

Bed Bug Management:

A Multi-Family Housing Perspective

Christine Hydel

Property Manager, Midtown Towers

Forest City Realty Trust

Why You Need a Bed Bug Management Program

Saves time & money

Helps prevent the problem from getting worse

Less likely to migrate to other units



Components of a Bed Bug Management Program for Multi-Family Housing Properties

Our company-wide policy and procedure addressing bed bugs includes:

A mission or overall policy statement

A physical description of bed bugs, their habits, and their behavior in an apartment environment

How bed bugs are introduced, spread and migrate

How to identify the source

Resident Notes

A policy should include standard forms/letters that can be customized with incident-specific details.

Tips for preventing
Pests

Notice of Initial
Pest Control
Inspection

Treatment
Instructions/Notice
of Treatment

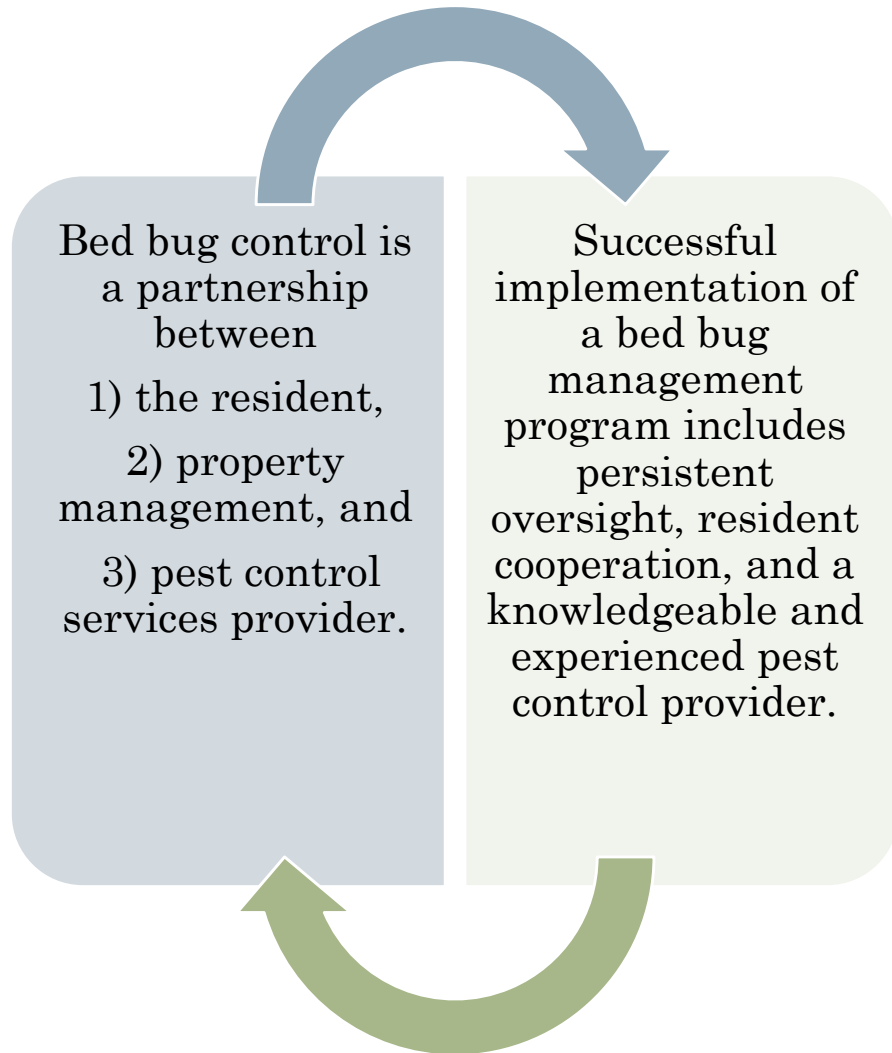
Non-Compliance
with Pest Control

Notice of
Apartment Re-
Inspection

Follow-Up
Treatment

Bed Bug Report
Form

Bed Bug Control Takes Teamwork



Key Components of the Policy

- When bed bugs are found in a unit, pest control provider inspects all surrounding units, as well as units across the hall.
- A staff meeting is conducted with the bed bug unit to review our policy and steps for them to prepare prior to treatment.
- A unit is not cleared until there are six (6) consecutive follow-ups every other week of no activity.
- Other proactive steps used:
 - Use of devices such as volcanoes in units that may have an infestation but have not yet been confirmed.
 - General pest inspections on a rotational basis to catch any other cases that may not be reported.
 - Questionnaires for resident to determine possible cause and any other potential locations of infestations.

Pre-Treatment Household Assessment

Property: _____ Apt #: _____ Resident: _____

RE: **Pre-Bed Bug Treatment Household Assessment** (Check off all that apply)

About Resident

- ☐ Possibly needs referral to county Audit Protective Service Department or other social services referral.
- ☐ Goes to dialysis or day program, etc.
- ☐ Visits residents or other people with bed bugs.
- ☐ If resident has a workplace, are there bed bugs at work?
- ☐ Are backpacks or briefcases carried to and from work, school, etc.?
