



DEALING WITH BED BUGS

BUILDING OPERATIONS



Client called to say
they have Bed Bugs

What do you do?!

Step 1

Superintendent, Property Manager & Case Worker should discuss background and agree on need for Pest Control Services

Step 2

Use Check List

Record all data in

Building Pest Control Log

Protocol Checklist for Bed Bugs:

- Building: _____ Target Apartment #: _____
1. Date reported: _____ 2. Date discussed with Manager: _____
3. Date Pest Control company is contacted: _____
4. Visual Inspection Date: _____ Are Bed Bugs Found? 0 Yes 0 No

If the answer is Yes, proceed to step 5. If the answer is No, monitors are to be placed and checked in two weeks. If complaints persist after two weeks with no positive sighting then discuss alternative options with Director.

Target Apartment Monitors two week check:

Week #2

0 Positive 0 Negative

5. Discovery Date: _____ 6. Date Director is notified: _____
7. Date Preparation literature given to tenant _____
8. Date Notification given to surrounding Apts _____
9. Date of Inspection #1 (surrounding Apts) _____
10. Has Box Spring/Mattress covers been procured? 0 Yes 0 No
11. Date of First treatment of target apartment _____
12. Date Contractor performs repairs _____
13. Do floors need to be sealed? 0 Yes 0 No
14. Date of Second treatment _____ 15. Final Inspection/Closeout _____

Surrounding Apartments Monitors checked:

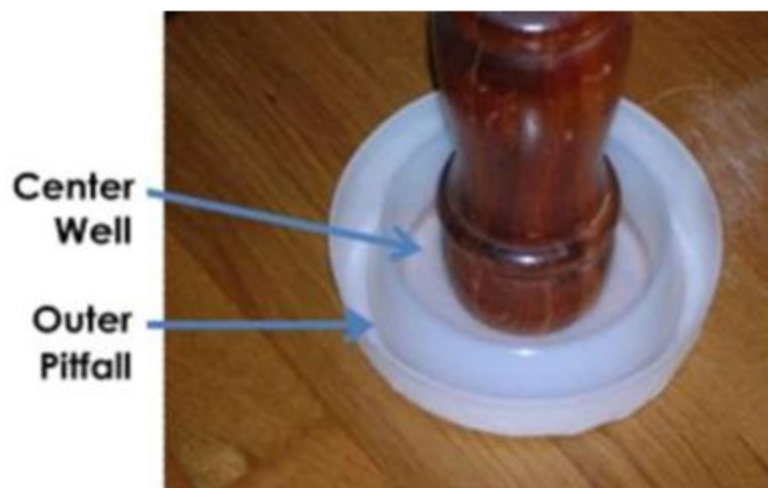
	First Check	Positive	Negative	2nd check	Positive	Negative
Above Apt. # _____	_____	0	0	_____	0	0
Below Apt. # _____	_____	0	0	_____	0	0
Right Side Apt. # _____	_____	0	0	_____	0	0
Left Side Apt. # _____	_____	0	0	_____	0	0

Step 3

Call Pest Control Company
to Perform Bed Bug
Inspection

Step 4

If No Bed Bugs are Found
Place Insect Traps (Glue
Boards, Climb Ups) in
Apartment and Check
within Two Weeks



Climb Up



Insect Trap

Step 5

If Bed Bugs Are Found:
Provide Tenant with Bed
Bug Mattress and Box
Spring Covers along with
written Preparation
Procedures

TENANT BED BUG TREATMENT PREPARATION SHEET

1. **Cleaning**

(Complete within 7 days)

- Place all clothing, linens, shoes, coats, pillows, in large, clear plastic bags
- Take down all things hanging on walls such as clocks, picture frames, posters, etc
- All clothes and plush items should put into a MEDIUM/HOT dryer for 1/2 hour
- Separate cleaned items from items that have not been checked or cleaned
- Personal belongings should remain in bags until they can be inspected
- Room should be emptied of all belongings, and floors vacuumed
- The mattress, box spring, and bed frame should be vacuumed thoroughly
- Buy and install certified "bed bug proof" covers for the mattress and box spring
- Non-porous furniture, floors, and walls should be washed with warm soapy water.
- Wash in and around any steam or hot water radiators (not electric baseboard heat).
- Do not discard mattresses, furniture, clothing or other items without properly wrapping them and coordinating the disposal with the building staff.

2. **Preparation for Treatment**

(Complete within same 7 days as cleaning)

- Notify your Super immediately if you have small children, elderly people, health compromised individuals, or pets in the household
- Place all clothing and linens in large, clear plastic bags
- Plastic toys, books, electronics, should be bagged separately for inspection
- Empty all drawers and closets into plastic bags, and place in the center of the room
- The room should be empty of all clothing and plush items
- Move furniture at least 18 inches from the walls.
- Have building staff remove outlet covers and switch plates on all walls
- Make sure the pest control professional can get to all areas to inspect and treat
- Cover fish tanks with towels or plastic
- Rooms should appear as if you are packed and ready to move

TENANT BED BUG TREATMENT PREPARATION SHEET (continued)

- 3. Initial Chemical Treatment** (No later than 7 days after Bed Bugs are found)
 - People & pets must leave the area during treatment for at least 4 hours
- 4. Repairs by Contractor** (Within one week after treatment)
 - Seal all holes in floors and walls and repair peeling paint or wall coverings.
- 5. Follow-up Chemical Treatment** (Two weeks after initial treatment)
 - If possible, remain “packed-up” for your follow-up chemical treatment.
 - People & pets must leave the area during treatment for at least 4 hours
- 6. Final inspection/closeout** (Three weeks after initial treatment)
 - Make sure the pest control professional can get to all areas to inspect

