2024 11:01:05 AM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street:

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Tuesday, July 9, 2024 3:00 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16174](#)

Description: Gina at [REDACTED] called in to report that she has seen rats in her backyard. She is being proactive and doesn't need an inspection at this point, just wants to call & make a record of it.

Issue: CED - Other

Entry Date: 7/9/2024 2:59:38 PM

Entered By: mhampton

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Wednesday, July 10, 2024 11:00 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16181](#)

Description: On 7/9/24 @ 10am, I saw a big fat Rat ?? (Not a mouse) run across Mason St just north of the intersection of Jefferson St & Mason Rd. Roughly around [REDACTED].

Also in the evening of June 8th we saw a Rat running in the front lawns on Mason St, roughly around [REDACTED]

Can the Village put out rat traps to bait & kill these rodents? Other Bensenville residents we know have also seen Rats around the area of Jefferson & Church and around Green St west of York Rd. Please advise what the Village is doing to address this Rodent/Rat issue. Thank you.

D. Malik

Issue: 311-Rodent Issue

Entry Date: 7/10/2024 10:57:02 AM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Wednesday, July 10, 2024 2:15 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16187](#)

Description: Three rats spotted on back porch of [REDACTED] last night and one spotted in driveway of [REDACTED] this morning.

Issue: 311-Rodent Issue

Entry Date: 7/10/2024 2:14:59 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Wednesday, July 10, 2024 6:55 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16192](#)

Description: Person has a forest as a backyard. And because of this we have mice, rats and snakes. This person need to cut his yard I don't understand how the village has allowed this

Issue: 311-Grass Complaint

Entry Date: 7/10/2024 6:52:32 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Wednesday, July 17, 2024 12:05 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16259](#)

Description: Three rats spotted on [REDACTED] . Owner asked to call her back . Barbara [REDACTED]

Issue: CED - Code Enforcement

Entry Date: 7/17/2024 12:01:51 PM

Entered By: mpulaski

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Wednesday, July 17, 2024 12:10 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16260](#)

Description: I been living in Bensenville for over 20 years and never had any problems with rats but lately I have noticed that there are rats running around throughout my yard and neighborhood. I am very concerned any problems or diseases that the rats may carry or bring with them also there is a concern with the rats attacking a child or a person

Issue: 311-Rodent Issue

Entry Date: 7/17/2024 12:06:33 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Wednesday, July 17, 2024 12:55 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [16263](#)
Description: RATS . LUKE [REDACTED]
Issue: CED - Code Enforcement
Entry Date: 7/17/2024 12:54:21 PM
Entered By: mpulaski
Locator Address Number: [REDACTED]
Locator Street: [REDACTED]
Owner:
Address Number: [REDACTED]
Street: [REDACTED]
Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: Kurtis Pozsgay
Sent: Thursday, July 18, 2024 8:04 AM
To: ComDev
Subject: FW: Request Submitted

Make sure you are entering any rat related calls as 'CED – Rodent Issue'. It's important because we track these with GIS.

From: notifications@cartegraphoms.com <notifications@cartegraphoms.com>
Sent: Wednesday, July 17, 2024 12:55 PM
To: Kurtis Pozsgay <KPozsgay@bensenville.il.us>
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [16263](#)
Description: RATS . LUKE [REDACTED]
Issue: CED - Code Enforcement
Entry Date: 7/17/2024 12:54:21 PM
Entered By: mpulaski
Locator Address Number: [REDACTED]
Locator Street: [REDACTED]
Owner:
Address Number: [REDACTED]
Street: [REDACTED]
Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: Kurtis Pozsgay
Sent: Monday, July 22, 2024 11:29 AM
To: Ron Herff
Cc: Don Tessler; Mateusz Blonski; Brandon Mui; Louis Czerwin
Subject: Commercial property corrals

URGENT

We are going to do a focused attack on all commercial properties this week. Every garbage corral in a commercial area. This includes apartment buildings. Focus on downtown, Irving Park and Grand Ave. You can ignore purely industrial for the time being unless we know of a food issue somewhere and they abut residential. Commercial properties are required to keep their dumpsters clean. Nothing should be outside the dumpster. The lids need to be functioning and closed. I want as many correction notices written as possible. Make them 7 days.

This is in relation to the growing problem of rats and a priority of the mayor. Ron will head this up, but let's huddle if we need to. It's an all hands on deck approach this week.

Kurtis Pozsgay, AICP

Director



12 S Center St Bensenville IL 60106
P: (630) 350-3396 L: [linkedin/in/kpozsgay](https://www.linkedin.com/in/kpozsgay)



 Please consider the environment before printing this e-mail

From: Ron Herff
Sent: Monday, July 22, 2024 12:27 PM
To: Don Tessler;Mateusz Blonski;Brandon Mui;Louis Czerwin
Cc: Kurtis Pozsgay
Subject: RE: Commercial property corrals

Importance: High

Guys lets huddle up at 3PM this afternoon to come up with a game plan.

Thanks
Ron Herff
Deputy Director/Fire Marshall
Community & Economic Development

Village of Bensenville
12 S Center Street
Bensenville, IL 60106

Office: 630-594-1009
Cell: 630-880-9622
Fax: 630-350-3449



Please note: The Village of Bensenville will be updating our codes to the 2021 International code sets as well as adopting the 2023 National Electrical Code by April. 1st 2024

From: Kurtis Pozsgay <KPoszgay@bensenville.il.us>
Sent: Monday, July 22, 2024 11:29 AM
To: Ron Herff <RHerff@bensenville.il.us>
Cc: Don Tessler <DTessler@bensenville.il.us>; Mateusz Blonski <mblonski@bensenville.il.us>; Brandon Mui <BMui@bensenville.il.us>; Louis Czerwin <LCzerwin@bensenville.il.us>
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Director



12 S Center St Bensenville IL 60106

P: (630) 350-3396 L: [linkedin/in/kpozsgay](https://www.linkedin.com/in/kpozsgay)



From: Ron Herff
Sent: Monday, July 22, 2024 4:02 PM
To: Don Tessler;Mateusz Blonski;Brandon Mui;Louis Czerwin
Cc: Kurtis Pozsgay
Subject: RE: Commercial property corrals

This is a re-cap of the meeting concerning trash dumpsters and corrals.

Like Kurtis explained focus on the commercial areas, multi family, all food businesses. We need to get this completed this week. If you have a scheduled inspection, complete it, please do not schedule any new inspections. If you completed your area, get ahold of one of the others and see if they need help.

I have come up with geographic areas for each of us.

Don- Irving Park Road North to Devon
Matt- Main street, Green Street, Grand Ave, Center, Addison (Down Town Area)
Louie- Podlin, Domenic, County Line, Jefferson.
Brandon- Apartments On George Street and everything North.
Ron- Apartments South of George

Need to keep track of the building we are issuing the 7 day correction notices.

On Friday, I'd like could get a list of the properties we issued correction notices to.

If you have any questions please give me a call.

Ron Herff
Deputy Director/Fire Marshall
Community & Economic Development

Village of Bensenville
12 S Center Street
Bensenville, IL 60106

Office: 630-594-1009
Cell: 630-880-9622
Fax: 630-350-3449



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Sent: Monday, July 22, 2024 12:27 PM
To: Don Tessler <DTessler@bensenville.il.us>; Mateusz Blonski <mblonski@bensenville.il.us>; Brandon Mui <BMui@bensenville.il.us>; Louis Czerwin <LCzerwin@bensenville.il.us>
Cc: Kurtis Pozsgay <KPozsgay@bensenville.il.us>
Subject: RE: Commercial property corrals
Importance: High

Guys lets huddle up at 3PM this afternoon to come up with a game plan.

Thanks
Ron Herff
Deputy Director/Fire Marshall
Community & Economic Development

Village of Bensenville
12 S Center Street
Bensenville, IL 60106

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Cc: Don Tessler <DTessler@bensenville.il.us>; Mateusz Blonski <mblonski@bensenville.il.us>; Brandon Mui <BMui@bensenville.il.us>; Louis Czerwin <LCzerwin@bensenville.il.us>
Subject: Commercial property corrals

URGENT

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Kurtis Pozsgay, AICP

Director



12 S Center St Bensenville IL 60106

P: (630) 350-3396 L: [linkedin/in/kpozsgay](https://www.linkedin.com/in/kpozsgay)



Please consider the environment before printing this e-mail

From: Ron Herff
Sent: Tuesday, July 23, 2024 7:51 AM
To: Don Tessler;Mateusz Blonski;Brandon Mui;Louis Czerwin
Cc: Kurtis Pozsgay
Subject: RE: Commercial property corrals

FYI

Inspections corrections for this afternoon will be cancelled. To allow plenty of time to get this assignment completed.

Thanks for your support on this.

Ron Herff
Deputy Director/Fire Marshall
Community & Economic Development

Village of Bensenville
12 S Center Street
Bensenville, IL 60106

Office: 630-594-1009
Cell: 630-880-9622
Fax: 630-350-3449



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Cc: Kurtis Pozsgay <KPozsgay@bensenville.il.us>
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I have come up with geographic areas for each of us.

Don- Irving Park Road North to Devon

Matt- Main street, Green Street, Grand Ave, Center, Addison (Down Town Area)

Louie- Podlin, Domenic, County Line, Jefferson.

Brandon- Apartments On George Street and everything North.

Ron- Apartments South of George

Need to keep track of the building we are issuing the 7 day correction notices.

On Friday, I'd like could get a list of the properties we issued correction notices to.

If you have any questions please give me a call.

Ron Herff

Deputy Director/Fire Marshall

Community & Economic Development

Village of Bensenville

12 S Center Street

Bensenville, IL 60106

Office: 630-594-1009

Cell: 630-880-9622

Fax: 630-350-3449



Please note: The Village of Bensenville will be updating our codes to the 2021 International code sets as well as adopting the 2023 National Electrical Code by April. 1st 2024

From: Ron Herff

Sent: Monday, July 22, 2024 12:27 PM

To: Don Tessler <DTessler@bensenville.il.us>; Mateusz Blonski <mblonski@bensenville.il.us>; Brandon Mui <BMui@bensenville.il.us>; Louis Czerwin <LCzerwin@bensenville.il.us>

Cc: Kurtis Pozsgay <KPozsgay@bensenville.il.us>

Subject: RE: Commercial property corrals

Importance: High

Guys lets huddle up at 3PM this afternoon to come up with a game plan.

Thanks

Ron Herff

Deputy Director/Fire Marshall

Community & Economic Development

Village of Bensenville

12 S Center Street

Bensenville, IL 60106

Office: 630-594-1009

Cell: 630-880-9622

Fax: 630-350-3449



Please note: The Village of Bensenville will be updating our codes to the 2021 International code sets as well as adopting the 2023 National Electrical Code by April. 1st 2024

From: Kurtis Pozsgay <K Pozsgay@bensenville.il.us>

Sent: Monday, July 22, 2024 11:29 AM

To: Ron Herff <RHerff@bensenville.il.us>

Cc: Don Tessler <DTessler@bensenville.il.us>; Mateusz Blonski <mblonski@bensenville.il.us>; Brandon Mui <BMui@bensenville.il.us>; Louis Czerwin <LCzerwin@bensenville.il.us>

Subject: Commercial property corrals

URGENT

We are going to do a focused attack on all commercial properties this week. Every garbage corral in a commercial area. This includes apartment buildings. Focus on downtown, Irving Park and Grand Ave. You can ignore purely industrial for the time being unless we know of a food issue somewhere and they abut residential. Commercial properties are required to keep their dumpsters clean. Nothing should be outside the dumpster. The lids need to be functioning and closed. I want as many correction notices written as possible. Make them 7 days.

This is in relation to the growing problem of rats and a priority of the mayor. Ron will head this up, but let's huddle if we need to. It's an all hands on deck approach this week.

Kurtis Pozsgay, AICP

Director



12 S Center St Bensenville IL 60106

P: (630) 350-3396 L: [linkedin/in/kpozsgay](https://www.linkedin.com/in/kpozsgay)



From: notifications@cartegraphoms.com
Sent: Tuesday, July 23, 2024 10:20 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [16303](#)

Description: Multiple households have seen rats running between homes etc please take care of this issue at Marshall and Nordic

Issue: 311-Rodent Issue

Entry Date: 7/23/2024 10:16:24 AM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: Royal Grove Apartments <leasing@royalgroveapartments.com>
Sent: Tuesday, July 23, 2024 12:41 PM
To: Brandon Mui
Subject: pest control report royal grove apartments
Attachments: cycor pest control royal grove.pdf

CAUTION: This email originated from outside of the organization.

Hello
Please see attached pest control contract that we have. Also, they will replace the boxes today as well.
Thank you

Emira
Call: 630-766-6020
Text: 508-471-3251
www.becovicohare.com

RODENT SERVICE AGREEMENT



CyCOR Inc.
PEST CONTROL SERVICE

2712 W. Touhy Avenue
 Chicago, Illinois 60645
 (773) 973-1991
 Fax: (773) 973-1997

CUSTOMER Royal Grove Apartments		SERVICE LOCATION 1132 Grove Bensenville, Il. 60106
ADDRESS 1132 Grove Bensenville, Il. 60106	PERSON TO BE CONTACTED Admira / Isa B	FAX/ E-MAIL leasing@royalgroveapartments.com
PHONE 708-945-5363	TYPE OF PROPERTY TO BE SERVICED Multi-Unit Building	JOB SIZE OUTSIDE COMMON AREAS
LENGTH OF CONTRACT One Year / Bi-Monthly Service	FROM	TO

CyCor agrees to apply material to control rodents for the period indicated above and in accordance with the terms and conditions of this contract.

All labor and materials will be furnished to provide the most efficient rodent control and maximum safety required by federal, state and city regulations. Rodent control is for exterior perimeter of property and basement common areas.

Total price for labor and material: \$1,750.00 for initial treatment (includes 25 rodent bait stations)

Terms of payment: To be paid in full within 30 days or treatment.

Additional notes: CyCor will inspect and rebait rodent stations and rodent burrows on a bi-monthly basis at \$500.00 per treatment.

Target Pests: RATS/MICE

TERMS AND CONDITIONS

1. Customer must provide access to property on scheduled date of service
2. A fee equal to the original service charge will be assessed to return and treat on different date.
3. If applied materials are removed, tampered with, or destroyed, a fee equal to the original charge will be assessed to treat area.
4. CyCor reserves the right to suspend service should payments become delinquent.
5. All checks or payments shall be made payable to CyCor, Inc. A \$25.00 service charge will be imposed on returned checks for any reason.
6. Any service not paid after 30 days from the date of the service will be assessed a monthly finance charge of 5% on balances due.
7. In the event the Customer fails to pay when due any amount due to CyCor pursuant to this agreement then the Customer shall be liable to CyCor for attorney fees and costs incurred in collecting the amount due from the Customer.
8. CyCor shall not be liable for special, incidental, or consequential damages. CyCor's liability for any claim against CyCor by the customer because of the services performed by CyCor shall be limited to the refund of the amount paid to CyCor for the service applicable to the claim.
9. If property is managed by agent for customer. Agent shall notify CyCor of any change of agent in writing within 30 days of change by certified mail.
10. This agreement shall be binding upon the customer and the customer's successors, assigns, heirs, and personal representatives.
11. Customer acknowledges that (he) (she) has carefully read this agreement, and has not relied on any statements, promises or representations other than those contained herein. The undersigned also acknowledges receipt of a copy of this agreement.
12. The Customer or Customer's agent is responsible for informing tenants of the character of the materials to be used by CyCor.
13. Customer may cancel this agreement with 30-day notice and payment of any amount owing up to date of cancellation.

