

## Integrated Pest Management Policy

It is the policy of our company to investigate any report, substantiated or not, of possible bed bugs or cockroach infestations within a reasonable time period. Staff should demonstrate empathy with the resident by explaining the procedure that will be taking place.

Staff member(s) are to be aware and should recognize the signs of:

- Bed bugs, such as the actual bed bugs themselves, or blood spotting on sheets, mattresses and walls.
- Cockroaches, such as live roaches, dead roaches and their parts or egg cases.

Staff member(s) must do a visual inspection of the unit to verify the infestation. If the unit has been verified that there is an actual pest problem the staff is to inspect all surrounding units. All occupied unit households must be provided with the proper preparation guide. (form # 110B or 110C)

Staff member(s) must not discuss a sighting in the presence of other residents, to minimize risk of other residents becoming unnecessarily alarmed and for the privacy of the resident that is having the infestation.

Management must contact a certified vendor in the proper handling and elimination of pests within the unit(s), **unless** there is a certified staff member on payroll for that property.

Management must notify the resident(s) of the day and time that the unit(s) will be treated for pests.

The treatment may require multiple treatments over a course of several weeks. This is due to the pest being anywhere behind pictures, night stands, bed frames, mattresses, crown molding, inside books, and inside cabinets just to name a few.

**The initial treatment cost for infestation will be paid by the property.**

After management and/or the third party vendor has taken every effort to provide information to the resident, cleared the unit from pests and the resident(s) has a recurring infestation then the **additional cost involved will become the resident's responsibility.**

No transfers will be permitted as long as the present unit is being treated for pests. Once the unit has been cleared, then transfer may proceed.

If at any point the resident(s) does not cooperate and adhere to the guidelines regarding the treatment of pests, management will send a lease violation to that resident giving the resident an allotted time frame as provided in state and local laws to correct the violation. If the resident has not cooperated after the allotted time frame, management will proceed with eviction.