- ☐ Has an aide, chore helper, or agency-provided caregiver. Comments: _____
- ☐ Uses a wheelchair (electric?), walker or cane.
- ☐ Travels or has guests who have travelled.
- ☐ Visits places that recently reported bed bugs (stores, theaters, etc.)
- ☐ Regularly gets household items and/or used clothing from flea markets, swap meets, garage or yard sales, or second-hand stores.
- ☐ Self-treating for pests? Describe (insecticide spray, moth balls, alcohol, etc.): _____

- ☐ Potential for vehicle infestation.
- ☐ Potential or Perceived Literacy/Limited English Proficiency Issues. Describe: _____

Pre-Treatment Household Assessment Cont'd.

About Apartment

- ☐ Vacuums regularly (and changes bags or washes canister). Comments: _____
- ☐ Has insufficient housekeeping issues. Provide detail: _____
- ☐ Too much furniture or apartment cluttered to hinder treatment.
- ☐ Used or rental furniture/second-hand mattress and/or box spring.
- ☐ Fire Hazard. Describe: _____
- ☐ Apartment over-occupied. Summarize: _____
- ☐ Items kept in property storage closets or at self-storage facilities.
- ☐ Carpet glued down, blinds or drapes need cleaning, or other special treatment instructions: _____
- _____
- ☐ Photos Taken.
- ☐ Location of bed bugs confirmed.
- ☐ Pest control service provider recommended removal and/or resident removed infested items/furniture.

Infestation: ☐ Minimal (<10) ☐ Moderate (10-50) ☐ Extensive (>50)

Inspector: _____

Date: _____

Treatment Guidelines for Inclusion



Associates & residents should not treat bed bugs themselves



Only items heavily infested or in poor condition should be discarded



Items to be disposed of should be wrapped and rendered unusable



Ensure residents understand their responsibilities in the treatment process

Proper Disposal of Infested Furniture



Schematic Used for Determining Surrounding Units Requiring Inspection


Floor 3	312	310	308	306	304	302
	311	309	307	305	303	301
Floor 2	212	210	208	206	204	202
	211	209	207 Bed Bug Apt.	205	203	201
Floor 1	112	110	108	106	104	102
	111	109	107	105	103	101

Building Schematic Depicting Infested Units


[illegible]

Assessment Procedures


Document location(s) of bed bugs and take photos



Promptly respond to complaints and notify pest control contractor as soon as possible