CyCor, Inc. by: _____

Date: _____

Customer by: Jumaid Ali

Date: 02-27-2024

Licensed & Insured

From: Kurtis Pozsgay
Sent: Thursday, July 25, 2024 8:12 AM
To: Brandon Mui
Cc: Ron Herff
Subject: FW: Online Form Submittal: Contact Executive Assistant

Give me an update on this when you get a chance

From: Mary Ribando <MRibando@bensenville.il.us>
Sent: Thursday, July 25, 2024 7:31 AM
To: Kurtis Pozsgay <KPoszgay@bensenville.il.us>; Ron Herff <RHerff@bensenville.il.us>; Evan Summers <ESummers@bensenville.il.us>
Subject: Fwd: Online Form Submittal: Contact Executive Assistant

Get [Outlook for iOS](#)

From: noreply@civicplus.com <noreply@civicplus.com>
Sent: Thursday, July 25, 2024 7:34:47 AM
To: Mary Ribando <MRibando@bensenville.il.us>
Subject: Online Form Submittal: Contact Executive Assistant

CAUTION: This email originated from outside of the organization.

Contact Executive Assistant

Please use this form to contact the staff member. This email will be sent directly to the Village Managers Office.

First Name	Lisa
Last Name	Kinlinger
Phone Number	
Email Address	

Your Email Subject

[REDACTED]

Your Message

Good morning,

For the first time after living here for over 50 years, I have seen a rat on my property. Mohawk Manor being torn down and the construction site underneath 83 bridge at Irving Park Road could be potential reasons why. I called the village, Brandon came out. He said somebody else had to come out and they were on vacation. A week went by and Brandon called me again saying he would come out that day. Nobody showed up. I got another call saying they would be by today. I don't think I have to explain why I am concerned, rats carry a lot of diseases in their saliva, urine and fecal matter. I would like you to please follow up with Ron and Brandon and make sure that there is a sense of urgency about this problem that my neighbors and I are having. Brandon also spoke to my neighbor, Ted at [REDACTED], and they found rat holes on his property. Ted told Brandon he is OK with people entering his property and setting traps. I said I am OK with traps being set on my property outside of the backyard fenced area. Since no one has come out in these past two weeks, we have found more holes in the front yard. So clearly, they are expanding. Why has no one taken action?

My other question is if these two major construction sites were happening, you are displacing animals why wasn't there preemptive measures at the sites to prevent these disease carrying animals from spreading into our neighborhood?

My third question is, will you make sure that this gets taken care and then monitored?

I would like a phone call from you again. My name is Lisa Kinlinger. My phone number is [REDACTED]. I live at [REDACTED].

Thank you.

Email not displaying correctly? [View it in your browser.](#)

From: Kurtis Pozsgay
Sent: Thursday, July 25, 2024 9:05 AM
To: [REDACTED]
Cc: Mary Ribando;Evan Summers;Brandon Mui
Subject: RE: Online Form Submittal: Contact Executive Assistant

Ms. Kinlinger,

It is my understanding that you spoke with Ron and Brandon from my office yesterday. Brandon told you that he was coming out with our exterminator today. We have been trying to get ahold of your neighbor Ted, but he has not responded. That is crucial so we can get back onto his property today. Ted has a very overgrown yard, which is a breeding ground for rats. We will be issuing a correction notice for him to clean that up. The exterminator will help determine what additional course of action to be taken.

Mohawk Manor is not a Village of Bensenville project. It's a Wood Dale project so I cannot speak to what they are doing, if anything, about the rodent issue. The Village of Bensenville has instituted a policy that all projects that dig will have to do rodent abatement as a condition of their permit. That includes the work at Irving Park Rd and Rte 83.

We would appreciate if you could help us get ahold of your neighbor so we can move forward with any abatement if necessary. Brandon will be on site later today.

Thank you,

Kurtis Pozsgay, AICP

Director



12 S Center St Bensenville IL 60106
P: (630) 350-3396 L: [linkedin/in/kpozsgay](https://www.linkedin.com/in/kpozsgay)



From: noreply@civicplus.com <noreply@civicplus.com>
Sent: Thursday, July 25, 2024 7:34:47 AM
To: Mary Ribando <MRibando@bensenville.il.us>
Subject: Online Form Submittal: Contact Executive Assistant

CAUTION: This email originated from outside of the organization.

Contact Executive Assistant

Please use this form to contact the staff member. This email will be sent directly to the Village Managers Office.

First Name	Lisa
Last Name	Kinlinger
Phone Number	
Email Address	
Your Email Subject	
Your Message	<p>Good morning,</p> <p>For the first time after living here for over 50 years, I have seen a rat on my property. Mohawk Manor being torn down and the construction site underneath 83 bridge at Irving Park Road could be potential reasons why. I called the village, Brandon came out. He said somebody else had to come out and they were on vacation. A week went by and Brandon called me again saying he would come out that day. Nobody showed up. I got another call saying they would be by today. I don't think I have to explain why I am concerned, rats carry a lot of diseases in their saliva, urine and fecal matter. I would like you to please follow up with Ron and Brandon and make sure that there is a sense of urgency about this problem that my neighbors and I are having. Brandon also spoke to my neighbor, Ted at , and they found rat holes on his property. Ted told Brandon he is OK with people entering his property and setting traps. I said I am OK with traps being set on my property outside of the backyard fenced area. Since no one has come out in these past two weeks, we have found more holes in the front yard. So clearly, they are expanding. Why has no one taken action?</p> <p>My other question is if these two major construction sites were happening, you are displacing animals why wasn't there preemptive measures at the sites to prevent these disease carrying animals from spreading into our neighborhood?</p> <p>My third question is, will you make sure that this gets taken care and then monitored?</p> <p>I would like a phone call from you again. My name is Lisa Kinlinger. My phone number is . I live at </p>



Thank you.

Email not displaying correctly? [View it in your browser.](#)

From: Kurtis Pozsgay
Sent: Thursday, July 25, 2024 9:55 AM
To: Brandon Mui
Subject: FW: Online Form Submittal: Contact Executive Assistant

She said she talked to him. The wife will be home all day, so just try to get out there and knock on the door. We need to get them to clean up their yard first and foremost. But come up with a plan for bait stations.

From: Lisa Kinlinger <[REDACTED]>
Sent: Thursday, July 25, 2024 9:41 AM
To: Kurtis Pozsgay <KPozsgay@bensenville.il.us>
Subject: Re: Online Form Submittal: Contact Executive Assistant

CAUTION: This email originated from outside of the organization.

Kurtis, thank you for your prompt reply. I spoke to Ted this morning. He said his wife and daughter are home all day in the house, he said he is OK with traps being put on his property and that they were on vacation last week in Michigan. I have another question for you. This cannot just be affecting my neighbors house if there's one there are more. What is being done to notify the surrounding neighborhood, including behind us in Wooddale? I appreciate your help.
Lisa

On Jul 25, 2024, at 9:04 AM, Kurtis Pozsgay <KPozsgay@bensenville.il.us> wrote:

Ms. Kinlinger,

It is my understanding that you spoke with Ron and Brandon from my office yesterday. Brandon told you that he was coming out with our exterminator today. We have been trying to get ahold of your neighbor Ted, but he has not responded. That is crucial so we can get back onto his property today. Ted has a very overgrown yard, which is a breeding ground for rats. We will be issuing a correction notice for him to clean that up. The exterminator will help determine what additional course of action to be taken.

Mohawk Manor is not a Village of Bensenville project. It's a Wood Dale project so I cannot speak to what they are doing, if anything, about the rodent issue. The Village of Bensenville has instituted a policy that all projects that dig will have to do rodent abatement as a condition of their permit. That includes the work at Irving Park Rd and Rte 83.

We would appreciate if you could help us get ahold of your neighbor so we can move forward with any abatement if necessary. Brandon will be on site later today.

Thank you,

Kurtis Pozsgay, AICP

Director

<image001.png>

12 S Center St Bensenville IL 60106

P: (630) 350-3396 L: [linkedin/in/kpozsgay](https://www.linkedin.com/in/kpozsgay)

<image002.png>

<image003.png>

<image004.png>

<image005.png>

From: noreply@civicplus.com <noreply@civicplus.com>

Sent: Thursday, July 25, 2024 7:34:47 AM

To: Mary Ribando <MRibando@bensenville.il.us>

Subject: Online Form Submittal: Contact Executive Assistant

CAUTION: This email originated from outside of the organization.

Contact Executive Assistant

Please use this form to contact the staff member. This email will be sent directly to the Village Managers Office.

First Name

Lisa

Last Name

Kinlinger

Phone Number

[REDACTED]

Email Address

[REDACTED]

Your Email Subject

[REDACTED]

Your Message

Good morning,

For the first time after living here for over 50 years, I have seen a rat on my property. Mohawk Manor being torn down and the construction site underneath 83 bridge at Irving Park Road could be potential reasons why. I called the village, Brandon came out. He said somebody else had to come out and they were on vacation. A week went by and Brandon called me again saying he would come out that day. Nobody showed up. I got another call saying they would be by today. I don't think I have to explain why I am concerned, rats carry a lot of diseases in their saliva, urine and fecal matter. I would like you to please follow up with Ron and Brandon and make sure that there is a sense of urgency about this problem that my neighbors and I are having. Brandon also spoke to my neighbor, Ted at [REDACTED], and they found rat holes on his property. Ted told Brandon he is OK with people entering his property and setting traps. I said I am OK with traps being set on my property outside of the backyard fenced area. Since no one has come out in these past two weeks, we have found more holes in the front yard. So clearly, they are expanding. Why has no one taken action?

My other question is if these two major construction sites were happening, you are displacing animals why wasn't there preemptive measures at the sites to prevent these disease carrying animals from spreading into our neighborhood?

My third question is, will you make sure that this gets taken care and then monitored?

I would like a phone call from you again. My name is Lisa Kinlinger. My phone number is [REDACTED]. I live at [REDACTED]

Thank you.

Email not displaying correctly? [View it in your browser.](#)

From: notifications@cartegraphoms.com
Sent: Friday, July 26, 2024 8:55 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16339](#)

Description: Turning off of Irving onto Marshall there were two rats running East across Marshall. No wonder, that building on the corner always has an overflowing dumpster, dumpster too small, and garbage littering parking lot. The rat problem seems to be escalating. The Village needs to crack down on property owners who are not keeping their property clean of litter. Also, I know the Village has hired an exterminator, but maybe we need to hire a couple. Things are appear to be getting worse.

Issue: 311-Rodent Issue

Entry Date: 7/26/2024 8:51:45 PM

Entered By: SCFIntegration

Locator Address Number:

Locator Street: Marshall Rd & W Irving Park Rd

Owner:

Address Number:

Street:

Location Description: Original SCF address: Marshall Rd & W Irving Park Rd, Bensenville, Illinois, 60106

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Monday, July 29, 2024 2:30 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [16353](#)

Description: I am seeing rats every day. Not mice, rats. Something needs to be done at the village level.

Issue: 311-Rodent Issue

Entry Date: 7/29/2024 2:28:04 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Tuesday, July 30, 2024 3:30 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16369](#)

Description: Potential buyer of the property at [REDACTED], noticed the rubbish through the window next door at [REDACTED] during the open house held this Saturday. Seems like perfect situation to welcome rats.

Issue: CED - Property Maintenance

Entry Date: 7/30/2024 3:29:38 PM

Entered By: mhampton

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Monday, August 5, 2024 12:40 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16421](#)

Description: Rodents going from the temple parking lot across our yards in the area and across green street.

We have found dead rodents from vehicle traffic on the street also.

Issue: 311-Rodent Issue

Entry Date: 8/5/2024 12:39:37 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Monday, August 5, 2024 4:50 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16429](#)

Description: Mice entering house, and rat problem around garage, house, and garbage cans

Issue: 311-Rodent Issue

Entry Date: 8/5/2024 4:46:46 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Monday, August 5, 2024 5:30 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16430](#)

Description: Constant rats running through parking lots and climbing in cars I seen 4 smashed ones behind Dunkin' Donuts

They called pest control for the business and since I have seen so many more rodents. .

The garbage cans are always over full from so many extra people staying in residents home and always wide opens

Have mouse issues due to crappy maintenance and management for the entire apartment complex.

Residents leaving garbage and dog droppings everywhere

.r.

Issue: 311-Rodent Issue

Entry Date: 8/5/2024 5:26:50 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Tuesday, August 6, 2024 4:50 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16436](#)

Description: Big rats and mice are in alley and backyard. They are digging holes by my garage to get through the foundation

Issue: 311-Rodent Issue

Entry Date: 8/6/2024 4:47:35 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Wednesday, August 7, 2024 11:15 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [16452](#)

Description: Rats come at night and try to get in the garbage cans. They try to eat their way in through the top.

Issue: 311-Rodent Issue

Entry Date: 8/7/2024 11:15:06 AM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Thursday, August 8, 2024 9:00 AM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16484](#)

Description: If anybody is wondering why we have rats running around, look behind Advance Auto Parts (York/Grand shopping center) Food left on the back stoop, presumably from employees taking their breaks out there Please hold these businesses accountable for the trash they leave laying around!

h

Issue: 311-Rodent Issue

Entry Date: 8/8/2024 8:58:06 AM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Friday, August 9, 2024 3:40 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16501](#)

Description: For months now I been having mice and rats come around. I have set up my own bait stations but they keep coming back. My trash is always closed never over flowing. Mice have always been around but RATS has been the last few months.

Issue: 311-Rodent Issue

Entry Date: 8/9/2024 3:39:40 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: notifications@cartegraphoms.com
Sent: Monday, August 12, 2024 2:15 PM
To: Brandon Mui
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.

Please do not reply to this email.

Note: Location Description Field may or may not be the location of the issue.

Request ID: [16522](#)

Description: Overflowing Dumpster. Rats. This property has too many people or too small a Dumpster

Issue: 311-Rodent Issue

Entry Date: 8/12/2024 2:10:55 PM

Entered By: SCFIntegration

Locator Address Number: [REDACTED]

Locator Street: [REDACTED]

Owner:

Address Number: [REDACTED]

Street: [REDACTED]

Location Description: Original SCF address: [REDACTED]

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: Rebecca Barr [REDACTED]
Sent: Tuesday, August 13, 2024 8:20 AM
To: Brandon Mui
Cc: Anthony Stephens
Subject: Rats/Brentwood

CAUTION: This email originated from outside of the organization.

Hi Brandon,

We live on [REDACTED] and I think you are taking a look at our neighbors' properties for evidence of rats today/tomorrow, can you add our property to your list?

We are at [REDACTED]. I saw a rat on Pamela Dr just before Diana Ct this morning. It was in a yard and the property was clean—no trash, etc.

Appreciate the village's attention to this. If you need to call me, my cell is [REDACTED].

Have a good day.

Cheers,
Rebecca Barr

From: Mary Ribando
Sent: Tuesday, July 9, 2024 8:11 AM
To: Frank DeSimone
Cc: Evan Summers
Subject: FW: Rats

Please see below:

Regards,
Mary Ribando

-----Original Message-----

From: Henry Mandziara <[REDACTED]>
Sent: Monday, July 8, 2024 8:29 PM
To: Village President <VPresident@bensenville.il.us>; Mary Ribando <MRibando@bensenville.il.us>
Subject: Rats

CAUTION: This email originated from outside of the organization.

Good evening, Gentlemen!

Thank you, once again, for a great Fourth of July weekend filled with fireworks throughout the neighborhood!

What is being done about the rat infestation in our, your neighborhood, Frank?

A rat raced past my feet beneath my patio table, today, while conversing with my wife, Penny, and our dear friend from Itasca, before Penny's last day after 37 years at the Bensenville Community Public Library! A truly unforgettable moment due to the lack of property maintenance in our, your neighborhood, Frank.

Please, come visit me, so I may show you the continuing lack of concern for our property and peace.

Peace, joy, and love!
Hank

From: Ron Herff
Sent: Wednesday, July 10, 2024 2:10 PM
To: Evan Summers
Subject: Fwd: Municipal Integrated Pest Management (IPM)

FYI. Thoughts from Riteway pest control
Sent from my iPhone

Begin forwarded message:

From: Keith Stass <keithstass@ritewaypestcontrol.com>
Date: July 10, 2024 at 1:53:27 PM CDT
To: Ron Herff <RHerff@bensenville.il.us>
Subject: Re: Municipal Integrated Pest Management (IPM)

CAUTION: This email originated from outside of the organization.

