

Williamson Housing Authority

PO Box 1758

Williamson, WV 26041

(304) 235-3270

INTEGRATED PEST CONTROL POLICY

Approved:

Effective:

INTEGRATED PEST CONTROL POLICY

The Williamson Housing Authority recognizes the importance of pest and vermin control in providing a living environment of adequate health and safety for its residents. To achieve this control the authority has adopted the following pest control policy.

Definitions

Dwelling: Dwelling unit means a single unit of residence for a family or one or more persons. Examples of dwelling units include: a single family home; an apartment unit within an apartment building; and other types of dwellings in which sleeping accommodations are provided but toileting or cooking facilities are shared by occupants of more than one room or portion of the dwelling, rooms in which people sleep. Covered multifamily dwellings means buildings consisting of four or more dwelling units if such buildings have one or more elevators; and ground floor dwelling units in other buildings consisting of four or more dwelling units. Dwelling units within a single structure separated by firewalls do not constitute separate buildings. Single-story Dwelling Unit means a dwelling unit with all finished living space located on one floor. Multistory Dwelling Unit means a dwelling unit with finished living space located on one floor and the floor or floors immediately above or below it.

Common Use Areas: Common Use Areas mean rooms, spaces or elements inside or outside of a building that are made available for the use of residents of a building or the guests thereof. These areas include hallways, lounges, lobbies, laundry rooms, refuse rooms, mail rooms, recreational areas and passageways among and between buildings. See Section 5, Requirement 2 of these guidelines.

Public Use Areas: Public Use Areas means interior or exterior rooms or spaces of a building that are made available to the general public. Public use may be provided at a building that is privately or publicly owned.

Entrance: Entrance means any exterior access point to a building or portion of a building used by residents for the purpose of entering. For purposes of these guidelines, an entrance does not include a door to a loading dock or a door used primarily as a service entrance, even if nondisabled residents occasionally use that door to enter.

Pest Policy

The Williamson Housing Authority will make all efforts to provide a healthy and pest-free environment for its residents. The Authority will determine which, if any, pests infest its properties and will then provide the best possible treatment for the eradication of those pests.

In accordance with HUD regulations and continuing the efforts of the Housing Authority of the City of Williamson to provide safe, sanitary and adequate housing for its residents an integrated pest management program will be utilized for all properties owned and managed by the Housing Authority.

This policy takes into consideration control of all pests. However, due to the history of local pest problems, emphasis will be placed on control of cockroaches and bedbugs. To be successful, an IPM program involves all of the following:

- Education and Prevention;
- Cooperation Between Tenant and WHA Staff;
- Identification;
- Determination of Control Measures Needed and Evaluation of Their Risks, Benefits, and Effectiveness;
- Implementation of Safe and Effective Control Tactics;
- Evaluation of the Control Efforts.

Education, Prevention & Cooperation

Insects, such as cockroaches, and rodents get into the unit through cracks and crevices, and on items brought in from the outside. Therefore, it is important to fill cracks around doors, windows, and water pipes. Items brought in from the outside such as grocery bags, boxes, and outdoor furniture should be examined for roaches and their egg sacks.

Sanitation is essential to all insect and rodent control. All food should be stored in tight containers and spills wiped up. Dirty dishes, pots and pans should never be left in the sink or on the table overnight. Keeping the apartment clean and orderly can eliminate many of the dark, secluded places where roaches and rodents like to hide. Stacks of newspapers and magazines, boxes, stacked wood, and weeds provide both food and shelter for roaches and rodents. Such accumulation must be avoided and eliminated.

Housekeeping practices that result in providing food, shelter, or breeding grounds for pests of any nature will be brought to the attention of management immediately upon observation by WHA staff. Residents whose housekeeping practices include excessive stacked or stored materials, dirty dishes and dirty kitchen cabinets or appliances, or food particles on floors will be advised of additional unit inspections. If the condition is not corrected after three (3) inspections in a six month period, the resident's lease will be terminated.

Resident cooperation with the extermination plan is essential. All apartments in a building must be treated for the plan to be effective. Residents will be given information about the extermination program at the time of move-in. All residents will be informed in a timely manner when treatment is to commence. The notification will be in writing and will include instructions that describe how to prepare the unit for treatment.