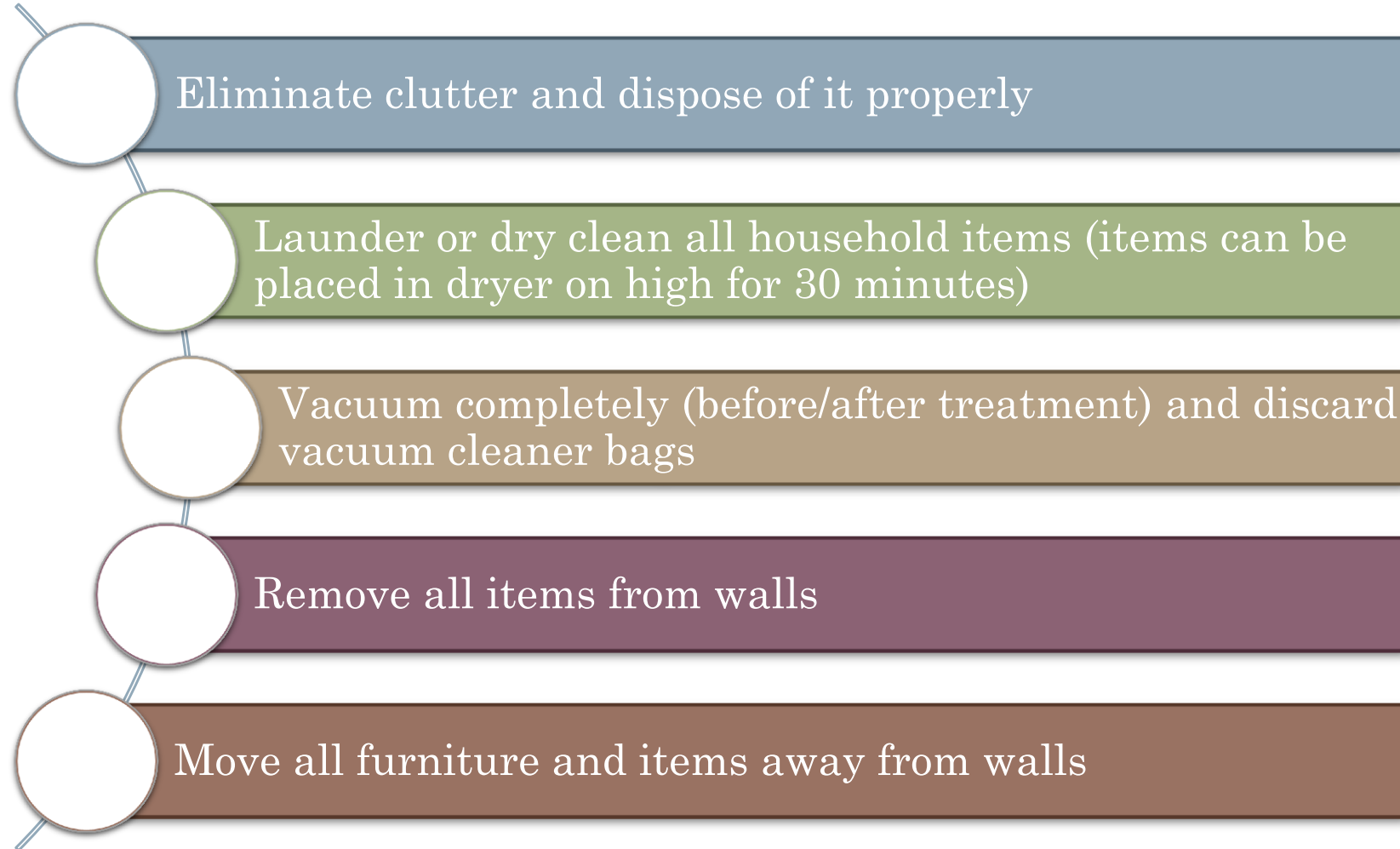


Property Manager/Maintenance Supervisor need to accompany pest control provider through inspection