Hi Ron,

Just finished reading through your IMP plan. Excellent plan, very well thought through. I really wouldn't make changes to the plan other than removing the part of outlining the use of tracking powder. It's a restricted chemical and I would keep the actual rodenticide products vague. But it's a very well put together IMP plan. Now let's hope we can get some of these neighbors to talk so we can address more of these issues.

Keith E. Stass
Vice President of Sales & Technical Services

Riteway Pest Control, Inc.
747 Church Road, Suite C6
Elmhurst, IL 60126
Office: [630-595-1105](tel:630-595-1105)
Cell: 630-903-9771

"There is only one way.....the **Riteway!**"

On Jul 10, 2024, at 11:02 AM, Ron Herff <RHerff@bensenville.il.us> wrote:

Keith please see attached IPM plan we have put together in an effort to control the rats in the Village of Bensenville.

We would very much like you to take a look and provide any feedback.

Please advise

Thank you Sir.

Ron Herff
Deputy Director/Fire Marshall
Community & Economic Development

Village of Bensenville
12 S Center Street
Bensenville, IL 60106

Office: 630-594-1009
Cell: 630-880-9622
Fax: 630-350-3449

<image001.png>

Please note: The Village of Bensenville will be updating our codes to the 2021 International code sets as well as adopting the 2023 National Electrical Code by April 1st 2024

<2024.07.03 Municipal Integrated Pest Management - DRAFT2.docx>

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<2024.07.03 Municipal Integrated Pest Management - DRAFT2.docx>

From: Kurtis Pozsgay
Sent: Thursday, July 18, 2024 8:04 AM
To: ComDev
Subject: FW: Request Submitted

Make sure you are entering any rat related calls as 'CED – Rodent Issue'. It's important because we track these with GIS.

From: notifications@cartegraphoms.com <notifications@cartegraphoms.com>
Sent: Wednesday, July 17, 2024 12:55 PM
To: Kurtis Pozsgay <KPozsgay@bensenville.il.us>
Subject: Request Submitted

CAUTION: This email originated from outside of the organization.

A Cartegraph request was submitted.
Please do not reply to this email.
Note: Location Description Field may or may not be the location of the issue.

Request ID: [16263](#)
Description: RATS . LUKE [REDACTED]
Issue: CED - Code Enforcement
Entry Date: 7/17/2024 12:54:21 PM
Entered By: mpulaski
Locator Address Number: [REDACTED]
Locator Street: [REDACTED]
Owner:
Address Number: [REDACTED]
Street: [REDACTED]
Location Description:

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your organization.

From: Ron Herff
Sent: Thursday, July 18, 2024 8:15 AM
To: Evan Summers;Kurtis Pozsgay
Subject: RE: Rat Mitigation Cost Share Program

I'm thinking we should at least allow our current pest control expert to weigh in. (From the beginning we wanted to use local business - do we have to change our strategy?)
If its ok, I'll will contact Riteway Pest control and get his initial thoughts on Wood Dale's approach to rodent management.
Will need to see if he can wants to assist us.

Ron Herff
Deputy Director/Fire Marshall
Community & Economic Development

Village of Bensenville
12 S Center Street
Bensenville, IL 60106

Office: 630-594-1009
Cell: 630-880-9622
Fax: 630-350-3449



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From: Evan Summers <ESummers@bensenville.il.us>
Sent: Wednesday, July 17, 2024 2:59 PM
To: Ron Herff <RHerff@bensenville.il.us>; Kurtis Pozsgay <KPozsgay@bensenville.il.us>
Subject: Rat Mitigation Cost Share Program

Wood Dale's rodent program is contracted through Chem-Wise Ecological Pest Management:
<https://www.wooddale.com/services/pest-control/rat-mitigation-program> We are going to have to come up with something similar to complement our Municipal Integrated Pest Management Plan. Should we reach out to Chem-Wise or do our current contractors offer something similar?

Rat Mitigation Program

In response to increasing sightings of rats in certain areas the City has decided to take a proactive approach to mitigation efforts to ensure the health and safety of our residents. In addition to enhanced enforcement of property maintenance issues, as well as control measures within the public alleyways, the City is now offering a cost-share program for residents and businesses who wish to install bait stations on their private property.

Program Details

The City has contracted with Chem-Wise Ecological Pest Management to offer pest control services to residents and businesses in specified areas where rat populations exist. The services include an initial inspection, installation of an exterior bait station, and three months of follow-up services. The cost for these services is \$70 to the resident for the three month period. If additional bait stations are requested, there will be an additional charge of \$25 per station. If activity persists beyond three months, residents can enter into a monthly agreement for approximately \$45 per month.

To register for the program, contact Public Works at 630-350-3530.

Rat Mitigation Program Liability Waiver

Prevention Methods

It is important for all residents to take measures to avoid attracting pests, including:

- Ensuring garbage is kept contained within trash cans.
- Picking up pet waste and not feeding animals outdoors.
- Keeping weeds and grass from becoming overgrown.
- Removing piles of branches, wood, or other debris.
- Avoid keeping open compost bins.

From: Ron Herff
Sent: Thursday, July 18, 2024 11:37 AM
To: Evan Summers;Kurtis Pozsgay
Subject: RE: Rat Mitigation Cost Share Program

I have a meeting set up with our exterminator Keith Stass with Riteway Pest control for Next week Tuesday.

I called Chem-Wise the area manager out of Elk Grove Village is out of the office today. I should expect a call back tomorrow or early next week.

Will keep you up to date.

Ron Herff
Deputy Director/Fire Marshall
Community & Economic Development

Village of Bensenville
12 S Center Street
Bensenville, IL 60106

Office: 630-594-1009
Cell: 630-880-9622
Fax: 630-350-3449



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[Rat Mitigation Program Liability Waiver](#)

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- Keeping weeds and grass from becoming overgrown.
- Removing piles of branches, wood, or other debris.
- Avoid keeping open compost bins.

From: Kurtis Pozsgay
Sent: Tuesday, July 23, 2024 5:02 PM
To: Frank DeSimone
Cc: Evan Summers; Mary Ribando; Anthony G. Sumner; Ron Herff; Jay Dalicandro
Subject: Rodents
Attachments: Rodent Memo.pdf

****CONFIDENTIAL****

President DeSimone,

I wanted to provide you with an update on all the ways Community & Economic Development has been working on the rodent issue. Please note, this is not necessarily ready for public consumption at this point. We have been doing lots of work behind the scenes and are gearing up to offer a more public offering soon. Please see the detailed memo attached with this email.

Please let me know if you have any questions or concerns.

Kurtis Pozsgay, AICP

Director



12 S Center St Bensenville IL 60106

P: (630) 350-3396 L: [linkedin/in/kpozsgay](https://www.linkedin.com/in/kpozsgay)



 Please consider the environment before printing this e-mail



12 S. Center St.
Bensenville, IL 60106

Office: 630.766.8200
Fax: 630.594-1105

www.bensenville.il.us

VILLAGE OF BENSENVILLE

Community and Economic Development Department

To: President DeSimone

From: K. Pozsgay

Subject: Rodent Mitigation

Date: July 23, 2024

This memo is intended to update the Village President on the ongoing efforts to control the rodent issues within the Village of Bensenville.

****CONFIDENTIAL****

President DeSimone,

I wanted to provide you with an update on all the ways Community & Economic Development has been working on the rodent issue. Please note, this is not necessarily ready for public consumption at this point. We have been doing lots of work behind the scenes and are gearing up for a more public offering soon. This includes working with Anthony Sumner and the media team to get the message out about how we are handling this ongoing problem. I think it's worth noting that this is not just a Bensenville problem. Just this month, Wood Dale started a rodent mitigation program that we are looking hard at to see if it makes sense here in Bensenville.

Tracking Reported Sightings

All rodent related issues should come through CED. Any call anyone at the Village takes should be sent to us. The reason for this is that we are keeping track of each reported incident in Cartegraph. Along with SeeClickFix rodent complaints, we worked with our GIS consultant to start mapping each incident. With the aid of a visual map, we are able to look for hot spots. We started this in January of this year. I've included a map for your review.

We have been keeping detailed spreadsheets of reported sightings, which I've also included with this memo. These provide information on the complaint, what type of property we are dealing with, contact information, and what steps have been taken to mitigate the rodent issue. The entries date back to June of 2023.

Rodent Abatement

For rodent complaints received, CED inspectors will perform a site visit. On a site visit, inspectors will determine if there is corrective action that should be taken by the property owner. Rodents need food and places to build their burrows. We frequently find unkept yards, people feeding animals, piles of wood, and other such violations. Inspectors will issue correction notices usually requiring 7 days to comply.

CED took two major steps starting in 2023. The first was to start paying for bait stations at residential hot spots identified through our tracking. We work with two pest control companies: Riteway Pest Control and C & C Pest Control. We do this primarily when we determine that there are rodent burrows at a location. Bait stations are maintained for a minimum of 6 months. CED is currently paying for this out of our budget. We also keep a detailed spreadsheet of where these are located, and it is again included with this memo.

CED also passed a revised Insect and Pest Control ordinance late last year (Ord. 53-2023). This ordinance mandates that all residential rental properties, including large multi-family buildings, must treat for pests (rodents) on a monthly basis. It also provides stronger language to require tenants of those properties to keep the properties clean if rodents are found.

Rodent Mitigation at Construction Sites

CED staff implemented a new policy related to all permitting that includes any digging on site. As a condition of the permit, the permit holder must have rodent mitigation in place. This requires proof of service, and it must be completed before any digging can begin.

Commercial Garbage Corral Task Force

Just this week, we have all inspectors going to every commercial property with a focus on those with food-related business. Inspectors are looking for clean garbage corrals, making sure the areas are being used correctly, and if a business doesn't have a corral at all, they are issuing correction notices that they must install one. We will have a detailed report on how many correction notices were issued by next week.

Draft Municipal Integrated Pest Management (IPM) Plan

Village Manager Summers drafted the plan which pulls together several of the above items into a cohesive plan and strategy to deal with the rodent issue. CED Deputy Director Ron Herff is discussing the draft with our pest control companies to see if they have any suggestions or feedback for plan improvements before we finalize and begin implementation.

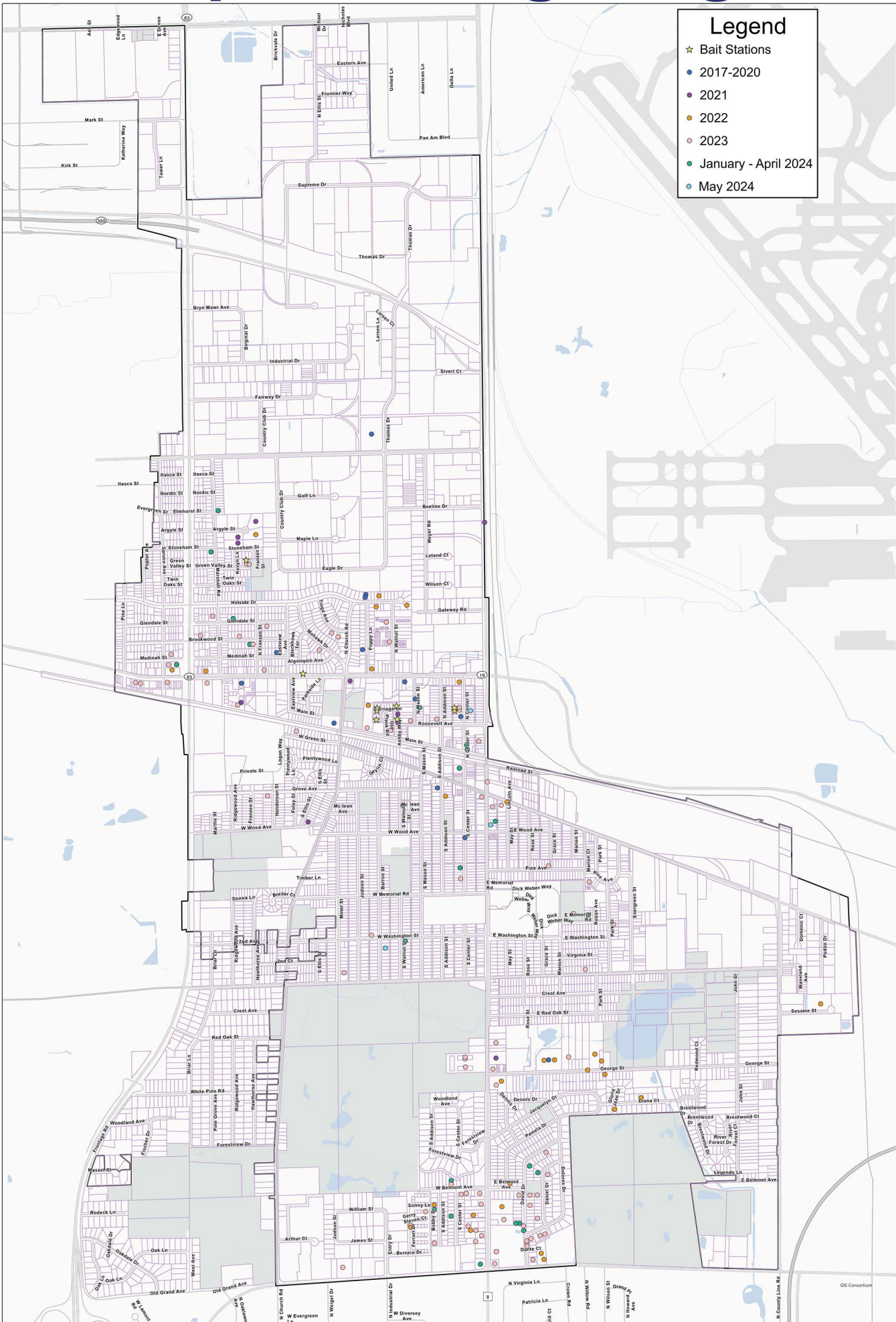
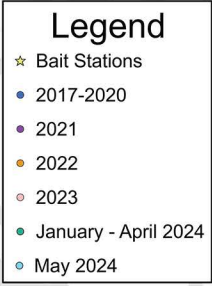
A crucial part of the plan moving forward is education and outreach. Once finalized, we plan to work with Anthony Sumner on an educational push to the community, including a spotlight, social media, and a dedicated landing page on the Village website.

Future Pest Mitigation Program Offerings

CED staff has been researching what other communities have been doing to solve the ongoing rodent issue. Again, this is not strictly a Village of Bensenville problem. Wood Dale recently established a cost share program for residents. The City has contracted with Chem-Wise Ecological Pest Management to offer pest control services to residents and businesses in specified areas where rat populations exist. The services include an initial inspection, installation of an exterior bait station, and three months of follow-up services. The cost for these services is \$70 to the resident for the three-month period. If additional bait stations are requested, there will be an additional charge of \$25 per station. If activity persists beyond three months, residents can enter into a monthly agreement for approximately \$45 per month.

CED Deputy Director Ron Herff has spoken with Wood Dale and their contractor Chem-Wise. The plan is to establish a similar cost share program for Bensenville Residents. Currently, we get better pricing from our two pest abatement companies. They both seem eager to expand into a new program. Staff anticipates having a draft program available in the next week.

