Bed Bug Management: *A Multi-Family Housing Perspective*

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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

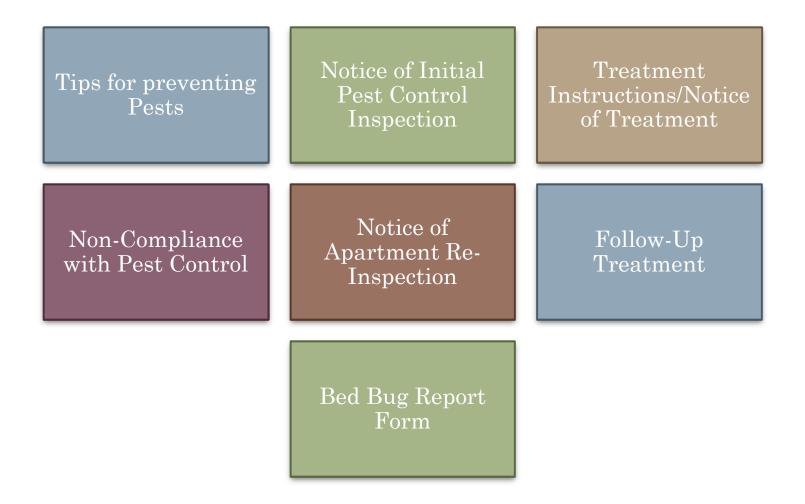


Components of a Bed Bug Management Program for Multi-Family Housing Properties

A mission or overall policy statementA physical description of bed bugs, their habits, and their behavior in an apartment environmentHow bed bugs are introduced, spread and migrateHow to identify the source			policy and j bugs inclu	
	overall policy	description of bed bugs, their habits, and their behavior in an apartment	are introduced, spread and	identify the

Resident Notes

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



Bed Bug Control Takes Teamwork

Bed bug control is a partnership between

1) the resident,

2) property management, and

3) pest control services provider.

Successful implementation of a bed bug management program includes persistent oversight, resident cooperation, and a knowledgeable and experienced pest control provider.



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

- Dessibly 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 secondhand stores.
- □ Self-treating for pests? Describe (insecticide spray, moth balls, alcohol, etc.): _____
- Detential for vehicle infestation.

Describe:

Pre-Treatment Household Assessment Cont'd.

About Apartment

- □ Vacuums regularly (and changes bags or washes canister). Comments:_____
- □ 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.

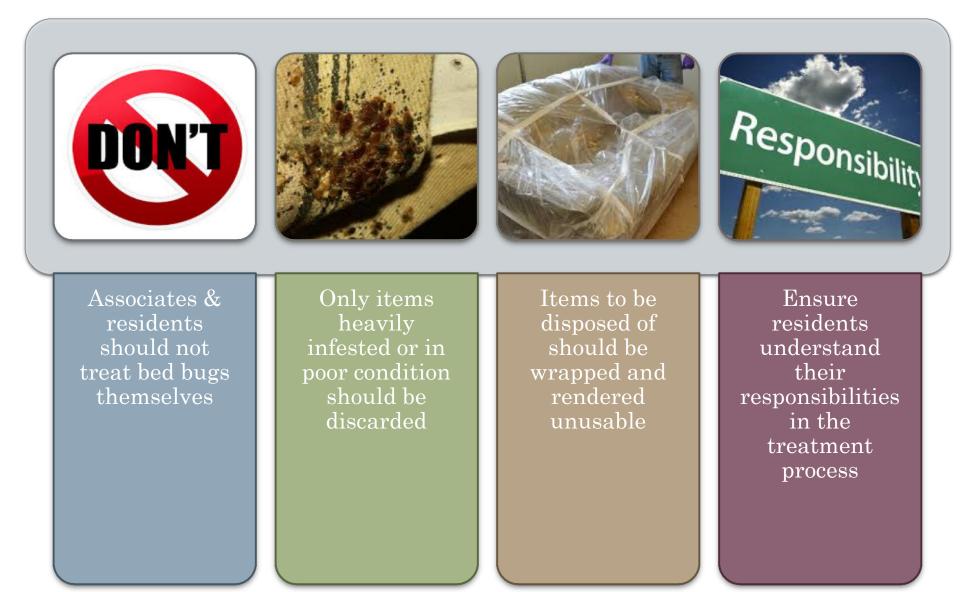
- □ Location of bed bugs confirmed.
- Pest control service provider recommended removal and/or resident removed infested items/furniture.

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

Inspector:____

Date: _____

Treatment Guidelines for Inclusion



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	Floor 1 112 110		108	106	104	102	
	111 10		107	105	103	101	

Building Schematic Depicting Infested Units

Floor 1	Bm. N			fail Room		113	111	109	107	105	103	101	
	Trash Chute			Lobby			Office	112	110	108	106	104	102
					_					0.07	0.05		-
Floor 2	221 220	219	rash Chu	217 216	Elevator	215	213 214	211 212	209 210	207	205	203	201
Floor 3	321	319		317		315	313	311	309	307	305	303	301
	322	320	rash Chu	318	Elevator	316	314	312	310	308	306	304	302
Floor 4	421	419		417		415	413	411	409	407	405	403	401
	422	420	rash Chu	418	Elevator	416	414	412	410	408	406	404	402
Floor 5	521	519		517		515	513	511	509	507	505	503	501
	522	520	rash Chu	518	Elevator	516	514	512	510	508	506	504	502
Floor 6	621	619		617		615	613	611	665	607	605	603	601
L	622	620	rash Chu	618	Elevator	616	614	612	610	608	606	604	602
Floor 7	721	719		717	-	715	713	711	709	707	705	703	701
	722	720	rash Chu	718	Elevator	716	714	712	710	708	706	704	702
Floor 8	821	819		817	-	815	813	811	809	807	805	803	801
	822	820	rash Chu	818	Elevator	816	814	812	810	808	806	804	802
Floor 9	921 922	919 920	rash Chu	917 920	Elevator	915 916	913 914	911 912	909 910	907 908	905 906	903 904	901 902
loor 10	1021 1022	1019 1020	rash Chu	1017 1818	Elevator	1015 1016	1013 1014	1011 1012	1009 1010	1007 1008	1005 1006	1003 1004	1001
Floor 11	1121	1115		1117		1115	1113	1111	1109	1107	1105	1103	1101
	1122	1120	rash Chu	1115	Elevator	1116	1114	1112	1110	1108	1106	1104	1102
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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

Eliminate clutter and dispose of it properly

Launder or dry clean all household items (items can be placed in dryer on high for 30 minutes)

Vacuum completely (before/after treatment) and discard vacuum cleaner bags

Remove all items from walls

Move all furniture and items away from walls

Additional Bed Bug Management Considerations

Educate your associates and residents

Pre-define strategy for non-compliant residents

Evaluate charging residents for bed bug expenses due to failure to cooperate

Scope of management's pre-treatment responsibilities

Pre-define re-inspection frequency

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.