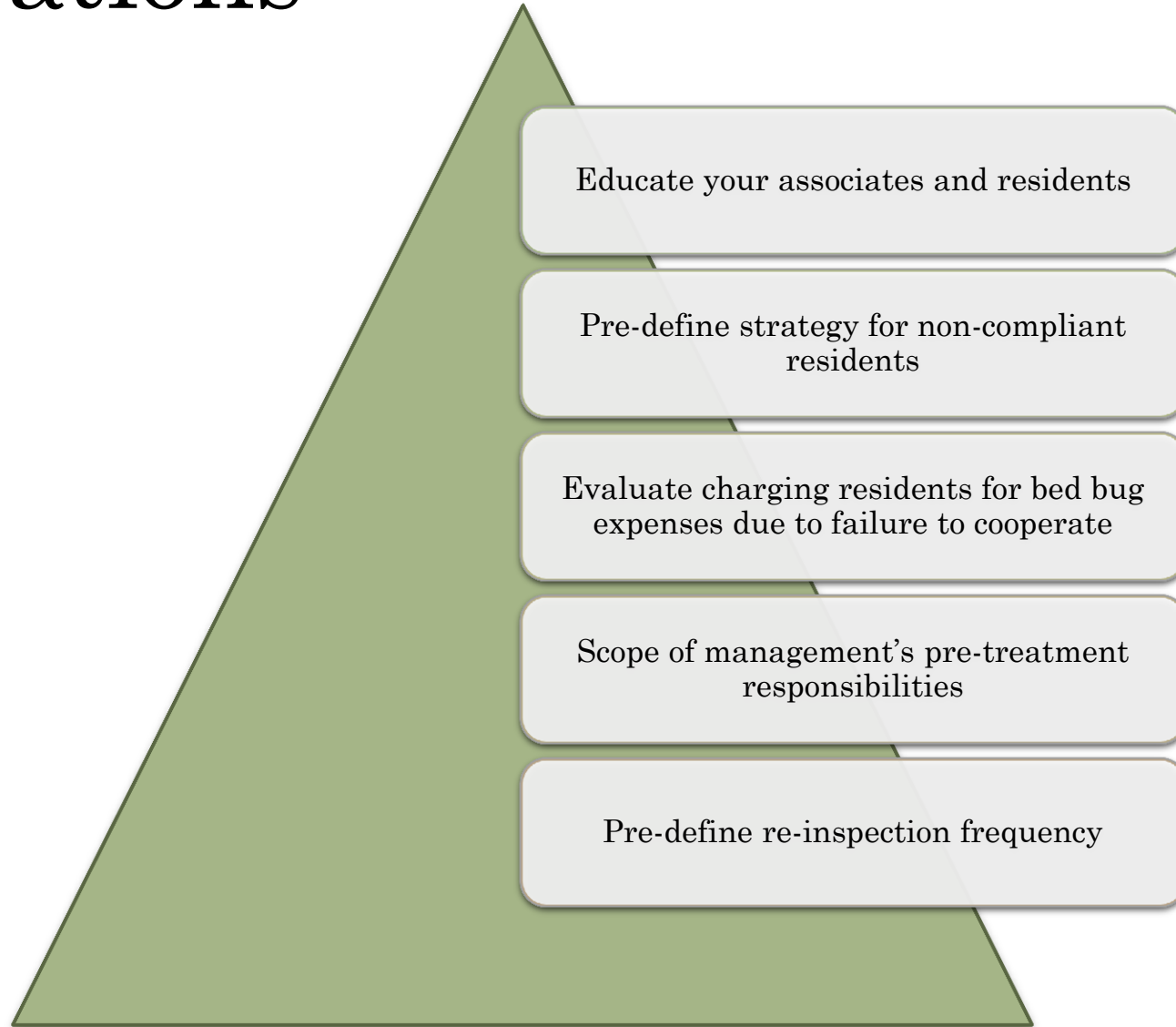


Bed bug issue should be documented thoroughly and appropriate management notified

Resident Treatment Responsibilities



Additional Bed Bug Management Considerations



Did you know?

Contrary to popular belief,
you cannot *outrun* bed
bugs by moving untreated
items, and some of them
will travel with you to your
new home!



Cooperation for Success



Instead of playing the “blame game,” residents, property management, and pest control service providers need to *work together* to manage bed bug infestations.