Failure to prepare or allow access constitutes a serious lease violation as well as a health and safety violation for the residents of the development. If able residents do not comply by adequately preparing for extermination, they will be subject to a lease violation. If noncompliance continues beyond one instance, lease enforcement will commence and your lease will be terminated.

The Housing Authority will integrate baiting into its roach control program. When a baiting program is practiced, the apartments must not be sprayed with chemicals or the baits will become ineffective. For a baiting program to be effective, residents must keep the apartments clean. The WHA certified applicator will place baits under the range and refrigerator and inject bait gel in crevices where roaches live and travel.

Identification

Upon learning of a pest problem, WHA staff will identify the pest and determine the scope of the problem. We will contact you within 24 hours to schedule an inspection. An inspection will be scheduled as soon as possible barring any Housing Authority emergencies. Only after the inspection will a treatment plan be put in place for your unit.

The certified applicator/exterminator will be responsible for identifying eradication needs between treatments. They will inform management of the need to provide resident(s) with 48 hour notification prior to treatment of occupied units.

Determination of Control Measures Needed and Evaluation of Their Risks, Benefits, and Effectiveness

The certified WHA Staff will be responsible for evaluating and determining control measures. Upon observation or report of a problem, he/she may consider the following:

1. Extent of the problem;
2. Available treatments, both natural and chemical;
3. Previous treatment efforts;
4. Costs of treatment;
5. Time involved in treatment;
6. Risks to residents, structures, and grounds.

Based upon this analysis, he/she may proceed with treatment or advise the Executive Director that extensive treatment may be needed.

Implementation of Safe and Effective Control Tactics

The safest available control method may be utilized based on the evaluation of the problem. Whenever possible, natural methods may be utilized. Natural methods include, but are not limited to:

1. Clean up of problem area;
2. Baiting for roaches, ants, termites, bats, ticks, spiders and rodents;
3. Traps for roaches, ants, bed bugs, termites, bats, ticks, spiders and rodents;
4. Treatment for bed bugs.

Whenever chemicals are used, they will be applied in accordance with local or state guidelines.

As a control tactic, all units may be treated for roaches on a monthly or as needed basis with a chemical pesticide and a growth inhibitor or baited with traps and gel. Due to the number of units to be treated, treatments may be done by a contracted exterminator. Residents may be provided notice of treatment at least 48 hours prior to extermination.

It shall be a serious violation of the lease for any tenant to not comply with all terms of this policy. Any such violation shall be considered a serious violation of the lease for which the WHA may issue a written notice of lease violation and/or notice of termination of lease.

I have read the forgoing Integrated Pest Management Policy in its entirety and hereby stated that I will comply with each requirement set forth. I understand that any breach of WHA rules, federal, state and local laws concerning pests will result in a lease violation and possible eviction.

Resident's Signature

Date_____

WHA Representative

Date_____

Williamson Housing Authority
Extermination Checklist

Tenant Name: _____

Housing Development/Unit No.: _____

NOTICE TO TENANT

The Housing Authority will be working to exterminate the infestation from your unit. However, the success of this process depends on you and your family's complete cooperation.

Your unit is scheduled to be treated on the date below. The checklist must be completed by that date! If there is some reason that you can't have the check list complete by the below date please let us know immediately.

Date		Time	
Your Unit will be Treated By:			

I hereby certify by my signature below that I received the pre-treatment checklist and will abide by the steps set forth in that checklist. I certify that I understand my role in the extermination process and my failure to comply will result in a serious lease violation or possible lease termination.

Resident Signature

Date

Williamson Housing Authority

Extermination Checklist – Roaches & Other Insects

The Housing Authority will be working to exterminate the infestation from your unit. However, the success of this process depends on you and your family’s complete cooperation. Below is a list of your responsibilities that **MUST** be completed before the pest can begin the extermination process. Failure to cooperate and/or complete ALL of the items below will result in a lease violation and may result in the termination of your lease.