Reported Sightings



RODENT MIDIGATION PROGRAM

Date	Inspector	Address	SF	MF	C	Property Owner	Property Management	Phone #	email	Comment	Exterminator	Photo	Correction notice	Re-Inspection	Comments	Re-Inspection	Re-Inspection
6/15/2023	B Mui									Rodent in enclosure rear of the property			103607	7/10/2023	Need to clean corral area Added 6 bait stations 07-28-2023		
6/15/2023	B Mui									Rodent in enclosure rear of the property	Rose Pest control			7/10/2023	Need additional bait station 7-12-23 two additional bait station		
6/15/2023	B Mui									Rodent in enclosure rear of the property							
6/15/2023	B Mui									Rodent in enclosure rear of the property	Gautlet pest control						
6/15/2023	B Mui									Rodent in enclosure rear of the property			103615 inoperable car	7/12/2023	Bait station outside of dumpster coral		
6/15/2023	B Mui									Rodent in enclosure rear of the property							
6/15/2023	B Mui									Rodent in enclosure rear of the property	Owner has set traps			7/12/2023	Overgrown weeds have been cut around garage		
6/15/2023	B Mui									Rodent in enclosure rear of the property				6/27/2023	Additional Rat sighting 7-12-23 All tenants are gone, clean up		
7/10/2023	R Herff									back yard by fence saw baby rats.	C & C Pest Control						
7/10/2023	R Herff									burrows behind the building & under electric vault	Rose pest control placed 2 bait stations						
7/10/2023	B Mui									Received a call concerning rats, this is rental homes, management co will be call an exterminator							
7/14/2023	B Mui									Received a call concerning rats, will go out and investigate.							
7/21/2023	B Mui									Owner concerned about rats behind building	Owner has set traps						
7/21/2023	B Mui									Rats seen by Dumpster, Bait box seen.							
7/21/2023	B Mui									Rats seen by Dumpster, Owner hired exterminator.	Cole home maint.						
7/27/2023	Rherff									Rats seen in the back yard w/burrows- Will go out to investigate							
7/26/2023	B Mui									Rats seen around property	Owner has put out poison inside the garage						
8/3/2023	B Mui									Rat sighting, feeding the rats.							
8/7/2023	B Mui									Rat sighting, New bait stations were placed around property	Rose Pest Control			8/25/2023	No sightings		
8/7/2023	B Mui									Rat Sighting							
8/7/2023	B Mui									Rat Sighting	09-27-2023 RH Second notice Spoke with Tim in the office. His exterminator is dusting for Rats. We would like to see bait stations at first then dusting. Wi						
9/6/2023	Rherff									Rat Complaint, trash around property. Manager AJ said it will be cleaned up 8-28							
9/6/2023	Rherff									Rat complaint around the garbage area, also seen in the next door neighbors back yard. (she will be calling her exterminator)				09-08-2023	Witnessed a baby Rat this morning. Property owner st		
9/8/2023	Rherff									Rat Issue back yard They claim are caused by 1000 S York Rd. Meeting with Exterminator C & C O 09-11-23							
9/20/2023	Rherff									Owner states there are rats in the neighborhood and under his patio. He also states his neighbors have rats. Invested this am spoke with the neighbor to the north, She has seen two rats. Meeting with C & C Pest in sche							
9/22/2023	B MUI									Resident called stating there are rats in his back yard, he purchased his own bait stations and will be putting them out. Will stop by and investigate.							
09-27-2023	Rherff									TOM, A TENANT CALLED TO REPORT RODENTS.							
09-28-2023	RHERFF									Concerning citizen called concerning a few rats she has scene in the neighborhood.							
9/28/2023	Rherff									Spoke with Mr Velazquez this afternoon. Advised him the property needs to be cleaned up. There is trash all over the area, Also rats have been scene running around the property. He stated there are bait stations and ti							
10/5/2023	Rherff									on what to do with the rodents in the area. Met with Riteway. His opinion that additional bait station will need to be introduced to the complex. (heard from the exterminator for Fairway green. (He states he doing							
10/5/2023	Rherff									She had a rat in her home 4 weeks ago. They called Orkin and Trapped the rat. Have not scene another rat.							
10/5/2023	Rherff									She has scene rats on the property. They have dropping however no burrows. They like to go under the hood of the vehicles. Will see about getting a couple bait station on the property							
10/5/2023	Rherff									Have scene rats in the alley behind the building. There is an ongoing midigation program. However its not consistent with the industry standard. They are using a resident bait and not using it often and not properly.							
10/5/2023	Rherff									Have scene in the back yard. After investigation found 4 rat burrows along the east side of the garage in "tire planter boxes" Advised the homeowner the planters should be removed and bait station to set. The owner i							
10/5/2023	Rherff									She say the same rat that went though 1003 Greenvalley.							
10/5/2023	Rherff									There are two burrows in the back Yard. Village Bait stations were placed 10-05-2023							
10/10/2023	Rherff									She thinks she has rats on her property. Will stop by and check it out.							
12/6/2023	B Mui									Rodent sightings on property, garbage corrals is a disaster. PEST ARREST				12-13-23	Garbage corrals clean and new bait stations in place as of 12-8-23.		
12/20/2023	B Mui									Rodent sightings on property, rats chewed through wires in car. She thinks neighbors mess in backyard is contributing in the amount of rodents on property.							
12/20/2023	B Mui									Rodent has chewed through his garbage cans. Visited property no signs of rats, no burrow holes or droppings.							
1/3/2024	B Mui									Rodent sightings, investigated and found droppings in backyard but no burrows. Maybe by setting bait station.							
2/9/2024	B Mui									Rodent burrow holes in backyard and sightings in residents home. 6-29-24- Walked through the property with the exterminator.							
1/25/2024	B Mui									Rodent sighting in backyard, also a burrow hole under her deck stairs. 2-19-24 Homeowner has hired Rose Pest control.							
2/23/2024	B Mui									Visited address and didn't find much evidence of rats on homeowners property, her neighbor had someone issues. I advised that they do not feed the birds anymore, they are to elevate the firewood in the back of the h							
2/26/2024	B Mui									Spoke to store manager, they are working with anderson pest control. Bait stations are in place and traps on the inside near backroom. 2-27-24 Dumpster coral and property is getting cleaned of all loose							
3/7/2024	B Mui									Homeowner has been having issues with rats on his property, I walked the property with Patrick. I pointed out many burrow holes and a dead rat in his backyard. We will set a time to go back and have CNC set traps 3-7							
4/10/2024	B Mui									Homeowner has burrows under front stoop. 5-21-24 pest control has done an inspection and will be servicing this property. 6-29-24- Walked through the property with the exterminator.							
Apr-24	B Mui									Neighbor filed a complaint, inspected property. Homeowner is to clean the exterior of the home and hire an exterminator.							
6/6/2024	B Mui									Rodent sightings in her backyard, found one burrow. She things they are living under her shed.							
6/6/2024	B Mui									Burrows in the garbage corral. 6-12-24 Property owner has hired a new pest control company and will be inspecting the property today. 6-18-24 Rose pest control has set bait stations on property.							
6/7/2024	B Mui									Burrows and sightings in the backyard near garage. 6-18-24 Bait stations have been placed on property by riteway.							
6/12/2024	B Mui									Burrows back of the property near fence line and shed. 6-18-24 Bait stations placed around the property.							
18-Jun	B Mui									Called in and stated rats were inside the home and under her deck. 6-18-24 Did an inspection of the property with the exterminator. Homeowner will have to clean up backyard prior to setting bait statio							
6/28/2024	B Mui									Spotted Rats crossing his yard from his neighbors home.							
28-Jun	B Mui									Walked the property with the exterminator, he was told to clean and cut down overgrown vegetation.							
6/26/2024	B Mui									Resident called and stated he saw rats on his neighbors property.							
7/3/2024	Rherff									Resident called states the rats are all over her property day and night ththey are going into her car. (Will send inspector to investigate)							
7/5/2024	Rherff									Have seen three rats playing in her back yard. They purchased poison and placed it in the yard(advised her against it) Will investigate.							
7/10/2024	B Mui									Burrow found in the backyard near homeowners shed, will be calling village exterminator to do a walkthrough.							
7/10/2024	Bmui									Rats have been spotted climbing the tree by her deck and she also found them in her patio umbrella. I did a walkthrough of the property and didn't find any burrows. Will possibly bring exterminator over because she be							
7/11/2024	Bmui									Rats spotted by the garage, walked through the property and didn't find any burrows. I have them trimming back the overgrown weeds in the back of the garage. And we will reassess the situation.							
7/11/2024	Bmui									Rats spotted , burrow near deck. Will call exterminator.							
7/18/2024	Bmui									Burrows by garage and shed, walked through property already. Called riteway to schedule remediation.							
7/18/2024	Bmui									Rats spotted around property, walked through, no burrows.							
7/18/2024	Bmui									Rats spotted around property, 3 dead in garage. Burrows behind the garage near alley way.							
7/22/2024	Bmui									Rat sighting in driveway, walked through property and didn't find any burrows or droppings. Rats were most likely passing through property.							
7/22/2024	Bmui									Rat sightings on deck, resident has a lot of cleaning up to do around the garage. Until so the village cannot help.							

VILLAGE OF BENSENVILLE

Rodent Bait Station Locations

Name	Address	phone #	Pest Control Co.	Location of the bait boxes	Date Service Began
[REDACTED]	[REDACTED]	[REDACTED]	Riteway Pest Control	1- back along alley-1-Front yard	10/5/2023
			Riteway Pest Control	Back yard, and front yard	10/5/2023
			Riteway Pest Control	Back yard, and front yard	10/5/2023
		[REDACTED]	C & C Pest Control	Back yards	10/5/2021
			C & C Pest Control	Back Yards	10/5/2021
			C & C Pest Control	Side Yard	10/5/2021
			C & C Pest Control	Side Yard	10/5/2023
			C & C Pest Control	Side Yard	10/5/2021
			C & C Pest Control	Front Yard	10/5/2021
			C & C Pest Control	Front Yard	10/5/2021
[REDACTED]	[REDACTED]	[REDACTED]	C & C Pest Control	Backyard	5/14/2024
			Riteway Pest Control	Front yard	7/8/2024
			Riteway Pest Control	Backyard near alley	6/18/2024
			Riteway Pest Control	Backyard near alley	6/18/2024
			Riteway Pest Control	Backyard near alley	6/18/2024
			Riteway Pest Control	Backyard	7/8/2024
			Riteway Pest Control	Front yard	7/9/2024

Rodent Mitigation at the Construction Site

Effective immediately

In an effort to control the rodents around the construction site.

1. All permits where digging will be done shall have rodent mitigation. (Fence permits are exempt)
2. Must hire an exterminator to ensure it is completed professionally.
3. Must have proof of service. (Written service contract till the completion of the project.)
4. Bait station to be placed in the inside of the Silt fence.
5. Must be completed before digging can begin.
6. It shall be written in the conditions of the permit.

Municipal Integrated Pest Management (IPM) Plan

Village of Bensenville

1. Introduction

The Village of Bensenville is committed to ensuring a safe and healthy environment for all residents. Effective management of rodent infestations is critical to this mission. Bensenville's Integrated Pest Management (IPM) approach emphasizes prevention, monitoring, and control to manage rodent populations in an environmentally responsible manner. This plan outlines our comprehensive strategy for addressing rodent infestations within the Village.

2. Objectives

- Reduce rodent populations in Bensenville.
- Minimize health risks associated with rodent infestations.
- Implement sustainable and environmentally conscious pest control practices.
- Engage the community in proactive rodent prevention efforts.

3. Integrated Pest Management (IPM) Strategies

A. Prevention

1. Sanitation and Waste Management

- Ensure proper waste disposal and regular garbage collection.
- Promote secure storage of food waste in rodent-proof containers.
- Conduct public awareness campaigns on proper waste management practices.

2. Elimination of Food and Water Sources

- Mandate that restaurants and food manufacturers use rodent proof waste receptacles and have sufficient refuse pickups.
- Encourage residents to store pet food indoors and clean up food spills immediately.
- Remove pet waste from lawns immediately.
- Fix leaky pipes and eliminate standing water in and around homes and businesses.
- Remove fallen fruits, nuts, and other food sources from yards.
- Eliminate fruit-bearing trees from public property and recommend removal from private property in infested areas.
- In impacted neighborhoods, the use of bird feeders should be reduced.

3. Habitat Modification

- Enforce property maintenance code to eliminate clutter and potential rodent nesting sites.
- Promote the trimming of overgrown vegetation and removal of debris.
- Reduce standing water in areas where rodent activity is noticeable.
- Seal cracks and holes in buildings to prevent rodent entry.
- Building permits that require digging shall be conditioned upon including rodent mitigation measures.

B. Monitoring

1. Regular Inspections

- During rental inspections, the properties bait stations will be checked to ensure that rodenticide bait is being used properly.
- Conduct routine inspections of public spaces, parks, and common areas.
- Use traps and tracking powder to monitor rodent activity.

2. Community Reporting System

- Establish a reporting system through See-Click-Fix for residents to notify the Village of rodent sightings.
- Community Development staff will follow up with every See-Click-Fix request. Follow-up may include a site visit to discuss rodent habit and food sources, baiting, or property owner responsibilities.

C. Control

1. Rodenticide Bait Stations

- Continue using third-party vendors for deploying and resupplying rodenticide bait stations to rodent infested areas.
- Ensure bait stations are strategically placed throughout the Village and regularly monitored.

2. Extermination Services

- Require all rental units to maintain a contract with a certified exterminator.
- Require all commercial properties to install and properly refresh rodent bait stations.
- Offer free guidance and support to homeowners seeking professional extermination services.

3. Biological Control

- Explore the use of natural predators, such as barn owls and feral cats, to control rodent populations.
- Promote the installation of owl nesting boxes in suitable locations.

4. Best Management Practices

- The Village will employ a certified Structural Pest Control Technician licensed by the Illinois Department of Public Health (IDPH).
- Rodent abatement will be conducted using the standards established by the National Pest Management Association.
- All activities in the Bensenville Integrated Pest Management Plan will be conducted to maximize effectiveness with consideration of the budget allocation and minimizing harm to people, pets, and the environment.

4. Community Engagement

• Education and Outreach

- Community Development inspectors will provide outreach and free assessments to any resident, property owner, or business inquiring about rodent infestations.
- Distribute educational materials, such as brochures and flyers, to residents.
- Utilize social media and the Village website to share tips and updates on pest management efforts.

• Partnerships

- Collaborate with local businesses, schools, and community organizations to promote rodent prevention measures.
- Partner with neighboring municipalities to share resources and best practices to mitigate regional rodent issues.
- Engage with refuse haulers to ensure that garbage cans and dumpsters are in good repair to reduce access to rodent food sources.

5. Evaluation and Adaptation

• Performance Metrics

- Track the number of reported rodent sightings and infestations.
- Monitor the effectiveness of bait stations and other control measures.

• Review and Adjust

- Regularly review the IPM plan and adjust based on feedback and performance data.
- Stay informed about new IPM techniques and integrate them into the plan as appropriate.

6. Conclusion

By adopting this Integrated Pest Management (IPM) plan, the Village of Bensenville aims to effectively manage rodent infestations through a combination of prevention, monitoring, and control strategies. This comprehensive approach will ensure a healthier, safer, and more pleasant environment for all residents.

From: Mary Ribando
Sent: Thursday, July 25, 2024 7:31 AM
To: Kurtis Pozsgay;Ron Herff;Evan Summers
Subject: Fwd: Online Form Submittal: Contact Executive Assistant

Get [Outlook for iOS](#)

From: noreply@civicplus.com <noreply@civicplus.com>
Sent: Thursday, July 25, 2024 7:34:47 AM
To: Mary Ribando <MRibando@bensenville.il.us>
Subject: Online Form Submittal: Contact Executive Assistant

CAUTION: This email originated from outside of the organization.

Contact Executive Assistant

Please use this form to contact the staff member. This email will be sent directly to the Village Managers Office.

First Name	Lisa
Last Name	Kinlinger
Phone Number	
Email Address	
Your Email Subject	
Your Message	<p>Good morning,</p> <p>For the first time after living here for over 50 years, I have seen a rat on my property. Mohawk Manor being torn down and the construction site underneath 83 bridge at Irving Park Road could be potential reasons why. I called the village, Brandon came out. He said somebody else had to come out and they were on vacation. A week went by and Brandon called me again saying he would come out that day. Nobody showed up. I got another call saying they would be by today. I don't think I</p>

have to explain why I am concerned, rats carry a lot of diseases in their saliva, urine and fecal matter. I would like you to please follow up with Ron and Brandon and make sure that there is a sense of urgency about this problem that my neighbors and I are having. Brandon also spoke to my neighbor, Ted at [REDACTED], and they found rat holes on his property. Ted told Brandon he is OK with people entering his property and setting traps. I said I am OK with traps being set on my property outside of the backyard fenced area. Since no one has come out in these past two weeks, we have found more holes in the front yard. So clearly, they are expanding. Why has no one taken action?

