

# Affordable Housing Documents Package



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# Introduction

Thank you for your interest in our new bed bug Affordable Housing Resource Guide Documents Package! You may be aware we released the first edition of the Affordable Housing Resource Guide in 2018, and the response was overwhelmingly positive from members of the affordable housing industry.

Our goal in creating these documents was to ease the stress and financial burden that bed bugs can cause in the affordable housing industry. Our no-prep philosophy is a mind-set that many in the affordable housing industry have expressed interest in, but were not sure how to implement. The good news is that BedBug Central has an extraordinary amount of documentation in our library in regards to bed bug biology, treatment, monitoring, best practices and so much more. We reviewed each of our documents and added the forms to the new Documents Package that we believe will best serve to help improve your ability to solve bed bug-related issues and implement no-prep within your communities. The new documents we have included are:

1. **Client Cooperation for Bed Bug Services & Checklist:** This has been the most impactful document within affordable housing. We don't believe prep is necessary bed bug treatments when in fact, prepping actually makes the problem worse and more difficult to eliminate.
2. **Bed Bug Interception Devices:** How important early detection is within in affordable housing. What they are, how they work, and why they are important
3. **Bed Bug Mattress Encasements:** What they are, how they work, and why they are important
4. **Bed Bug Fact Sheet:** Key points about bed bugs. Great for both tenants and management.
5. **Bed Bug Signs & Symptoms:** Common signs and symptoms of bed bugs as well as what bed bugs and their eggs look like.
6. **Bed Bug Management Fact Sheet:** A document designed for management. Useful bed bug information that will help in answering questions from the tenants.
7. **Bed Bug Management Tasks:** A document designed for management. A list of things that need to be done by the management team prior to the pest control coming out to treat.
8. **Surrounding unit information sheet:** What a surrounding unit is and how important it is to inspect and monitor them.
9. **Vacant Unit Sheet:** Explains why vacant units are so challenging when it comes to bed bugs.

If after reviewing the documents you have any questions or need clarification on how to use each document, please don't hesitate to contact us. Also if you would like us to do bed bug training with you and your staff please let us know! You can fill out our training request interest form [here](#).

Once again thank you for your interest in our new Affordable Housing Documents Package. We look forward to hearing from you and meeting you during our travels.

# Client Cooperation for Bed Bug Services

In order for our company to provide the best possible service, we ask that you follow the requests for cooperation. The information on this sheet is very important in ensuring the success of the program. If we need any cooperation above and beyond what is listed here, we will let you know.

## TO PREPARE FOR SERVICE

- DO secure any private, valuable, or important items. We will be going through closets, opening, drawers, etc.
- DO remove any pets and seal any fish tanks (turn off filter and air supply and wrap tank with plastic wrap). If pets exist that cannot be removed treatment may not be performed.
- DO be prepared to vacate the dwelling during service for 4 or more hours from the time that we arrive on site.
- DO unlock all doors in the unit being serviced so all areas are accessible for service.
- DO NOT strip linens from beds.
- DO NOT move beds or other furniture.
- WE DO NOT RECOMMENDED you bring new furniture into the unit until we declare that the bugs have been eliminated. At a minimum, this will be eight weeks from our first service.

## WHAT TO EXPECT WHEN YOU RETURN HOME

- Beds & box springs will be covered in bed encasements. DO NOT remove them for any reason.
- Following service remove bed dust ruffles (if present), keep sheets tucked in and do not hang clothing over headboards or foot boards.
- Bed frame legs and other furniture legs may have plastic insect traps under them. DO NOT remove or move these devices.
- We may seal items in trash bags that must be laundered in hot water cycle and/or placed in a dryer on high heat. Please launder bagged items as soon as possible.
- Following service, avoid storing any items under, on top of, or immediately adjacent to beds and upholstered furniture until the infestation has been eliminated.
- Following service, please read any other information sheets that have been left for you. They contain important information necessary to eliminate bed bugs
- You will be notified of any additional cooperation needed for future services.
- If baseboard heating is present, we may be turning it on when we arrive then turning it off when we leave. Your home may be warm when you come back after service is complete.

**REMEMBER: THE MORE YOU COOPERATE, THE SOONER YOU CAN LIVE WITHOUT BED BUGS.**

# Client Cooperation for Future Bed Bug Treatments

Location # \_\_\_\_\_ Unit # \_\_\_\_\_

Client Name \_\_\_\_\_

In order for our company to provide the best possible service on our next visit we ask you to complete the following requests. These requests are crucial to the success of the program. If they are not completed, we may have difficulty solving the problem. If you fail to complete the following requests it may be difficult and maybe impossible to eliminate the problem.