Your unit is scheduled to be treated on the date below. The checklist must be completed by that date! If there is some reason that you can’t have the check list complete by the below date please let us know immediately.	
Date	Time
Your Unit will be Treated By:	

Completed ✓	Items to be complete by the resident
	Remove all clutter from the apartment unit.
	Remove all trash from the apartment unit.
	Counter tops in the kitchen should be clean of all food, food items or food debris. Remove all traces of dirty dishes and food sitting out on countertops.
	Discard cardboard boxes, shoeboxes, paper and plastic bags, old newspapers, stacks of magazines, and similar items in the infested rooms.
	Clutter including piles of clothing and stored items should be cleaned up and either discarded or returned to neat condition.
	Move furniture away from walls. If you have a valid physical reason you are unable to move the furniture away from the walls you must contact the office.
	Appliances such as refrigerator, stove and dishwasher need to be free to be moved.
	All kitchen and bathroom cabinets that require treatment should be cleaned out of all contents. It is common to put these items on a table and cover them with a sheet.

Important Notes

- ❖ All food preparing surfaces should be sanitized before any food or food related items come into contact with them.
- ❖ Surfaces in cabinets where dishes and unprotected food lie should be sanitized before any food or food related items come into contact with them.
- ❖ Please do not use any other pesticides or do it yourself treatments after the treatment. A decrease in population should be apparent within 24-48 hours.
- ❖ Sweep up all dead carcasses when found.
- ❖ Clean up all food and food debris as this is a competing food source for our roach baits.
- ❖ A clutter free environment must be provided in order to allow access for the treatment all of the needed areas.
- ❖ Before removing all bagged items the resident should inspect for pest activity.
- ❖ The resident should not touch or move any monitoring device.
- ❖ Insecticide treatments **MUST NOT** be performed by the resident.

By my signature below I certify that I have read, understand, and have fully completed the above checklist.
Failure to fully cooperate may result in serious lease violations or possible lease termination. .

Resident Signature	Date
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Williamson Housing Authority

Bed Bug Policy

Bedbug infestations are difficult to control in a single visit. Multiple treatments may be required. Your thorough detailed efforts and cooperation at all times will be necessary to achieve control. Without your assistance and cooperation, control may take longer or may not be possible. This policy sets forth general information about bedbugs, outlines your responsibilities, and our commitment to promptly address the problem.

GENERAL BEDBUG CAUSES AND PREVENTION

According to the Health Department a lot of people believe that it's a sanitation issue or personal hygiene issue and it's really not. You can have the most fastidious person in the cleanest of homes can have a bedbug issue. Based on extensive research, bedbugs are not known to transmit any human pathogens. Bedbugs are nocturnal, hiding in many places near their hosts, including bed frame joints, cracks, crevices, inside box springs, mattress seams, along 'tack strips' under edges of rugs, in furniture drawers or hollow legs, and even behind wallpaper or pictures on nearby walls. Incorrect identification or inadequate surveillance, may lead to not finding all of the population present. If you suspect bedbugs or experience bedbugs, it is important to monitor these areas. Monitoring these areas may lead to the discovery of bedbugs, and will determine the effectiveness of extermination procedures after treatment.

Some of the most common ways new bedbug infestations may be introduced include the following sources: renting furniture, buying used furniture or bedding, picking up discarded bedding or furniture from a curbside, trash collection point, or Dumpster. To avoid bedbugs, do not acquire any personal property from these sources.

What are bed bugs?

Bed bugs are small nocturnal insects that live by feeding on the blood of humans and other warm-blooded hosts. Bedbugs are generally active only at dawn, with a peak feeding period about an hour before sunrise. After feeding for about five minutes, the bug returns to its hiding place.

Bites consist of a raised red bump or flat welt, and are often accompanied by intense itching. The red bump or welts are the result of an allergic reaction to the anesthetic contained in the bedbug's saliva, which is inserted into the blood of the host. Bed bug bites may appear indistinguishable from mosquito bites, though they tend to last for longer periods. Bites may not become immediately visible, and can take up to 9 days to appear. Bed bug bites tend not to have a red dot in the center which is a characteristic of flea bites. A trait shared with flea bites, however, is the tendency towards arrangements of sequential bites. Bites are often aligned three in a row, giving rise to the colloquialism "breakfast, lunch and dinner."

There have been no known cases of bed bugs passing disease from host to host. Extensive testing has been done in laboratory settings that also conclude that bed bugs are unlikely to pass disease from one person to another. Therefore bedbugs are less dangerous than some more common insects such as the flea.

What should I do if I have or believe I have them?