My other question is if these two major construction sites were happening, you are displacing animals why wasn't there preemptive measures at the sites to prevent these disease carrying animals from spreading into our neighborhood?

My third question is, will you make sure that this gets taken care and then monitored?

I would like a phone call from you again. My name is Lisa Kinlinger. My phone number is [REDACTED]. I live at [REDACTED].

[REDACTED].

Thank you.

Email not displaying correctly? [View it in your browser.](#)

From: Mary Ribando
Sent: Thursday, July 25, 2024 7:32 AM
To: Evan Summers;Kurtis Pozsgay;Ron Herff
Subject: Fwd: Online Form Submittal: Contact Village Manager

She sent to you also.

Get [Outlook for iOS](#)

From: noreply@civicplus.com <noreply@civicplus.com>
Sent: Thursday, July 25, 2024 7:28:43 AM
To: Mary Ribando <MRibando@bensenville.il.us>; Mary Ribando <MRibando@bensenville.il.us>
Subject: Online Form Submittal: Contact Village Manager

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[REDACTED].

Thank you.

Email not displaying correctly? [View it in your browser.](#)

From: Kurtis Pozsgay
Sent: Thursday, July 25, 2024 8:13 AM
To: Mary Ribando;Evan Summers;Ron Herff
Subject: RE: Online Form Submittal: Contact Village Manager

Thanks Mary. I'll follow up with Brandon and get to the bottom of this.

From: Mary Ribando <MRibando@bensenville.il.us>
Sent: Thursday, July 25, 2024 7:32 AM
To: Evan Summers <ESummers@bensenville.il.us>; Kurtis Pozsgay <K Pozsgay@bensenville.il.us>; Ron Herff <RHerff@bensenville.il.us>
Subject: Fwd: Online Form Submittal: Contact Village Manager

She sent to you also.

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Contact Village Manager

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First Name	Lisa
Last Name	Kinlinger
Phone Number	
Email Address	
Your Email Subject	

Your Message

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Thank you.

Email not displaying correctly? [View it in your browser.](#)

From: Kurtis Pozsgay
Sent: Thursday, July 25, 2024 9:05 AM
To: [REDACTED]
Cc: Mary Ribando;Evan Summers;Brandon Mui
Subject: RE: Online Form Submittal: Contact Executive Assistant

Ms. Kinlinger,

It is my understanding that you spoke with Ron and Brandon from my office yesterday. Brandon told you that he was coming out with our exterminator today. We have been trying to get ahold of your neighbor Ted, but he has not responded. That is crucial so we can get back onto his property today. Ted has a very overgrown yard, which is a breeding ground for rats. We will be issuing a correction notice for him to clean that up. The exterminator will help determine what additional course of action to be taken.

Mohawk Manor is not a Village of Bensenville project. It's a Wood Dale project so I cannot speak to what they are doing, if anything, about the rodent issue. The Village of Bensenville has instituted a policy that all projects that dig will have to do rodent abatement as a condition of their permit. That includes the work at Irving Park Rd and Rte 83.

We would appreciate if you could help us get ahold of your neighbor so we can move forward with any abatement if necessary. Brandon will be on site later today.

Thank you,

Kurtis Pozsgay, AICP

Director



12 S Center St Bensenville IL 60106

P: (630) 350-3396 L: [linkedin/in/kpozsgay](https://www.linkedin.com/in/kpozsgay)



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Thank you.

Email not displaying correctly? [View it in your browser.](#)

From: SeeClickFix <donotreply@seeclickfix.com>
Sent: Friday, July 26, 2024 12:02 PM
To: Evan Summers
Subject: 311-Dead Animal was just reported by one of your neighbors

CAUTION: This email originated from outside of the organization.



Based on issues you've acted on in the past, we felt you would be interested in this recently reported issue.



311-Dead Animal

We found a dead rat in front of my house on the street, we previously made a report that there were rats on the property and around the alley [more...](#)

[Follow](#)

[Comment](#)

[Share](#)

What's a POI?

"POI" stands for point of interest. You're receiving this POI alert because you've reported, commented on, or voted on issues nearby this one. We strive to only send you issues you'd be interested in, and you can always [click here](#) to manage your POIs.

[Unsubscribe](#) - [Manage your POIs](#)

Copyright SeeClickFix, Inc. All rights reserved.
770 Chapel Street, New Haven, CT 06510



From: Anthony G. Sumner
Sent: Friday, July 26, 2024 2:03 PM
To: Evan Summers;Kurtis Pozsgay;Ron Herff
Cc: Chad Norris
Subject: Confidential Draft Web page
Attachments: Rodent Mitigation Flyer.pdf

Here is a mock-up of the flyer and draft webpage for mitigation. Send me edits and changes. If approved, I will need the activity reports from the contractor and a public link to the GIS mapping.

- <https://www.bensenville.il.us/1279/Rodent-Mitigation-Program>

Flyer Attached.

Copy Content for editing:

FLYER:

The Village of Bensenville Community and Economic Development Department provides incorporated single-family residential properties with a free rodent mitigation program.

Services Include:

- **Inspection of property for rat activity**
- **Placing bait stations when activity is occurring**
- **Treatment of burrows through contracted Pest Control Services**
- **Informing property owners of preventive measures.**

To participate or report a concern, use the SeeClickFix mobile app, Report a Concern on our website, or call **(630) 350-3413**

WEBSITE:

Rodent Mitigation Program

The Village of Bensenville takes a proactive approach to rodent control to ensure the health and safety of our residents. Alongside enhanced enforcement of property maintenance and control measures within public alleyways, the Village offers a free rodent mitigation program for incorporated single-family residential properties that wish to install bait stations on their private property.

- View the Municipal Integrated Pest Management (IPM) Plan [here](#).
-

Rats live in areas where there is water, food, and shelter. Rat activity can be controlled and prevented by bagging garbage securely in containers, Not placing food scraps outside, picking up loose birdseed, Maintaining the property, and cleaning up after dogs.

We firmly believe that together, we can successfully tackle the rodent challenge in our community. Your cooperation and active participation are crucial to achieving a rat-free environment in Bensenville.

Thank you for your commitment to this program and for contributing to a cleaner and safer Village.

Program Details

The Community Development Department tracks and investigates service requests and complaints, inspects alleys and properties for rodents, and provides baiting and exterior treatment for residential properties at no cost to incorporated single-family residential properties. Good property management is essential to controlling the rodent population. If rat burrows are identified, the property will be added to the treatment list for our licensed pest control contractor.

To participate in the program, report activity through our website, the SeeClickFix mobile app, or by calling (630) 350-3413. Our staff will schedule an inspection of your property to determine the necessary actions.

Prevention Methods

It is important for all residents to take measures to avoid attracting pests, including:

- Ensuring garbage is kept contained within trash cans.
- Picking up pet waste and not feeding animals outdoors.
- Keeping weeds and grass from becoming overgrown.
- Removing piles of branches, wood, or other debris.
- Avoid keeping open compost bins.

Activity Reports

Rodent Hot Zone GIS Map

Anthony G. Sumner

Marketing & Communications Manager



12 South Center Street, Bensenville, IL 60106

P: 630.350.3423 C: 630.401.7088 E: asumner@bensenville.il.us





BENSENVILLE
COMMUNITY & ECONOMIC
DEVELOPMENT

RODENT MITIGATION PROGRAM

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LEARN MORE

From: Kurtis Pozsgay
Sent: Friday, July 26, 2024 2:08 PM
To: Anthony G. Sumner;Evan Summers;Ron Herff
Cc: Chad Norris
Subject: RE: Confidential Draft Web page

Looks good to me. Can we add something about our rental requirements? Here's the code we approved last year

https://codelibrary.amlegal.com/codes/bensenvilleil/latest/bensenville_il/0-0-0-4549

6-2-6: INSECT AND RODENT CONTROL:

...

C. All residential rental properties and multi-family properties, including, but not limited to, condominiums, apartments, and modular or manufactured housing, shall be treated not less than on a monthly basis by a licensed rodent control company. Activity result reports and/or receipts shall be made available to the village upon request of a village inspector.

...

Kurtis

From: Anthony G. Sumner <ASumner@bensenville.il.us>
Sent: Friday, July 26, 2024 2:03 PM
To: Evan Summers <ESummers@bensenville.il.us>; Kurtis Pozsgay <KPozsgay@bensenville.il.us>; Ron Herff <RHerff@bensenville.il.us>
Cc: Chad Norris <CNorris@bensenville.il.us>
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Activity Reports

Rodent Hot Zone GIS Map

Anthony G. Sumner
Marketing & Communications Manager



12 South Center Street, Bensenville. IL 60106

P: 630.350.3423 C: 630.401.7088 E: asumner@bensenville.il.us



From: Anthony G. Sumner
Sent: Friday, July 26, 2024 2:19 PM
To: Kurtis Pozsgay
Cc: Evan Summers; Ron Herff; Chad Norris
Subject: Re: Confidential Draft Web page

Yeah- we can add that, I just have to figure out how to thread it in- because it's separate from the free residential program. Should we put the business requirements also?

Anthony Sumner

Marketing & Communications Manager,
Village of Bensenville
630.350.3423

On Jul 26, 2024, at 2:07 PM, Kurtis Pozsgay <KPozsgay@bensenville.il.us> wrote:

Looks good to me. Can we add something about our rental requirements? Here's the code we approved last year

https://codelibrary.amlegal.com/codes/bensenvilleil/latest/bensenville_il/0-0-0-4549

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Kurtis

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Cc: Chad Norris <CNorris@bensenville.il.us>
Subject: Confidential Draft Web page

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Activity Reports

Rodent Hot Zone GIS Map

Anthony G. Sumner

Marketing & Communications Manager

<image001.jpg>

12 South Center Street, Bensenville. IL 60106

P: 630.350.3423 C: 630.401.7088 E: asumner@bensenville.il.us

<image002.png>

<image003.png>

<image004.png>

From: Kurtis Pozsgay
Sent: Friday, July 26, 2024 2:22 PM
To: Anthony G. Sumner
Cc: Evan Summers; Ron Herff; Chad Norris
Subject: RE: Confidential Draft Web page

Not, you can keep the business stuff separate/off. I think it's clear this is a residential only program. Just need a small footnote that it's not meant for rentals.

From: Anthony G. Sumner <ASumner@bensenville.il.us>
Sent: Friday, July 26, 2024 2:19 PM
To: Kurtis Pozsgay <KPozsgay@bensenville.il.us>
Cc: Evan Summers <ESummers@bensenville.il.us>; Ron Herff <RHerff@bensenville.il.us>; Chad Norris <CNorris@bensenville.il.us>
Subject: Re: Confidential Draft Web page

Yeah- we can add that, I just have to figure out how to thread it in- because it's separate from the free residential program. Should we put the business requirements also?

Anthony Sumner

Marketing & Communications Manager,
Village of Bensenville
630.350.3423

On Jul 26, 2024, at 2:07 PM, Kurtis Pozsgay <KPozsgay@bensenville.il.us> wrote:

Looks good to me. Can we add something about our rental requirements? Here's the code we approved last year

https://codelibrary.amlegal.com/codes/bensenvilleil/latest/bensenville_il/0-0-0-4549

6-2-6: INSECT AND RODENT CONTROL:

...

C. All residential rental properties and multi-family properties, including, but not limited to, condominiums, apartments, and modular or manufactured housing, shall be treated not less than on a monthly basis by a licensed rodent control company. Activity result reports and/or receipts shall be made available to the village upon request of a village inspector.

...

Kurtis

From: Anthony G. Sumner <ASumner@bensenville.il.us>

Sent: Friday, July 26, 2024 2:03 PM

To: Evan Summers <ESummers@bensenville.il.us>; Kurtis Pozsgay <KPozsgay@bensenville.il.us>; Ron Herff <RHerff@bensenville.il.us>

Cc: Chad Norris <CNorris@bensenville.il.us>

Subject: Confidential Draft Web page

Here is a mock-up of the flyer and draft webpage for mitigation. Send me edits and changes. If approved, I will need the activity reports from the contractor and a public link to the GIS mapping.

1. <https://www.bensenville.il.us/1279/Rodent-Mitigation-Program>

Flyer Attached.

Copy Content for editing:

FLYER:

The Village of Bensenville Community and Economic Development Department provides incorporated single-family residential properties with a free rodent mitigation program.

Services Include:

1. **Inspection of property for rat activity**
2. **Placing bait stations when activity is occurring**
3. **Treatment of burrows through contracted Pest Control Services**
4. **Informing property owners of preventive measures.**

To participate or report a concern, use the SeeClickFix mobile app, Report a Concern on our website, or call **(630) 350-3413**

WEBSITE:

Rodent Mitigation Program

The Village of Bensenville takes a proactive approach to rodent control to ensure the health and safety of our residents. Alongside enhanced enforcement of property maintenance and control measures within public alleyways, the Village offers a free rodent mitigation program for incorporated single-family residential properties that wish to install bait stations on their private property.

1. View the Municipal Integrated Pest Management (IPM) Plan [here](#).
- 2.

Rats live in areas where there is water, food, and shelter. Rat activity can be controlled and prevented by bagging garbage securely in containers, Not placing food scraps outside, picking up loose birdseed, Maintaining the property, and cleaning up after dogs.

We firmly believe that together, we can successfully tackle the rodent challenge in our community. Your cooperation and active participation are crucial to achieving a rat-free environment in Bensenville.

Thank you for your commitment to this program and for contributing to a cleaner and safer Village.

Program Details

The Community Development Department tracks and investigates service requests and complaints, inspects alleys and properties for rodents, and provides baiting and exterior treatment for residential properties at no cost to incorporated single-family residential properties. Good property management is essential to controlling the rodent population. If rat burrows are identified, the property will be added to the treatment list for our licensed pest control contractor.

To participate in the program, report activity through our website, the SeeClickFix mobile app, or by calling (630) 350-3413. Our staff will schedule an inspection of your property to determine the necessary actions.

Prevention Methods

It is important for all residents to take measures to avoid attracting pests, including:

1. Ensuring garbage is kept contained within trash cans.
2. Picking up pet waste and not feeding animals outdoors.
3. Keeping weeds and grass from becoming overgrown.
4. Removing piles of branches, wood, or other debris.
5. Avoid keeping open compost bins.

Activity Reports

Rodent Hot Zone GIS Map

Anthony G. Sumner

Marketing & Communications Manager

<image001.jpg>

12 South Center Street, Bensenville. IL 60106

P: 630.350.3423 C: 630.401.7088 E: asumner@bensenville.il.us

<image002.png>

<image003.png>

<image004.png>

From: Ron Herff
Sent: Friday, July 26, 2024 2:51 PM
To: Anthony G. Sumner
Cc: Evan Summers;Kurtis Pozsgay;Chad Norris
Subject: Re: Confidential Draft Web page

It looks good to me
Thank you
Sent from my iPhone

On Jul 26, 2024, at 2:02 PM, Anthony G. Sumner <ASumner@bensenville.il.us> wrote:

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Activity Reports

Rodent Hot Zone GIS Map

Anthony G. Sumner

Marketing & Communications Manager

<image001.jpg>

12 South Center Street, Bensenville, IL 60106

P: 630.350.3423 C: 630.401.7088 E: asumner@bensenville.il.us

<image002.png>

<image003.png>

<image004.png>

<Rodent Mitigation Flyer.pdf>

From: Anthony G. Sumner
Sent: Sunday, July 28, 2024 7:55 AM
To: Kurtis Pozsgay;Evan Summers;Ron Herff
Cc: Chad Norris
Subject: Re: Confidential Draft Web page

Updates completed (changed header graphic, adding rental/multifamily code) Waiting for the following:

- Public GIS MAP
- Public Municipal Integrated Pest Management (IPM) Plan document
- Activity Reports from Pest Control (If we decide to use those)

<https://www.bensenville.il.us/1279/Rodent-Mitigation-Program>

Once this is complete and launched- Ill make an overall Pest Control landing page in the Resources for Residents section that links out to:

- Rodent Mitigation
- Skunk Trapping
- Mosquito Abatement
- Emerald Ash Borer
- Spongy Moths

Anthony G. Sumner
Marketing & Communications Manager



12 South Center Street, Bensenville. IL 60106

P: 630.350.3423 C: 630.401.7088 E: asumner@bensenville.il.us



From: Kurtis Pozsgay <KPOzsgay@bensenville.il.us>

Sent: Friday, July 26, 2024 2:07 PM

To: Anthony G. Sumner <ASumner@bensenville.il.us>; Evan Summers <ESummers@bensenville.il.us>; Ron Herff <RHerff@bensenville.il.us>

Cc: Chad Norris <CNorris@bensenville.il.us>

Subject: RE: Confidential Draft Web page

Looks good to me. Can we add something about our rental requirements? Here's the code we approved last year

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6-2-6: INSECT AND RODENT CONTROL:

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...

