

Roles and Responsibilities



1

The Property Manager is responsible for IPM

- Hires a qualified pest management professional (PMP) who uses IPM and a contract that rewards success
- Follows HUD's Promotion of IPM (PIH 2011-22)
- Develops and enforces policies and procedures based on PIH 2011-22
- Enforces housekeeping standards and the lease
- Manages the PMP
- Identifies problems, especially with housekeeping and sanitation
- Monitors and maintains facilities and grounds

2

The Property Manager is responsible for IPM

- Protects and assists vulnerable and sensitive populations
- Tracks complaints and program performance
- Delegates the solutions
 - If unable to assist directly, contacts family member, resident support services, or social services agency
- Encourages a reporting system
 - Notify staff and residents of upcoming PMP visits
 - Facilitate the IPM log
 - Provide pesticide use notification

3

Pest Management Professional

- Qualifications to consider
 - Green Shield, GreenPro, or Ecowise (in CA)
 - Association membership: National Pest Management Association
 - PMP certification: Associate Certified Entomologist (ACE) or Board Certified Entomologist (BCE)
- Follows contract to get paid
 - Notifies PHA of upcoming visits
 - Communicates with staff *and* residents
 - Inspects and monitors for pests
 - Identifies pests
 - Recommends pest-proofing strategies
 - Applies effective and compatible pesticides
 - Documents everything: observations, pesticide usage, suggestions
 - Follows-up quickly when needed

4

Maintenance Staff

- Seal cracks
- Fix leaks
- Eliminate moisture problems
- Install barriers to pest entry and movement
- Monitor common areas for pests
- Report observations, problems, and actions
- Possibly assist with unit preparation

5

Janitorial / Custodial Staff

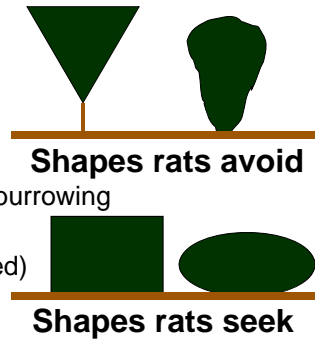
- Keep common areas clean and sanitary (especially trash chutes and dumpsters)
- Monitor for pests
- Report problems in units and common areas



6

Landscaping and Grounds Crews

- Monitor for pests (especially rats)
- Report problems
- Minimize use of pesticides on grounds
 - Plant choice
 - Doesn't offer coverage for rat travel and burrowing
 - Resists pests naturally (few pesticides or nutrients required)
 - Plant placement
 - Never touching the building
 - Appropriate sunlight, shade, and moisture for the plant
 - Plant maintenance
 - Mow grass high: 3-4"
 - Mulch grass clippings



7

Resident Support Service Staff

- Get assistance for residents who are unable to prepare their unit for the PMP due to financial or physical limitations
- Educate residents about:
 - Pests
 - Proper housekeeping
 - Reporting presence of pests, leaks, and mold
- Enforce lease provisions regarding:
 - Housekeeping
 - Sanitation
 - Trash removal and storage
- Encourage residents to allow PMP into unit

8

Resident

- Notifies management of disabilities or when assistance is needed to participate in an IPM program
- Gives PMP access to unit
 - Works with staff to find reasonable accommodations if sensitivities exist
- Prepares unit for PMP visit according to instructions
- Follows lease regarding
 - Housekeeping
 - Sanitation
 - Trash removal and storage
- Reports presence of pests, leaks, and mold
- Monitors unit for problems
- Helps and educates neighbors



9

The results of the team approach

- An inspection and monitoring system that finds pests
- A reporting system that identifies areas of improvement
- Units are prepared to receive effective treatment
- Communication that empowers all
- Fewer pests and a healthier environment

10

Questions?



11