- Notify WHA staff immediately.
- Be prepared to follow the written instructions to the letter and in a timely manner (within 24 hours).
- **Don't panic!** Although bed bugs can be annoying, they can be battled safely and successfully if you follow all guidelines given to you by the Housing Authority.
- If you believe you have bed bugs, do NOT wait until after 5pm on Friday to notify WHA. Staff will not be able to address your concerns until the following business day.
- Do not apply pesticides on your own. The Housing Authority will confirm the infestation and develop an integrated pest management plan.
- Do not place your mattress or any furniture on the street. Infested furniture can be cleaned and treated. Placing infested furniture (particularly mattresses) on the street may simply help spread bed bugs to other units.
- Do not allow others to come to your house and do not visit others before the bedbugs are eradicating. Doing so could result in further spreading.

Bed Bug Policy

The staff of the Housing Authority is committed to an effective and efficient response to residents who suspect they may have bed bugs. For the safety and comfort of all residents living in Williamson Housing Authority Units, staff and tenants will adhere to the following guidelines:

OUR RESPONSE AND YOUR OBLIGATIONS

If bedbugs are discovered at that time of inspection, we will treat your unit for bedbugs. We will inspect and treat your unit if necessary on this date and time regardless of whether or not you are present. Pursuant to your lease, we are authorized to enter your unit for this purpose. Failure to treat bedbugs can result in the bedbugs spreading to other units. If you refuse entry or prevent entry into your unit for any reason, you are in violation of your lease and will be fined \$75 for each occurrence. Repeated refusal of entry or treatment can involve termination of your lease and eviction.

1. As soon as a resident suspects that he/she may have bed bugs, they must contact the administrative office at the Williamson Housing Authority. If Housing Authority Staff learns of a potential bed bug problem, they will notify management and place a work order for the unit to be inspected by WHA qualified maintenance staff.
2. Certified and qualified WHA maintenance staff will perform a thorough inspection of the unit in question. Please note that should a resident notify the Property Manager on a weekend or holiday, the inspection will not be until the next business day. It is recommended that resident contact the Property Manager as early on a regular business day as possible. Staff will not be dispatched over the weekend.
3. Once the WHA has been informed of an infestation tenants may not, at any time, deny the maintenance staff access to the unit.

4. If maintenance staff finds that there are no bedbugs present in the unit, then no further action will be taken. The resident will be asked to continue monitoring the unit, and to notify the Housing Authority immediately if there are further problems.
5. If maintenance staff concludes that bed bugs are present in the unit, the Housing Authority will provide the affected resident(s) with a detailed list of instructions for the removal and laundering of their personal items. The Housing Authority is not responsible for washing/drying/dry cleaning or the loss of any personal possessions.
6. Only a qualified and certified maintenance staff person can confirm or deny the presence of bed bugs – NOT any outside person.
7. Bed bugs are a serious community issue, and ALL residents are expected to comply with all instructions given to them within 24 hours once bed bugs have been confirmed within their living space.
8. Insecticides alone won't control bedbug infestations. Your cooperation and following the directions on the "Bedbug Preparation Checklist" is required for the treatment to work. Please remember, you **MUST NOT** hinder the treatment of the unit. Your cooperation is essential. If you do not cooperate and/or do not complete the checklist we will be forced to issue lease violations, fines and possible lease terminations.

Pursuant to your lease, you are required to use customary diligence in maintaining your unit and to assist us in pest control efforts. You must adequately prepare for pest control efforts to maximize the probability that those efforts will be successful. After treatment, you will also need to diligently perform certain maintenance functions. The following are necessary pre-treatment and post-treatment maintenance functions that you must perform.