\_\_\_\_\_ 1. Wash and dry all fabric we put in bags on hot wash and high heat dry cycles.

\_\_\_\_\_ 2. Remove all items found under the beds. (Do not place any items underneath the beds in the future.)

\_\_\_\_\_ 3. Remove all items in the \_\_\_\_\_ closet so we can treat it.

\_\_\_\_\_ 4. Remove the items within the following areas so they can be treated:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ 5. Please repair or replace the following items to prevent problems in the future: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

6. Additional requests:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please have all the requests completed by \_\_\_\_\_.  
The exact date will be confirmed about a week prior to the service.

# Bed Bug Interception Devices

## What are these devices and why are they installed under my bed legs?

- The black trays in your home are insect interception devices (traps) that capture bed bugs and allow us to track the progress of our control efforts.
- They are designed to catch bugs as they crawl to or from the bed. Once they are inside the traps they are unable to climb out.
- Every bug caught is one less bug that can feed on a sleeping person.

## In order for these devices to work...

1. Do not let any items (i.e. comforters, sheets, clothes, etc.) hang off of the bed and touch the floor.
2. Remove and hot launder any bed dust ruffles that hang down from the box spring until bed bugs have been eliminated from your home.
3. Do not allow the bed to touch the wall or any bedside furniture—the goal is to isolate the bed.
4. Check the devices periodically to check for bugs and see if the devices are compromised (broken, debris in the wells) in any way.

This will not allow the interception device to work properly.



This will optimize the effectiveness of the interception devices.



This set of instructions should be used in conjunction with the full use directions for this product.

# Mattress and Box Spring Encasements

**In order for our company to provide the best possible service, please**

- Do not remove the encasements on your mattress or box spring for any reason.
- Do not sleep directly on the encasement placed on your mattress.

Mattress and box spring encasements are a critical step in controlling the problem in your residence. By installing these encasements on your mattress and box spring, we are making it harder for the bed bugs to hide. Any bed bugs or eggs that may still have been associated with the mattress or box spring will be trapped and will die (as long as the encasement is not removed). The smooth white surface eliminates hiding places for bed bugs that travel onto the bed making treatments easier and more effective during follow up visits.

The encasement serves as the new exterior for both the mattress and the box spring. Continue to use bed linens on top of the encasements. Launder bed linens in hot water and/or a hot dry cycle at least once a week to help eliminate any bed bugs or eggs that are associated with the bed sheets.

Maintenance of your encasements includes checking for any rips or tears and making sure the zipper is completely closed. Even a small opening can let a bed bug escape. Small rips and tears can be sealed using duct tape or packing tape. Larger rips or tears may require replacement of the damaged encasement.



The zipper is completely closed!



An open encasement means bugs escape!

**REMEMBER: THE SUCCESS OF THIS SERVICE DEPENDS UPON YOUR COOPERATION.**

# Bed Bug Fact Sheet



## KEY POINTS

- Bed bugs can be extremely difficult to detect. Proper diagnosis requires highly trained professionals.
- Bed bug services are very labor intensive, rely on the careful use of residual pesticides and should only be conducted by highly trained professionals.
- Adult bed bugs are brown to reddish-brown, flat, and approximately the size of an apple seed.
- Bed bugs feed exclusively on blood. When they are not feeding, they hide near where people rest.
- Proper service requires that ALL possible harborages are treated. This usually requires the complete cooperation of the customer to access all areas that need to be treated.
- Bed bug bites are essentially painless and often go unnoticed while the bugs are feeding. Reactions to bed bug bites can range from no reaction at all to a very severe allergic reaction and the level of reaction tends to vary depending on the person.
- One service WILL NOT eliminate bed bugs from your home. A typical bed bug management program consists of an intensive initial service followed by a number of follow up visits over a period of several weeks to months, depending upon the complexity of the infestation and the amount of cooperation received by the occupants of the infested dwelling. These follow up visits are necessary to ensure a maximum level of control.
- In rare cases, total elimination of bed bugs may not be possible through our regular program. We will work with the customer to design custom treatments to give the best control possible.