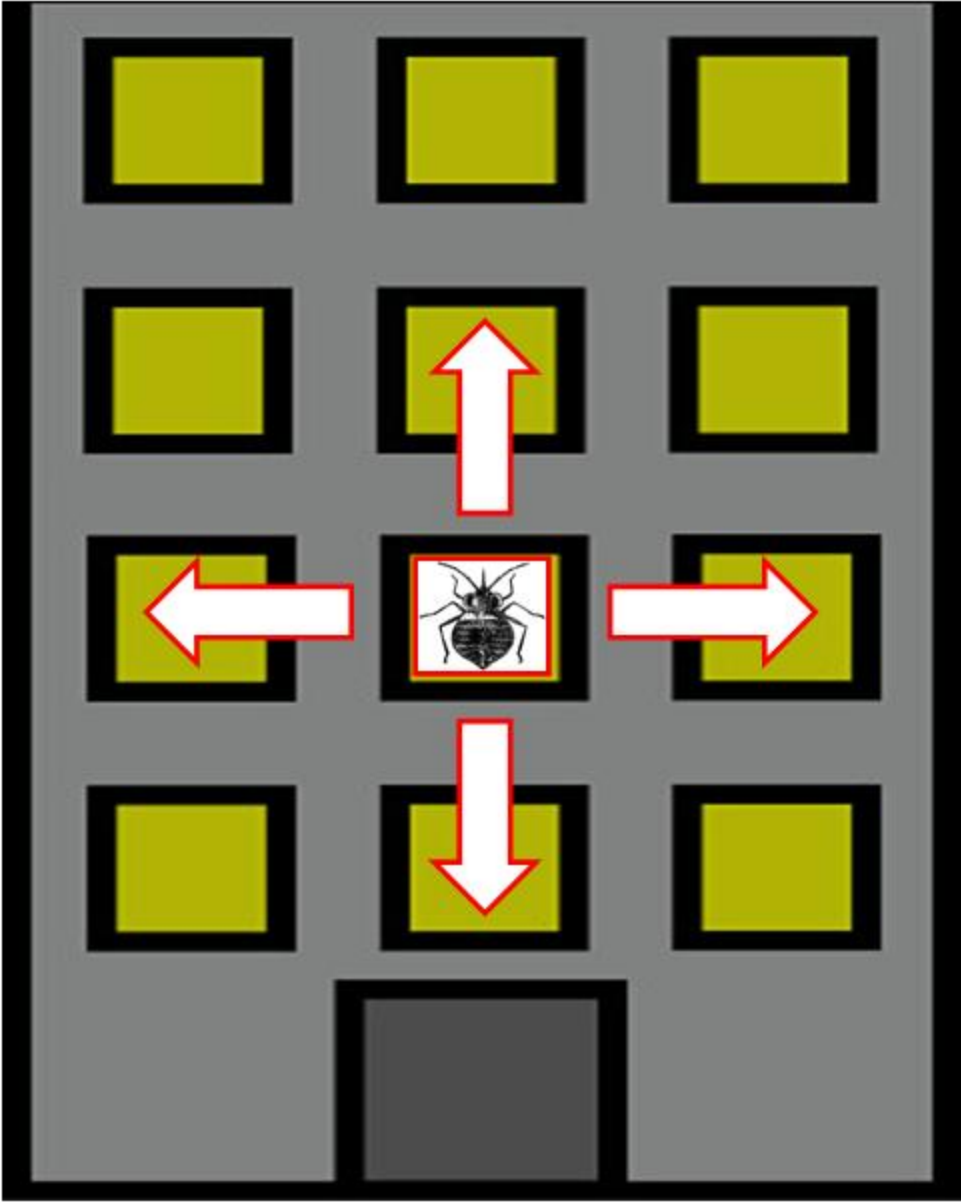
IMPORTANT

**IF YOU ARE SERIOUS ABOUT
GETTING RID OF BED BUGS
TREAT ENTIRE APARTMENT
NOT JUST BEDROOM**

Step 6

Inspect adjacent apartments
within 3 days after
discovery

Top, Bottom, Side to Side
Remember to Log Info



Step 7

Meet with Tenant again
3 Days Before Treatment
Stress Importance of
Cleaning and Packing

IMPORTANT

**IF YOU ARE SERIOUS ABOUT
GETTING RID OF BED BUGS:
APARTMENT SHOULD LOOK
LIKE TENANT IS MOVING
OUT**

Step 8

Treatment Day

Tenants Must Leave
Apartment for at least
4 hours

Step 8 (cont.)

Manager Should Re-inspect Apartment

- All clothing, linens & items are in large, clear plastic bags
- All drawers and closets are empty
- Furniture is at least 18 inches from the walls.
- Building staff has removed outlet and switch plates and replaces after treatment.

Step 9

Tenant should be encouraged to leave as many items packed up as possible until 2nd treatment in two weeks

Step 10

Make Repairs to Apartment

Seal Holes, Gaps, Openings

Scrape Peeling Paint

Repair Cracks

Step 11

Second Treatment, Two
Weeks after First

2nd should be same as the 1st

Check Surrounding
Apartments at this Time

Step 12

Coordinate Final Inspection
Three Weeks after the 2nd
Treatment

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Special Situations

Not Every Case is the Same

Pregnant, Elderly, Infant,
and Health Compromised

Tenants may need a
Different Plan

Challenges

- Uncooperative Tenants
- Unprepared Tenants
- Hoarders
- Securing Personal Items

Teamwork

Effective Bed Bug Treatment
takes a Team Effort

Tenant, Super, Property
Manager, Case Worker,
Leasing Office, Pest Control
Vendor