Pre-treatment

1. Strip all sheets and linen from all beds. Place these linens in a plastic bag and seal shut. Wash immediately and dry on "HIGH" dryer setting for 30 minutes. We recommend that you dispose of mattress and box springs. If you keep you **MUST** purchase a mattress and box spring cover from the Housing Authority as a work order charge. **(Any items you wish to destroy must be wrapped in plastic and inspected by WHA Maintenance prior to removing from your apartment.)**
2. Place all clothing and personal items in large plastic bags and seal shut. After being washed and dried on the high dryer setting for 30 minutes, place in a new plastic bag, seal shut and store away from treatment areas. Be certain to use new plastic bags to avoid re-infection.
3. Vacuum to initially collect (fatally) as many of the bugs as you can. Vacuuming efforts should especially focus in and around bedrooms, underneath beds, around headboards, in mattress crevices, and along mattress frames and tracks. All furniture should also be carefully vacuumed as well. Enclose and seal the entire vacuum cleaner in a large plastic bag for inspection and treatment.
4. Clean in all cabinets, drawers and closets. Wash and dry on the high dryer setting and seal shut.
5. Remove all occupants from the apartment for 3 hours after service.
6. Remove all pets for 3 hours after service.
7. A low vapor, high temperature steam may be used to treat furniture. The steam is 220 degrees F that eliminates all stages of bed bug activity.
8. Cover fish tanks and turn off their air pumps.

9. Notify management in writing prior to extermination of any anticipated health or safety concerns related to extermination and the use of insecticides or pesticides.
10. Follow up inspections/treatments may be scheduled after the initial treatment.
11. Maintenance will remove light switch and receptacle covers.

Post-treatment

1. Launder all bed sheets and linens, as well as any other clothing items that may be infected. Clothes should be laundered with hot soapy water to kill and remove any bugs and their eggs, which might be hiding or attached. (Heat of at least 140° F for more than 20 min. should kill nearly every kind of arthropod, including these bugs).
2. **DO NOT REUSE PLASTIC BAGS THAT CONTAINED THE CONTAMINATED LINENS AND CLOTHING.**
3. Ideally, bedding should be laundered at least several times every couple of days after treatment.
4. Vacuum as set forth in step 3 for pre-treatment above. Then vacuum your apartment daily thereafter for at least 3 days.
5. Do not wipe out cabinets after treatment.
6. Inspect your unit daily after treatment including bed frames, joints, cracks, crevices, inside box springs, mattress seams, along 'tack strips' under edges of rugs, in furniture drawers or hollow legs, couches, chairs, and even behind wallpaper or pictures on nearby walls.
7. Immediately notify us of any signs of re-infestation or indications that treatment has been ineffective.

Mattress encasements **MUST** be purchased from the Housing Authority as a work order charge. You may contact the office to get the current pricing rates for the encasements for your mattress and box spring size.

If you cooperate and your unit is either re-infected or the initial treatment is ineffective, Williamson Housing will promptly schedule re-inspection and re-treatment at no cost to you. If you fail to cooperate and your unit is either re-infected or the initial treatment is ineffective, you are responsible for the cost of all subsequent treatments. Further, as set forth above, failure to cooperate is a serious violation of your lease which can and will result in eviction.

With your cooperation, we are confident that this problem can be solved. Without your cooperation, we cannot satisfactorily address this problem. We are committed to solving this problem. We need your commitment as well.

Williamson Housing Authority
Bed Bug Extermination Checklist

Tenant Name: _____

Housing Development/Unit No.: _____

NOTICE TO TENANT

The Housing Authority will be working to exterminate the bed bugs from your unit. However, the success of this process depends on you and your family's complete cooperation.

Your unit is scheduled to be treated on the date below. The checklist must be completed by that date! If there is some reason that you can't have the check list complete by the below date please let us know immediately.

Date		Time	
Your Unit will be Treated By:			

I hereby certify by my signature below that I received the pre-treatment checklist and will abide by the steps set forth in that checklist. I certify that I understand my role in the extermination process and my failure to comply will result in a serious lease violation or possible lease termination.

Resident Signature

Date

Williamson Housing Authority

Bed Bug Extermination Checklist

The Housing Authority will be working to exterminate the bed bugs from your unit. However, the success of this process depends on you and your family's complete cooperation. Below is a list of your responsibilities that **MUST** be completed before the pest can begin the extermination process. Failure to cooperate and/or complete ALL of the items below will result in a lease violation and may result in the termination of your lease.