Kurtis

From: Anthony G. Sumner <ASumner@bensenville.il.us>

Sent: Friday, July 26, 2024 2:03 PM

To: Evan Summers <ESummers@bensenville.il.us>; Kurtis Pozsgay <KPozsgay@bensenville.il.us>; Ron Herff <RHerff@bensenville.il.us>

Cc: Chad Norris <CNorris@bensenville.il.us>

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- View the Municipal Integrated Pest Management (IPM) Plan here.
-

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- Keeping weeds and grass from becoming overgrown.
- Removing piles of branches, wood, or other debris.
- Avoid keeping open compost bins.

Activity Reports

Rodent Hot Zone GIS Map

Anthony G. Sumner

Marketing & Communications Manager



12 South Center Street, Bensenville. IL 60106

P: 630.350.3423 C: 630.401.7088 E: asumner@bensenville.il.us



From: Ron Herff
Sent: Wednesday, July 31, 2024 10:56 AM
To: Kurtis Pozsgay
Cc: Evan Summers
Subject: FW: Service Agreements Pest Control
Attachments: copy of service agreement 2.xlsx; village of bensenville service agreement.xlsx

Service agreement form Riteway pest control for both the resident and between Riteway and the Village.

Ron Herff
Deputy Director/Fire Marshall
Community & Economic Development

Village of Bensenville
12 S Center Street
Bensenville, IL 60106

Office: 630-594-1009
Cell: 630-880-9622
Fax: 630-350-3449



Please note: The Village of Bensenville will be updating our codes to the 2021 International code sets as well as adopting the 2023 National Electrical Code by April. 1st 2024

From: Kathy Stass <kathy@ritewaypestcontrol.com>
Sent: Wednesday, July 31, 2024 10:25 AM
To: Ron Herff <RHerff@bensenville.il.us>
Subject: Service Agreements

CAUTION: This email originated from outside of the organization.

Good morning Ron,

Attached is the village of Bensenville service agreement and then the service agreement template. Let me know if you need anything else.

Have a great rest of your day!

Sincerely,
Kathy Stass
Office Manager
Riteway Pest Control, Inc
747 Church Rd, Ste C6
Elmhurst, IL 60126
630-595-1105
kathy@ritewaypestcontrol.com

There is only one way... "*The Riteway*"



Pest Control, Inc.

747 Church Rd, Ste C6
Elmhurst, IL 60126
Phone (630) 595-1105

SERVICE AGREEMENT

CUSTOMER NAME: Village of Bensenville TELEPHONE: _____

SERVICE ADDRESS: _____

CITY: _____ ZIP C _____

TECHNICIANS CONTACT: _____

TECHNICIANS NAME _____

1. Riteway agrees to conduct a minimum of Monthly inspections and treatments per annum control and preventions of the following pests: ☒ Ants ☒ Rats ☒ Mice ☒ Cockroaches ☒ Other _____

Monthly rodent service for village residences

\$75.00 monthly fee per residence / \$30.00 per rodent box needed

6 month contract per residence, but can be extended upon request

2. It is understood by both parties, that this agreement is in effect for a period of one year from the date her thereafter, but may be terminated by a thirty day written notice.

3. Customer agrees to pay for the above services in the amount of _____ for the _____ per MONTH. Payment being due at time of service. Customer further agrees to reasonable attorney fees if suit be instituted for the collection of these charges.

4. Pharaoh Ants, Carpenter Ants and Bed Bugs are excluded from this agreement since they require a special service can be provided upon special request from the customer and payment of the appropriate charges.

From: Kurtis Pozsgay
Sent: Wednesday, July 31, 2024 2:30 PM
To: Ron Herff;Evan Summers
Subject: RE: Service Agreements Pest Control
Attachments: Riteway-Village Service Agreement 07.31.24.pdf

Ron,

Talk to them about doing just one general contract with the Village. I've filled in what they sent, but it doesn't quite make sense based on their standard contract. If this works for them, then we'll have Evan sign. We can then work with them on individual service orders for each issue we find. I think they're standard agreement works fine for that, but it would still be the Village signing off.

Evan, I mis-heard the costs. We are probably going to want to take this to Board for approval or do a budget amendment or something. It's \$75 per month for 6 months at a time plus possible additional stations at \$30 a pop. Minimum \$450 total per issue. That only about 22 total stations to stay under \$10,000.

Kurtis Pozsgay, AICP
Director



12 S Center St Bensenville IL 60106
P: (630) 350-3396 L: [linkedin/in/kpozsgay](https://www.linkedin.com/in/kpozsgay)



From: Ron Herff <RHerff@bensenville.il.us>
Sent: Wednesday, July 31, 2024 10:56 AM
To: Kurtis Pozsgay <KPozsgay@bensenville.il.us>
Cc: Evan Summers <ESummers@bensenville.il.us>
Subject: FW: Service Agreements Pest Control

Service agreement form Riteway pest control for both the resident and between Riteway and the Village.

Ron Herff
Deputy Director/Fire Marshall
Community & Economic Development

Village of Bensenville
12 S Center Street

Bensenville, IL 60106

Office: 630-594-1009

Cell: 630-880-9622

Fax: 630-350-3449



Please note: The Village of Bensenville will be updating our codes to the 2021 International code sets as well as adopting the 2023 National Electrical Code by April. 1st 2024

From: Kathy Stass <kathy@ritewaypestcontrol.com>

Sent: Wednesday, July 31, 2024 10:25 AM

To: Ron Herff <RHerff@bensenville.il.us>

Subject: Service Agreements

CAUTION: This email originated from outside of the organization.

Good morning Ron,

Attached is the village of Bensenville service agreement and then the service agreement template. Let me know if you need anything else.
Have a great rest of your day!

Sincerely,
Kathy Stass
Office Manager
Riteway Pest Control, Inc
747 Church Rd, Ste C6
Elmhurst, IL 60126
630-595-1105
kathy@ritewaypestcontrol.com

There is only one way... "**The Riteway**"



Pest Control, Inc.

747 Church Rd, Ste C6
Elmhurst, IL 60126
Phone (630) 595-1105

SERVICE AGREEMENT

CUSTOMER NAME: Village of Bensenville TELEPHONE: 630-350-3413

SERVICE ADDRESS: 12 S Center St

CITY: Bensenville IL ZIP CODE: 60106

TECHNICIANS CONTACT: -

TECHNICIANS NAME -

1. Riteway agrees to conduct a minimum of Monthly inspections and treatments per annum for the elimination, control and preventions of the following pests: ☒ Ants ☒ Rats ☒ Mice ☒ Cockroaches ☒ Other -

Monthly rodent service for village residences

\$75.00 monthly fee per residence / \$30.00 per rodent box needed

6 month contract per residence, but can be extended upon request

2. It is understood by both parties, that this agreement is in effect for a period of one year from the date hereof and shall continue thereafter, but may be terminated by a thirty day written notice.

3. Customer agrees to pay for the above services in the amount of - for the first month and thereafter - per MONTH. Payment being due at time of service. Customer further agrees to pay all costs and reasonable attorney fees if suit be instituted for the collection of these charges.

4. Pharaoh Ants, Carpenter Ants and Bed Bugs are excluded from this agreement since they require a specialized type of treatment. This service can be provided upon special request from the customer and payment of the appropriate charges.

5. Riteway further agrees to use only E.P.A. approved pesticides and to use them in a competent and professional manner.

Authorized Signature

Signed for Riteway Pest Control, Inc.

Keith E Stass

DATE _____

DATE _____

"There is only one way....The **Riteway!**"

From: Mary Ribando
Sent: Thursday, August 1, 2024 3:00 PM
To: Evan Summers;Frank DeSimone;Kurtis Pozsgay
Cc: Ron Herff
Subject: FW: Rodent (rats) Issue
Attachments: IMG_9187.MOV

From: Kristin Henriksen [REDACTED] >
Sent: Thursday, August 1, 2024 2:54 PM
To: Village President <VPresident@bensenville.il.us>; Mary Ribando <MRibando@bensenville.il.us>
Cc: [REDACTED]
Subject: Fw: Rodent (rats) Issue

CAUTION: This email originated from outside of the organization.

Dear Frank and Evan- I am writing to you to beg for your assistance in what is a Public Health topic for the town of Bensenville.

RAT INFESTATION(s).

My family has lived in Bensenville for 50 years and we have NEVER had RATS. This is a safety issue. Below you can bore yourself with the reading our email trail of numerous attempts to get assistance, and lacking support, as well as our hours of phone calls and unreturned messages that are not reflected here.

What is for sure not shown in this email is our fear for our children, pets and ourselves for a public safety issue. Bensenville is a great town and I am proud of my town. 50 years of tax dollars given to this town. And WE are being told because of our address in White Pines we cannot be helped. This is simply unacceptable and we are tired of getting the run around. Before you get the inclination of telling me to reach out to DuPage county- they have not helped and have sent us running in circles. I realize this MIGHT be the first your learning of this topic, however I'd be shocked that you weren't made aware, because there is a Bensenville social media group where over 70 people have reported rats. Those are the people who took time to post, we have jobs and lives that we are trying to manage. And we are tired of this. People have shared that they have reached out to the Village and some guy named Brandon has visited their homes, he's set out a couple traps/poison boxes. This is beyond Brandon. Pest control at this level should not be our responsibility. This isn't a couple of mice. Our count between our two houses is now up to 60 plus in 6 weeks. And this number is only because we have so many traps that we have had to pay hundreds of dollars for.

We cannot get ahead of this. Poison, traps, are not working to get ahead of this. We need help from our town, rats mate and birth at a speed that we have been unsuccessful in getting ahead of. I am no longer confident in our health safety in doing this. Now we have citizens taking these matters into their own hands . Then citizens using pest control entities that if not careful can cause harm- or worse death to children and pets because of toxin levels that can seep into homes. Such as this horrifying story here:

<https://www.youtube.com/watch?v=XzAmkfRGFgc>

Unfortunately 2 children died in this case. Additionally rats carry DISEASE this is problematic for our TOWN. Rats don't know boundaries of unincorporated as your village representative below has stated. They're by McDonald's, they are in White Pines, they are in Wood Dale - in many areas of Bensenville. This is a Bensenville problem.- not my ISSUE as Kurtis Pazsgay tells me here below. We have been trying to handle this problem. We need your help.

The reason we are contacting you is to confirm that you are made aware of this before future action will be imperative in taking.

Do the major news outlets need to cover this? Do we need to get the blow up strike rats to put out to get more exposure on this so we can get help? Do your citizens need to seek litigation? Does Bensenville want this associated with it's town?

Frank I believe you live in this town- are they on your property? Is your family's health at risk because of these rats? It may not be a problem currently but certainly these rodents have a way of getting in.... I say this because this is everyone's problem and it's in an emergency state and we need our town to protect us. We are looking to you, gentleman, to take this over and solve it.

Please advise immediately of what our options are. Winter is coming and we do not wish for this to elevate further.

I'll close with encouraging you to view the attached video that shows 4 rats in traps as results of our efforts. This is real.

We appreciate your immediate attention to this matter.

Kristin Henriksen

Becky Geils Tooley

----- Forwarded Message -----

From: Kristin Henriksen [REDACTED] >

To: Kurtis Pozsgay <kpozsgay@bensenville.il.us>; [REDACTED] >

Cc: Ron Herff <rherff@bensenville.il.us>

Sent: Thursday, August 1, 2024 at 01:00:25 PM CDT

Subject: Re: Rodent (rats) Issue

We have reached out to the county spent hours on the phone trying to track incorrect contacts down. Then filed complaints as you have suggested noone has come out

Meanwhile our count is at 60 and climbing. There are children and pets and adults being affected by this. We are of simple means and are appeals to our town to HELP.

Please explain to us what our tax dollars are paying for if we live within the town of Bensenville and you are unwilling to assist with a matter such as this? Why won't our own town help us? The problem is getting bigger. What will it take to get Bensenville to handle this?

A town such as Skokie assists in rat abatement-a google search can provide you these details.

I am astounded by this positioning.

Unacceptable

[Sent from Yahoo Mail for iPhone](#)

On Wednesday, July 24, 2024, 11:00 AM, Kurtis Pozsgay <KPOzsgay@bensenville.il.us> wrote:

Mrs. Henrikson and Tooley,

While we appreciate your concerns with rodent issues, you are unincorporated and we have no authority to do anything about the issue on your properties. I have reached out to the County, and they provided me with the following information.

Unincorporated Bensenville property owners can file a complaint about rats here: <https://eco.dupagehealth.org/#/subm0/1>

Or they can contact the DuPage County Health Department Environmental Services and schedule an inspection. Contact numbers are:

- Assistance with submitting applications (630) 682-7400
- Technical Support (630) 221-7530

Kurtis Pozsgay, AICP

Director



12 S Center St Bensenville IL 60106

P: (630) 350-3396 L: [linkedin/in/kpozsgay](https://www.linkedin.com/in/kpozsgay)



From: Becky tooley [REDACTED] >
Sent: Wednesday, July 24, 2024 10:23 AM
To: Kristin Henriksen [REDACTED] >
Cc: Ron Herff <RHerff@bensenville.il.us>
Subject: Re: Rodent (rats) Issue

CAUTION: This email originated from outside of the organization.

Ron,

Here is a video of ONE night of rats caught in my back yard. I have lives here for 42 years and we have never saw one rat. Now I am catching them like a kid catches candy at a parade.

Something needs to be done.

Becky Tooley

On Tue, Jul 23, 2024 at 3:07 PM Kristin Henriksen <[REDACTED]> wrote:

*Doesn't want publicity of rats

Thank you,
Kristin Henriksen

> On Jul 23, 2024, at 3:01 PM, Kristin Henriksen <[REDACTED]> wrote:

>

> Hi Ron-

> What can you advise

> I can't imagine that Bensenville what's publicity of rats for its city. We are appealing to someone that can help?

> Thank you,

> Kristin Henriksen

>

>> On Jul 15, 2024, at 11:10 AM, Kristin Henriksen <[REDACTED]> wrote:

>>

>> Hi Ron-

>> Appreciate your getting back to me.

>> It's actually [REDACTED].

>> This is unincorporated

>> but your response is not acceptable as this is a Bensenville issue as a whole. As well as Wood Dale and surrounding Bensenville not just White Pines neighborhood.

>> These rats are at Mc Donald's seen all over Bensenville . Facebook Community groups showing over 70 plus comments of people sharing their disgust with the volume of rats in our town where live and our children and pets LIVE . This is an infestation that MANY homes are being affected by.

Bensenville, be it the village or unincorporated- it needs to be addressed

>> Rats are not aware of boundaries that you are seeming to define. Our being, hiring exterminators and having to repair our homes because of damages caused by the rats is not our responsibility. Let alone the safety and health concerns.

>> We are pleading for Bensenville's assistance.

>> Copied here is my neighbor who's has caught 34 rats .

>> We've done proper remediation to our homes and we still cannot get ahead of them. They KEEP coming.

>> Please don't push us to the side because of our address.

>> Please advise as to steps that we all are going to take to solve this.

>>

>> Thank you,

>> Kristin Henriksen

>>

>>>> On Jun 27, 2024, at 7:03 PM, Ron Herff <RHerff@bensenville.il.us> wrote:

>>>

>>> Are you in the County [REDACTED] ?

>>>

>>> If so the Village will not be able to assist.

>>>

>>> If you are in the village we can come out and see what's going on.

>>>

>>> Ron Herff

>>> Sent from my iPhone

>>>

>>>> On Jun 27, 2024, at 10:38 AM, Kristin Henriksen <[REDACTED]> wrote:

>>>

>>> CAUTION: This email originated from outside of the organization.

>>>

>>>

>>>

>>> Hello Ron-

>>> I live at [REDACTED] in Bensenville

>>> Between my neighbor and I we have trapped 25 plus rats near and in our home(s) /garages

>>> We have been trying to tackle this and need assistance

>>> Can you help us?

>>> Thank you,

>>> Kristin Henriksen [REDACTED]

From: Kurtis Pozsgay
Sent: Thursday, August 1, 2024 4:22 PM
To: Evan Summers;Anthony G. Sumner;Ron Herff
Cc: Chad Norris
Subject: RE: Confidential Draft Web page
Attachments: Bensenville Integrated Pest Management.pdf

I think this looks good. I've branded it and cleaned it up a bit. Let me know what you think, but I think it's ready for the website.

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Kurtis Pozsgay, AICP
Director



12 S Center St Bensenville IL 60106
P: (630) 350-3396 L: [linkedin/in/kpozsgay](https://www.linkedin.com/in/kpozsgay)



From: Evan Summers <ESummers@bensenville.il.us>
Sent: Tuesday, July 30, 2024 5:07 PM
To: Anthony G. Sumner <ASumner@bensenville.il.us>; Kurtis Pozsgay <KPozsgay@bensenville.il.us>; Ron Herff <RHerff@bensenville.il.us>
Cc: Chad Norris <CNorris@bensenville.il.us>
Subject: RE: Confidential Draft Web page

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- Public GIS MAP
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<https://www.bensenville.il.us/1279/Rodent-Mitigation-Program>

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- Rodent Mitigation
- Skunk Trapping
- Mosquito Abatement
- Emerald Ash Borer
- Spongy Moths

Anthony G. Sumner
Marketing & Communications Manager



12 South Center Street, Bensenville, IL 60106
P: 630.350.3423 C: 630.401.7088 E: asumner@bensenville.il.us



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https://codelibrary.amlegal.com/codes/bensenvilleil/latest/bensenville_il/0-0-0-4549

6-2-6: INSECT AND RODENT CONTROL:

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C. All residential rental properties and multi-family properties, including, but not limited to, condominiums, apartments, and modular or manufactured housing, shall be treated not less than on a monthly basis by a

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Flyer Attached.

Copy Content for editing:

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Services Include:

- **Inspection of property for rat activity**
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- View the Municipal Integrated Pest Management (IPM) Plan [here](#).
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Rats live in areas where there is water, food, and shelter. Rat activity can be controlled and prevented by bagging garbage securely in containers, Not placing food scraps outside, picking up loose birdseed, Maintaining the property, and cleaning up after dogs.

We firmly believe that together, we can successfully tackle the rodent challenge in our community. Your cooperation and active participation are crucial to achieving a rat-free environment in Bensenville.

Thank you for your commitment to this program and for contributing to a cleaner and safer Village.

Program Details

The Community Development Department tracks and investigates service requests and complaints, inspects alleys and properties for rodents, and provides baiting and exterior treatment for residential properties at no cost to incorporated single-family residential properties. Good property management is essential to controlling the rodent population. If rat burrows are identified, the property will be added to the treatment list for our licensed pest control contractor.

To participate in the program, report activity through our website, the SeeClickFix mobile app, or by calling (630) 350-3413. Our staff will schedule an inspection of your property to determine the necessary actions.

Prevention Methods

It is important for all residents to take measures to avoid attracting pests, including:

- Ensuring garbage is kept contained within trash cans.
- Picking up pet waste and not feeding animals outdoors.
- Keeping weeds and grass from becoming overgrown.
- Removing piles of branches, wood, or other debris.
- Avoid keeping open compost bins.

Activity Reports

Rodent Hot Zone GIS Map

Anthony G. Sumner
Marketing & Communications Manager



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Municipal Integrated Pest Management (IPM) Plan

Village of Bensenville

1. Introduction

The Village of Bensenville is committed to ensuring a safe and healthy environment for all residents. Effective management of rodent infestations is critical to this mission. Bensenville's Integrated Pest Management (IPM) approach emphasizes prevention, monitoring, and control to manage rodent populations in an environmentally responsible manner. This plan outlines our comprehensive strategy for addressing rodent infestations within the Village.

2. Objectives

- Reduce rodent populations in Bensenville.
- Minimize health risks associated with rodent infestations.
- Implement sustainable and environmentally conscious pest control practices.
- Engage the community in proactive rodent prevention efforts.

3. Integrated Pest Management (IPM) Strategies

A. Prevention

1. Sanitation and Waste Management

- Ensure proper waste disposal and regular garbage collection.
- Promote secure storage of food waste in rodent-proof containers.
- Conduct public awareness campaigns on proper waste management practices.

2. Elimination of Food and Water Sources

- Mandate that restaurants and food manufacturers use rodent proof waste receptacles and have sufficient refuse pickups.
- Encourage residents to store pet food indoors and clean up food spills immediately.
- Remove pet waste from lawns immediately.
- Fix leaky pipes and eliminate standing water in and around homes and businesses.
- Remove fallen fruits, nuts, and other food sources from yards.
- Eliminate fruit-bearing trees from public property and recommend removal from private property in infested areas.
- In impacted neighborhoods, the use of bird feeders should be reduced.

3. Habitat Modification

- Enforce property maintenance code to eliminate clutter and potential rodent nesting sites.
- Promote the trimming of overgrown vegetation and removal of debris.
- Reduce standing water in areas where rodent activity is noticeable.
- Seal cracks and holes in buildings to prevent rodent entry.
- Building permits that require digging shall be conditioned upon including rodent mitigation measures.

B. Monitoring

1. Regular Inspections

- During rental inspections, the properties bait stations will be checked to ensure that rodenticide bait is being used properly.
- Conduct routine inspections of public spaces, parks, and common areas.
- Use traps and tracking powder to monitor rodent activity.

2. Community Reporting System

- Establish a reporting system through See-Click-Fix for residents to notify the Village of rodent sightings.
- Community Development staff will follow up with every See-Click-Fix request. Follow-up may include a site visit to discuss rodent habit and food sources, baiting, or property owner responsibilities.

C. Control

1. Rodenticide Bait Stations

- Continue using third-party vendors for deploying and resupplying rodenticide bait stations to rodent infested areas.
- Ensure bait stations are strategically placed throughout the Village and regularly monitored.

2. Extermination Services

- Require all rental units to maintain a contract with a certified exterminator.
- Require all commercial properties to install and properly refresh rodent bait stations.
- Offer free guidance and support to homeowners seeking professional extermination services.

3. Biological Control

- Explore the use of natural predators, such as barn owls and feral cats, to control rodent populations.
- Promote the installation of owl nesting boxes in suitable locations.

4. Best Management Practices

- The Village will employ a certified Structural Pest Control Technician licensed by the Illinois Department of Public Health (IDPH).
- Rodent abatement will be conducted using the standards established by the National Pest Management Association.
- All activities in the Bensenville Integrated Pest Management Plan will be conducted to maximize effectiveness with consideration of the budget allocation and minimizing harm to people, pets, and the environment.

4. Community Engagement

- **Education and Outreach**

- Community Development inspectors will provide outreach and free assessments to any resident, property owner, or business inquiring about rodent infestations.
- Distribute educational materials, such as brochures and flyers, to residents.
- Utilize social media and the Village website to share tips and updates on pest management efforts.

- **Partnerships**

- Collaborate with local businesses, schools, and community organizations to promote rodent prevention measures.
- Partner with neighboring municipalities to share resources and best practices to mitigate regional rodent issues.
- Engage with refuse haulers to ensure that garbage cans and dumpsters are in good repair to reduce access to rodent food sources.

5. Evaluation and Adaptation

- **Performance Metrics**

- Track the number of reported rodent sightings and infestations.
- Monitor the effectiveness of bait stations and other control measures.

- **Review and Adjust**

- Regularly review the IPM plan and adjust based on feedback and performance data.
- Stay informed about new IPM techniques and integrate them into the plan as appropriate.

6. Conclusion

By adopting this Integrated Pest Management (IPM) plan, the Village of Bensenville aims to effectively manage rodent infestations through a combination of prevention, monitoring, and control strategies. This comprehensive approach will ensure a healthier, safer, and more pleasant environment for all residents.

From: Kurtis Pozsgay
Sent: Thursday, August 1, 2024 4:25 PM
To: Ron Herff;Evan Summers
Subject: Riteway Pest Management Agreement
Attachments: Bensenville-Riteway Pest Management Agreement.docx; Riteway-Village Service Agreement 07.31.24.pdf

I used Wood Dale's contract to try and come up with something for Riteway as they didn't have a standard contract. I think it needs some work, so let me know what you think. We would attach the previously received Service Contract to it which outlines the costs.

Kurtis Pozsgay, AICP

Director



12 S Center St Bensenville IL 60106

P: (630) 350-3396 L: [linkedin/in/kpozsgay](https://www.linkedin.com/in/kpozsgay)



VILLAGE OF BENSENVILLE

FY 2024 RAT MITIGATION PROGRAM CONTRACT

This CONTRACT, made and entered into this ____ day of ____ 2024, by and between the VILLAGE OF BENSENVILLE, an Illinois municipal corporation (hereinafter "VILLAGE"), and RITEWAY PEST CONTROL, INC. an Illinois corporation (hereinafter "Contractor").

RECITALS

WHEREAS, the Village desires to engage the Contractor to provide services (hereinafter "**Work**"), located within the corporate limits of the Village of Bensenville; and

WHEREAS, the Contractor represents itself to be in compliance with Illinois Statutes relating to all matters affecting its status as a corporation operating as a general contractor within the State of Illinois and to have the necessary expertise and experience to furnish such services for the Work upon the terms and conditions set forth herein below:

NOW, THEREFORE, in consideration of the mutual promises herein contained, it is hereby agreed by and between the Village and the Contractor that:

I. SCOPE OF SERVICES

The Scope of Services shall be as set forth in the "Service Contract" prepared by the Contractor. Should there be a conflict in terms between this Contract and the other documents, which are a component part hereof, this Document shall control.

II. PERFORMANCE OF WORK

The Contractor shall perform all work, furnishing all materials and labor, and shall abide by the terms of this Contract and the requirements of the Village.

III. TERM

This contract shall take effect upon the date of approval by the Village Board and continue through December 31, 2024.

IV. RENEWAL

At the end of the one (1) year term, and each subsequent term thereafter, and by mutual agreement of the parties, this contract may be extended for an additional one (1) year term. Prior to each term expiring, the Contractor shall submit updated pricing for the Work for acceptance by the Village. The Village reserves the right to request other proposals from qualified contractors or to request a change in the scope of work for which the Contractor

may alter their pricing. Should the Contractor no longer be able to provide the requested services for subsequent terms, the Contractor shall notify the Village in writing prior to expiration of the Contract.

V. PAYMENT TO THE CONTRACTOR

For the Work, the Contractor shall be paid in accordance with the Service Contract. The Village shall make payments to the Contractor within 30 days after completion of the Work and upon receipt of an invoice in a format approved by the Village.

This contract calls for the construction of a "public work," within the meaning of the Illinois Prevailing Wage Act, 820 ILCS 130/.01 et seq. ("the Act"). The Act requires contractors and subcontractors to pay laborers, workers and mechanics performing services on public works projects no less than the current "prevailing rate of wages" (hourly cash wages plus amount for fringe benefits) in the county where the work is performed. The Department publishes the prevailing wage rates on its website at <http://labor.il1inois.gov/>. The Department revises the prevailing wage rates, and the contractor/subcontractor has an obligation to check the Department's web site for revisions to prevailing wage rates. For information regarding current prevailing wage rates, please refer to the Illinois Department of Labor's website. All contractors and subcontractors rendering services under this contract must comply with all requirements of the Act, including but not limited to, all wage requirements and notice and record keeping duties.

VI. NO CO-PARTNERSHIP OR AGENCY

It is understood that nothing herein contained is intended or shall be construed to, in any respect, create or establish the relationship of co-partners between the Village and the Contractor, or as constituting the Contractor as the general representative or general agent for the Village for any purpose whatsoever.

VII. CONTRACT DOCUMENTS

It is further understood that this Contract consists of the following documents which are hereby made a part hereof: the Contractor's Service Contract, Performance Bond, Maintenance Bond, Anti-Collusion Affidavit of Compliance, Americans with Disabilities Act of 1990 Certificate, Policy Against Sexual Harassment Certificate, Hold Harmless Agreement, Anti-bid Rigging Certificate, and Drug-free Workplace Certificate.

VIII. SEVERABILITY

The parties intend and agree that, if any paragraph, subparagraph, phrase, clause, or other provision of this Contract, or any portion thereof, shall be held to be void or otherwise unenforceable, all other portions of this Contract shall remain in full force and effect.

IX. HEADINGS

The headings of the several paragraphs of this Contract are inserted only as a matter of convenience and for reference and in no way are they intended to define, limit, or describe the scope or intent of any provision of this Contract, nor shall they be construed to affect in any manner the terms and provisions hereof or the interpretation or construction thereof.

X. MODIFICATION OR AMENDMENT

This Contract constitutes the entire contract of the parties on the subject matter hereof and may not be changed, modified, discharged, or extended except by written amendment duly executed by the parties. Each party agrees that no representations or warranties shall be binding upon the other party unless expressed in writing herein or in a duly executed amendment hereof, or Change Order as herein provided.

XX. APPLICABLE LAW

This Contract shall be deemed to have been made in and shall be construed in accordance with the laws of the 18th Judicial Circuit Court of DuPage County, State of Illinois.

XXI. NEWS RELEASES

The Contractor may not issue any news releases without prior approval from the Village Manager, nor will the Contractor make public proposals developed under this Contract without prior written approval from the Village Manager prior to said documentation becoming a matter of public record.

XXII. COOPERATION WITH OTHER CONTRACTORS

The Contractor shall cooperate with any other Contractors in the Village's employ or any matter associated with the Work.

XXIII. NOTICES

All notices, reports, and documents required under this Contract shall be in writing and shall be mailed by first class mail, postage prepaid, addressed as follows:

If to Village:

Kurtis Pozsgay
Director Community & Economic
Development, Village of Bensenville
12 S Center St
Bensenville, IL 60106

If to Contractor:

Riteway Pest Control, Inc.
747 Church Rd, Ste C6
Elmhurst, IL 60125

IN WITNESS WHEREOF, representatives of the Village and the Owner/Lessee have executed this Agreement on the date first appearing above.

VILLAGE OF BENSENVILLE, an Illinois
Municipal Corporation,

By: _____
Evan Summers, Village Manager

ATTEST:

Village Clerk

OWNER

By: _____

Its: _____
(If corporation/business)

ATTEST: (If corporation/business)



Pest Control, Inc.

747 Church Rd, Ste C6
Elmhurst, IL 60126
Phone (630) 595-1105

SERVICE AGREEMENT

CUSTOMER NAME: Village of Bensenville TELEPHONE: 630-350-3413

SERVICE ADDRESS: 12 S Center St

CITY: Bensenville IL ZIP CODE: 60106

TECHNICIANS CONTACT: -

TECHNICIANS NAME -

1. Riteway agrees to conduct a minimum of Monthly inspections and treatments per annum for the elimination, control and preventions of the following pests: ☒ Ants ☒ Rats ☒ Mice ☒ Cockroaches ☒ Other -

Monthly rodent service for village residences

\$75.00 monthly fee per residence / \$30.00 per rodent box needed

6 month contract per residence, but can be extended upon request

2. It is understood by both parties, that this agreement is in effect for a period of one year from the date hereof and shall continue thereafter, but may be terminated by a thirty day written notice.