Your unit is scheduled to be treated on the date below. The checklist must be completed by that date! If there is some reason that you can't have the check list complete by the below date please let us know immediately.	
Date	Time
Your Unit will be Treated By:	

Completed ✓	Items to be complete by the resident
	Strip the bed(s) and launder all sheets, pillowcases, mattress pads, and blankets.
	Remove everything from bedroom closet(s) and place in plastic bags.
	Remove everything from dresser drawers, nightstands, and dressing tables and place in plastic bags.
	Move furniture away from walls. If you have a valid physical reason you are unable to move the furniture away from the walls you must contact the office.
	Have all clothing and fabrics laundered or dry-cleaned.
	Remove drapes and have them, laundered, dry-cleaned, or replaced.
	Discard cardboard boxes, shoeboxes, paper and plastic bags, old newspapers, stacks of magazines, and similar items in the infested rooms.
	Vacuum all infested rooms. Also vacuum mattresses, bedsprings, couches, chairs, closets and closet shelves, shoes, inside dresser drawers, and bedside table drawers. Vacuum bags are to be placed in a plastic bag and discarded.

Important Notes

- ❖ Discarding of any compromised (ripped/torn) materials or heavily infested item may be required.
- ❖ Dismantling of bed frames and other items will be performed as part of the service program.
- ❖ Should the box spring remain, removal of the cheesecloth underside is required for proper inspection and/or application.
- ❖ Zippered mattress bags will be used. Mattresses can be used (back on the bed frame) but must remain in these bags for at least six (6) months. Recommended lifetime of mattress. Linens are to go over the bags.
- ❖ If laundering, a hot water & detergent cycle + dryer must be used.
- ❖ A clutter free environment must be provided in order to allow access for the treatment all of the needed areas.
- ❖ Before removing all bagged items the resident should inspect for pest activity.
- ❖ The resident should not touch or move any monitoring device.
- ❖ Insecticide treatments **MUST NOT** be performed by the resident.

By my signature below I certify that I have read, understand, and have fully completed the above checklist.
Failure to fully cooperate may result in serious lease violations or possible lease termination. .

Resident Signature	Date
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WILLIAMSON HOUSING AUTHORITY

BEDBUG CONTROL & INFORMATION BROCHURE

QUESTIONS AS A WILLIAMSON HOUSING AUTHORITY RESIDENT

What are bedbugs?

Bedbugs are small, brownish, flattened insects that feed solely on blood. Adult bedbugs are about 3/16-inch long and reddish-brown, with oval, flattened bodies. They are sometimes mistaken for ticks or cockroaches. They cannot jump or fly. However, bedbugs are skilled climbers. Some studies show that they climb great heights in order to drop themselves down to lower surfaces that were otherwise inaccessible to them.

What are the habits of bedbugs?

Bedbugs are active mainly at night and prefer to hide close to where they feed. They can crawl several feet to obtain a blood meal. Bedbugs hide during the day in dark, protected sites. They prefer fabric, wood, and paper surfaces. Bedbugs often crawl upward to hide in pictures, wall hangings, drapery pleats, loosened wallpaper, cracks in plaster, and ceiling moldings during the day. Bedbugs initially can be found about tufts, seams, and folds of mattresses, later spreading to crevices in the bedstead or throughout the bedroom. In heavier infestations, they also may occupy hiding places farther from the bed.

How do I know if I have bedbugs?

A bedbug infestation can be recognized by blood stains from crushed bugs or by rusty (sometimes dark) spots of excrement on sheets and mattresses, bed clothes, and walls. Fecal spots, eggshells, and shed skins may be found in the surrounding area of their hiding places. An offensive, sweet, musty odor from their scent glands may be detected when bedbug infestations are severe. You may or may not have signs of bites on your body.

Can bedbugs carry diseases?

The Center for Disease Control and Prevention reports that bedbugs can NOT give humans a disease. People may have an allergic reaction to the bite.

What do I need to do if I think I have bedbugs in the unit?

Contact the Management Office at 304-235-3270 to set up an inspection. **DO NOT** try to eliminate the problem alone or without our assistance. It is a very serious matter and a certified pest control provider needs to conduct extermination.

Has the pest control person been trained to treat for bedbugs?

Yes, the pest control person is trained and will work with the Housing Authority Property Management Office and you to make certain that all pests are removed from the unit.

What can I do to make sure I do not get bedbugs in the unit?

1. **Do Not** pick up mattress or other furniture from the side of the road, other apartments or from dump sites.
2. If you purchase or rent used furniture or mattresses, inspect them carefully for signs of bedbugs.
3. Inspect and wash in hot soapy water clothing purchased from consignment stores or second hand stores.
4. Because we know that bedbugs are an increasing problem, it is important and necessary to inspect any location away from home where you are planning to sleep.
5. Take steps to try to avoid picking up bedbugs from hotels, motels or any other sources when you or your family members travel, even to local destinations.