3. Customer agrees to pay for the above services in the amount of - for the first month and thereafter - per MONTH. Payment being due at time of service. Customer further agrees to pay all costs and reasonable attorney fees if suit be instituted for the collection of these charges.

4. Pharaoh Ants, Carpenter Ants and Bed Bugs are excluded from this agreement since they require a specialized type of treatment. This service can be provided upon special request from the customer and payment of the appropriate charges.

5. Riteway further agrees to use only E.P.A. approved pesticides and to use them in a competent and professional manner.

Authorized Signature

Signed for Riteway Pest Control, Inc.

-

Keith E Stass

DATE -

DATE -

"There is only one way....The **Riteway!**"

From: Anthony G. Sumner
Sent: Friday, August 2, 2024 6:53 AM
To: Kurtis Pozsgay;Evan Summers;Ron Herff
Cc: Chad Norris
Subject: RE: Confidential Draft Web page

The page is now live under Inspection Services and Resources for Residents. This will be a soft launch and we do a more visible newsflash on Monday.

Anthony G. Sumner
Marketing & Communications Manager



12 South Center Street, Bensenville. IL 60106
P: 630.350.3423 C: 630.401.7088 E: asumner@bensenville.il.us



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Activity Reports

Rodent Hot Zone GIS Map

Anthony G. Sumner
Marketing & Communications Manager



12 South Center Street, Bensenville. IL 60106

P: 630.350.3423 C: 630.401.7088 E: asumner@bensenville.il.us



From: Mary Ribando
Sent: Monday, August 5, 2024 8:51 AM
To: Frank DeSimone;Evan Summers
Cc: Kurtis Pozsgay;Ron Herff
Subject: FW: Rats

From: Stephanie Mata [REDACTED] >
Sent: Sunday, August 4, 2024 8:08 AM
To: Mary Ribando <MRibando@bensenville.il.us>; Village President <VPresident@bensenville.il.us>
Subject: Rats

CAUTION: This email originated from outside of the organization.

Please let's put a program in place to help with the rat infestation!!!!

RATS! THIS IS ALL OF OUR PROBLEM Sorry but "Brandon" isn't enough. 60 RATs in 6 weeks: do you have time to deal with a rat infestation??? We've only caught that amount because that's what we can catch in the 5 traps that we have. This is getting out of control. If your house/yard isn't being affected NOW -it will be. And winter is coming and they don't like to live outside. Bensenville doesn't want to own it-guess what, It's here. Prior posts about this topic are over 70 posts/people expressing frustration with how to catch RATS! 50 plus years my family has lived here, NEVER 1 rat. Are you going to wait until they are burrowing in YOUR yard? Or maybe when there MULTIPLES walking along your fence line in broad daylight? Or perhaps when they are chewing the body of another rat caught in a snap trap-absolutely disgusting. Or when they are chewing on the mortar of your your bricks in your home, trying to get in. ALL HAPPENING in Bensenville NOT in the city of Chicago. Other towns have programs in place for rat infestation-ours refuses to recognize or support. "Brandon" is not enough. The Village keeps sending people to contact Dupage-Bensenville needs to handle this. Skokie does, google, they have support in place. Voice your opinion NOW because this is a health safety tsunami: just wait until they arrive at your property. You'll be disgusted, afraid and angry. By then it's too late.

Best regards,
Stephanie Mata

[REDACTED]

From: Evan Summers

Sent: Wednesday, August 7, 2024 2:20 PM

To: sam.tornatore@dupageco.org; Cindy.CroninCahill@dupageco.org; 'Michael.Childress@dupageco.org' <Michael.Childress@dupageco.org>

Cc: Frank DeSimone <FDeSimone@bensenville.il.us>; Village President <VPresident@bensenville.il.us>

Subject: Bensenville Rodent Mitigation Program

District 1 County Board Members:

The Village of Bensenville has been made aware of the following letter that is circulating in unincorporated White Pines. I want you to be informed of it as well as our actions.

Since the pandemic, the Village created an internal program to address pockets of rodent infestations reported to Village Hall. This program involves Village staff investigating complaints and offering strategies to eliminate habitats, food, and water sources that attract rodents. Additionally, we utilize private contractors, paid for by the Village, to bait problem areas.

This summer, likely due to a combination of the cicadas and infrastructure construction, rodent complaints have increased in our community and [surrounding municipalities](#). In response, we are now promoting [our established rodent mitigation program to the public](#), providing solutions to Bensenville residents at no cost.

We have had numerous unincorporated residents contact us requesting the same level of service, which we have had to deny. We simply cannot use taxpayer funds outside of our municipal boundaries.

If you have any questions, please don't hesitate to call me on my direct line, 630-350-3420. As always, Village President DeSimone is available to you as well.

Sincerely,

eks

Evan K. Summers

Village Manager



12 South Center Street, Bensenville, IL 60106
P: 630.350.3420 F: 630.350.1105

From: Evan Summers <ESummers@bensenville.il.us>
Sent: Wednesday, August 7, 2024 2:01 PM
To: Evan Summers <ESummers@bensenville.il.us>
Subject: DuPage Rodent Letter

URGENT! White Pines Residents
8/7/24

PLEASE READ ALL OF THIS AND PLEASE email DuPage County contacts listed below.

White Pines Residents there are rats in our neighborhood. The village of Bensenville acknowledges that there is a problem with rats all over Bensenville because of the rat mitigation program that they just launched this past Monday for incorporated residents only. If you access the Facebook *What's Happening in Bensenville* social media site this has been a topic of discussion. MANY posts (over 80) by Bensenville residents writing and people are asking how to kill rats. This mitigation program does not include our neighborhood/unincorporated. An attorney that represents Bensenville says that these rats came from the Illinois Tollway project, created by construction and unearthing these rats. There have been rats all over Bensenville and Woodale. This is an infestation and needs to be handled by Bensenville as a whole but they are not providing support for unincorporated. Near Red Oak and Pine Grove ave we have caught in live traps, over 60 rats in about 6 weeks and they keep procreating and we cannot get ahead of this. You might be thinking that you don't have any rats (now) and that may be the case. You don't have rats, yet. Please check your properties for holes near your homes or in your lawns or under your stairs/stoops. They are small holes that are unnoticeable at first. These rats have burrowed within the lawn, they live in log piles, drain pipes, siding in your house- small holes. Rats carry disease this is a health safety topic. It's dangerous for children, all humans and pets. By the time they do arrive at your property they mate at a rate of 1400 baby rats per year. People have been trying to tackle this on their own and have put out poison. Watch out for your children and pets perhaps discovering deceased rats and other animals that have been poisoned. As we have found them (dead raccoon and rats). What is very important that you need to do is **please write to Dupage County District 1 contacts that are listed below here.** The attorney for Bensenville provided these contacts below as a means to push Dupage County into doing something sooner rather than later. **This is urgent. We need you to write to them.** Email is immediate and preferred as it keeps as an electronic record and there's no disputing that they received an email. In the 50 years my family has lived in White Pines, there have NEVER been rats. We need to get rid of them, please write today to the Dupage County individuals below asking for help.

Here is something that you could use to write your email.

Dear Cindy Michael and Sam-This matter is urgent. I am a resident of Bensenville in the White Pines Neighborhood, I am aware of the rat concerns in the Village of Bensenville because they are offering a mitigation program to incorporated Bensenville only... There also needs to be support for White Pines/unincorporated Bensenville. We need you to offer support NOW for the rat infestation that is happening all over Bensenville and especially in the White Pines neighborhood. This is a health safety topic. We are asking that you help us immediately.

Here are the email addresses:

Cindy.CroninCahill@dupagecounty.gov; Michael.Childress@dupagecounty.gov; sam.tornatore@dupagecounty.gov

From: Joseph Caracci
Sent: Thursday, August 8, 2024 9:07 AM
To: Evan Summers
Cc: Sonia Bueno;Amanda Segreti;Kurtis Pozsgay
Subject: ABC Wildlife Cost Increases
Attachments: City of Bensenville Resident Discount Program 2024 .pdf

The ABC agreement we had in place was from 2017. They have provided a new proposal that is quite a significant increase in cost. Here is the old / proposed pricing:

Contract Pricing Offered to Residents of the Village of Bensenville

Services Discounted Under This Contract	Price
Initial visit: This visit includes an inspection. If trapping is indicated, it also includes the setting of a humane box trap.	\$64.50
Return visit to pick up an animal in our trap, or in a trap owned by a resident:	\$64.50
Additional traps set:	\$64.50 each
24-hour a day telephone consultation:	Free

Services under this contract are for single-family homes, individual duplex units townhome units. Commercial buildings, offices, and multi-unit properties are excluded. That municipal properties belonging to the Village of Bensenville will be service discounted rate.

Joseph M. Caracci, P.E.
Director of Public Works



717 E. Jefferson Street, Bensenville. IL 60106
P: 630.350.3431 F: 630-594-1148 E: jcaracci@bensenville.il.us



Go Green! Read it from the Screen. Print emails only when necessary.

This e-mail message is intended solely for the individuals to whom it is addressed. If you believe you received this e-mail in error, please notify the sender immediately, delete the e-mail from your computer, and do not copy or disclose it to anyone else. Thank you.

The statements, opinions, and views expressed by the author in this message are the personal statements, opinions, and views of the author only, and they should not be construed, deemed, or interpreted to be those of the Village of Bensenville or any other elected or appointed official, officer, agent, or employee of the Village of Bensenville.

Agreement Pricing Offered to Residents in the City of Bensenville

Services Discounted Under This Agreement	Price
Initial visit: This visit includes an inspection. If trapping is indicated, it also includes the setting of a humane box trap on the ground level	\$130
Return visit: This visit is to pick up an animal in our trap or in a trap owned by a resident, or to reset a trap that has sprung or needs fresh bait. (Though the intention is to trap only skunks, all parties involved understand that captures of other species may occur and a fee is associated with the visit to remove the animal from the trap)	\$81
Additional traps set:	\$67
24 - hour a day telephone consultation:	Free

Services under this agreement are for single-family homes, individual duplex units, individual townhome units, and multi-unit residential properties. Commercial buildings and offices are excluded, except that municipal properties belonging to Bensenville will be serviced at the discounted rate. The non-discounted, standard rate for each service is listed in red and indicated by a strikethrough.

Inspection, consultation, and setting of one trap: \$130.00 ~~(\$185.00)~~

The animal trapping process begins with an inspection that includes all ground level areas involved, which may include; the stoop, deck, foundation, window wells, or any other common ground level entry point. After access points are understood and damage is assessed, one or more traps can be set during the same visit. ABC Wildlife will meet with the resident to describe the trapping process and the resident will be instructed on how to contact ABC Wildlife when an animal is in the trap so that ABC Wildlife can pick up the trapped animal as quickly as possible (most of the time the same day, depending on the time of the call, but always before the next calendar day has elapsed).

Return visit: \$81.00 ~~(\$115.00)~~

Includes the pickup of any trapped animal. There is no additional charge for multiple trapped animals picked up on the same visit, so setting extra traps is often the most economical plan and helps to resolve the problem faster by removing more animals sooner. There is a return visit fee for any return visit, including visits to replace a broken indicator, or reset or re-bait a trap.

Daily trap checking fee (if needed): \$81.00/per day ~~(\$115.00)~~

While most clients are able to monitor the trap, it is rarely, but occasionally, necessary for ABC Wildlife to check the trap. Such instances include service to homeowners who cannot go outdoors, unoccupied homes being managed by real estate firms, and homes in foreclosure processes.

This fee includes removal of all animals trapped during each 1-day period, and resetting and re-baiting each trap on the property. The return visit fee is not charged to clients if they are assessed a trap checking fee. It's only one or the other.

24-hour (24/7) telephone consultation:

Telephone consultation at any hour of the day or night is free of charge.

Covered and Excluded Species

A. Animal Species Covered by this Agreement:

Skunks, raccoons, opossums, woodchucks, and squirrels

B. Animal Species NOT Covered by this Agreement:

Dog	River otter
Beaver	Cat
Deer	Muskrat
Snakes	Coyotes and Foxes Birds
Mice	Rats
Bobcat	Mink
	Escaped exotic animals
Domestic farm animals	
Bat colonies or bat roosts	

Bats flying around the living quarters of a home or behaving abnormally, i.e., fluttering around on the ground.

All other species that cannot be legally trapped with a Class A Nuisance Wildlife Control Permit using a humane box trap.

The services below are not discounted under this agreement.

Animal Proofing:

While animal proofing/exclusion and damage repair can be quoted onsite when required, it is not covered under this agreement.

Dead Deer Removal:

\$650 - \$2,500 depending on time and difficulty

This service includes removal of any material on the ground and disposal of the carcass in accordance with the Illinois Dead Animal Disposal Act. The removal of dead deer from swimming pools, ponds or other bodies of water will incur additional charge and will be quoted in advance on a case per case basis.

Wildlife Emergencies Necessitating Immediate Response Time:

\$350 to \$550 based on whether one or two state-certified biologists are required for the response, and the amount of time spent on the removal, or attempted removal. The fee includes the setting of a trap if the animal could not be hand captured. The fee also includes submitting the animal for rabies testing if human exposure is suspected. Examples of wildlife emergencies include, but are not limited to, an animal that has fallen through a ceiling into the living quarters of a home, an animal that has entered the living quarters of a home through an open door, an animal that is sick or dying that prevents residents from safely entering or exiting their home, an animal that has entered the living quarters of a home and is an immediate threat to property or human health and safety. ABC Wildlife is on-call 24/7 to provide emergency service. Please call 847-870-7175.

Wildlife Trapping Services for Beavers, Muskrats, or Coyotes:

Trapping or removal services for beavers, muskrats or coyotes are not covered in the pricing for any other sections of this Agreement. When beaver, muskrat or coyote dens are found on clients' properties, ABC Wildlife must assess the site and issue a site-specific quotation. Coyote trapping is not allowed in Illinois due merely to the occasional presence of a coyote. Accordingly, ABC Wildlife will not undertake coyote trapping services unless the coyote's den is on the property of the covered party.

Other services performed by ABC Humane Wildlife Control & Prevention that are not included or managed under the terms of this agreement:

- Repairing damage caused by wildlife
- Replacing soiled insulation
- Installing animal-proof products, such as chimney caps, underground screening, structural rodent-proofing
- Replacement of attic fans and vents
- Removal of dead animals
- Removal of animal carcasses from inside of attics, beneath decks and stoops and other confined areas
- Pest control for insects
- Installation of bed-bug proof mattress encasements
- Placing one-way doors call excluders on homes to exclude bat colonies
- Sealing gaps that bats or other wildlife enter through
- Structural inspections of the home to determine how bats gain entry
- Structural inspections of the home to determine how mice gain entry
- Trapping and control of wildlife species not covered by this agreement
- Emergency visits outside of regular business hours
- Animals that must be removed using a tranquilizer gun or noose pole. This is known as a hand capture and is usually an emergency service requiring one to two biologists to remove an animal that is in the living quarters of a home.

Terms and Conditions:

All prices quoted are valid for one year starting on August 7, 2024. Upon mutual consent of both parties.

Language to be added to the Bensenville Website:

As a resident of Bensenville, you may qualify for discounted ground trapping services provided by ABC Humane Wildlife Control & Prevention, Inc. The Village of Bensenville has approved ABC Humane Wildlife Control & Prevention Inc. for wildlife nuisance control on private property.

The Village is not the purchaser of private animal control services and the decision to use ABC Humane Wildlife is that of the property owner and not the Village. The decision whether to use ABC Humane Wildlife, or any other commercial animal control service, is completely up to the resident. ABC Humane Wildlife Control & Prevention, Inc. will charge a private resident directly for the ground trapping and removal of skunks, raccoons, opossums, woodchucks, and squirrels. Residents wishing to use ABC Humane Wildlife Control & Prevention Inc. must deal directly with the company.

Please call ABC Wildlife at (847) 870-7175 to schedule your initial inspection and trap setting.

If you have any questions regarding the wildlife trapping process, please call ABC Wildlife at (847) 870-7175, send an email to help@abcwildlife.com, or live chat with a customer service representative through ABC's website at www.abcwildlife.com.

Signature

Print

Date