6. Consider purchasing a special mattress cover (encasement) for your beds. Rather than purchasing a cover to place on top of the mattress, purchase one that actually zips around it entirely and seals up the inside - meaning no bugs are getting in or out.
7. If you believe your mattress is infested you may want to consider throwing it away. **Do Not** leave it on the porch, in the yard, or at the curb as it could create infestation with your neighbors. Take it to the city dumpster or call the Property Management Office to have it removed. **It must be wrapped in plastic prior to leaving your apartment.**
8. It is much easier to control the problem when the infestation is small. Keep clutter down, so it is easier to inspect and bed bugs have fewer hiding places.
9. Wash your bedding, including pillows and comforters weekly and dry them on high for at least 20 minutes.
10. Bedbugs can come in with a guest, latching on to luggage and clothes. Take extra caution when you have guest spend the night at the unit.
11. Remove old furniture that is not used.
12. Vacuum the floors weekly and use a vacuum tool to clean the baseboards in the unit.
13. Wash and inspect your children's book bags and jackets weekly.

**If you have a problem with pests in your unit,
contact the office at 304-235-3270**

What do I need to do if I believe I have bedbugs in the unit?

1. Don't panic. It is not life threatening and bedbugs do not carry diseases.
2. Contact the Property Management Office as soon as possible and we will schedule an inspection with a qualified pest control provider.
3. Do not have guest come spend the night. Once the guest returns home, they could unknowingly carry bedbugs from your apartment and infest their homes.
4. Once the inspection is completed, the Property Management Office will notify you of the results.

If it is determine that I have bedbugs in the unit, what will I have to do?

1. The Property Management Office will schedule an appointment for treatment as soon as possible. Generally within 3 to 5 business days.
2. You will be given a "Bedbug Preparation Checklist" which will instruct you on how to prepare for the treatment. You will be asked to certify that you have completed the tenant responsibilities on the checklist.
3. On the day of the treatment, you need to make sure that all bedding is removed from the bed, all the curtains removed from the windows and washed/dried the day of the treatment. If this is not done, you could very well infest the unit again.
4. If you do not have a washer and dryer in the unit take your belongings to a Laundromat. Place them in a sealed plastic bag as you travel to the Laundromat. If you fail to place them in a plastic bag, you could infest your automobile.
5. You will need to be present when the pest control provider arrives at the unit. However, after he/she gives you additional instructions, you and your family members will need to leave the apartment during the treatment process. Generally, you will be able return home within 3 hours.
6. Once the treatment is completed, continue to monitor the bed and apartment for signs that bedbugs are still present.
7. **Do not** use any other types of insecticides (Raid or Powder) after the treatment has been completed.
8. We will do a follow up inspection and a counseling session within 30 days after the initial treatment.

What type of insecticide will be used during treatment?

The treatment MUST be very aggressive to eliminate bedbugs. Every precaution for your safety will be taken. Only a certified pest control provider will treat your unit.

The most effective bedbug pesticides are available for commercial pesticide applicators only. The pest control provider has been certified and is qualified pest control professional. They have the equipment and expertise that allow a more effective application of insecticides than residents could do themselves.

Monitors may also be placed around the furniture depending on the infestation and/or the condition of the unit. The "monitors" do not have an active ingredient considered to be a pesticide or insecticide and are not harmful. They will be placed throughout the unit to assist us in determining if you have any bedbug activity (movement/traveling) after the treatment. Do not move or remove the "monitors" while they are present in your unit. They will be placed in areas that we suspect may have been traveling paths for bedbugs.

Insecticides alone won't control bedbug infestations. Your cooperation and following the directions on the "Bedbug Preparation Checklist" is required for the treatment to work. Please remember, you MUST NOT hinder the treatment of the unit.

Your cooperation is essential. If you do not cooperate and/or do not complete the checklist we will be forced to issue lease violations, fines or lease terminations.

Remember! Getting rid of bedbugs is a team effort!
It will require your cooperation and you will be required to assist us eliminating them from your home.

**Bedbugs are a serious issue and can
very easily infest the development.**

Please do your part!