## GENERAL INFORMATION ABOUT BED BUGS

Bed bugs occur world-wide and bridge all economic and social strata. Bed bug infestations in North America have become much more common over the past 10 years. Adult bed bugs are brown to reddish-brown, approximately 3/16-inch long, 1/8-inch wide, broadly oval, and flat. Immature bed bugs (nymphs) are tiny and appear translucent or pale in color. The eggs are pearly white in color and only 1 mm in length, thus they can be very difficult to detect with the naked eye. Inspections for bed bugs include looking for live bugs, shed exoskeletons and characteristic black stains created by fecal droppings. These insects feed exclusively on blood however there has been no evidence to suggest that bed bugs transmit any diseases. Bed bug bites are essentially painless and often go unnoticed while the bugs are feeding. They hide in cracks and crevices, typically associated with beds and sofas, and can be difficult to detect. Therefore, infestations can grow rapidly and persist indefinitely until proper corrective actions are taken. Reactions to bed bug bites can range from no reaction at all to a very severe allergic reaction and the level of reaction tends to vary depending on the person.

Bed bugs do not enter homes from the natural outdoor environment; instead they must be introduced into the home from a previously infested environment. This can occur by picking them up during travel, bringing them in on rented or used furniture, introduction by guests or visitors, or other means. Often the exact source of the infestation is unknown. Ways to prevent introducing an infestation into your home is to avoid discarded furniture, inspect used furniture prior to entry into your home, briefly inspect hotel/motel rooms prior to staying in them and to be aware of the signs and symptoms of bed bugs so that you can identify an infestation as early as possible. It is best to leave the treatment of bed bugs to highly trained professionals due to the complex nature of bed bug infestations.

If you believe you may have an infestation of bed bugs in your home, if you are in an apartment please contact property management immediately and if you are in a personally owned home it is highly recommended you contact a knowledgeable professional as soon as possible. Identifying the presence of bed bugs and starting service as soon as possible are important steps to make the process go as quickly and efficiently as possible.

# Bed Bug Signs & Symptoms

## Infestations often go undetected for weeks or months

It is not uncommon for bed bugs to be present without being detected by the occupants of a structure for several weeks or months. The reason for this is because bed bugs are secretive insects that often remain hidden during the day and are mostly active at night. Under the veil of darkness, bed bugs will emerge from their secretive hiding places when they feed on people who are fast asleep. The bite is typically painless so people are unaware the bugs are feeding upon them. Once they are done feeding they scurry back to their secretive hiding places where they remain undetected. Often by the time the occupants of the structure do not actually realize that bed bugs are present until the infestation is well established.

## Common signs and symptoms

Indications of the presence of bed bugs can be detected in a number of different ways.

1. You may see the live bed bug activity or eggs.
2. You may see evidence (fecal spotting, shed bed bug skins) of bed bug activity
3. You may develop bite symptoms

## Know what the bugs and eggs look like

After hatching from an egg, bed bugs go through five developmental stages before reaching adulthood. The eggs are very small (1mm in length) and are pearly white in color. The youngest bed bugs (nymphs) are only 1 mm long and are light tan in color. If they have recently fed on blood they will appear bright red and be inflated like a balloon. Each developmental stage is slightly larger and darker in color. Adults are about the size of an apple seed and are brown in color. When engorged with blood the adults become more elongated and darker in color.



Eggs and unfed young nymph



Young nymph engorged with blood



3rd stage nymph (darker in color than younger nymph)



Adult bed bug larger and darker brown than nymphs

# Bed Bug Signs & Symptoms

## Know what evidence of bed bugs looks like

After feeding on blood, bed bugs will excrete the digested blood meal leaving dark tar-like spots or stains (referred to as spotting). Spotting is often evident on mattresses, box springs and other areas where bed bugs are active.

Immature bed bugs shed their skins between each developmental stage. The shed skins are can often be seen in areas of bed bug activity.



Bed bug fecal spotting (excreted blood) on box spring



Bed bug fecal spotting (excreted blood) on wood



Shed bed bug skins on bottom of box spring

## Know what bite symptoms look like

Not everyone reacts to bed bug bites, this is especially true among elderly individuals. Those that do react typically exhibit red welts that are very itchy. Some people can have allergic reactions to bed bug bites that are much more severe in nature. Bite symptoms often occur in clusters or rows of raised itchy welts. Bite symptoms can easily be confused with other insect bites or allergic reactions. For this reason symptoms that are suspected to be from bed bugs are a good reason to investigate if live bed bugs or signs of bed bugs also exist.



Bite symptoms often occur in clusters or rows

## Positive ID is important

There are a number of other insects that can easily be misidentified as bed bugs by individuals who are not professionally trained in the identification of insects. Some of these "look alike" pests can be found in the same areas as bed bugs (such as beds and upholstered furniture). Any insect or evidence of insects that are suspected to be bed bugs should be saved and examined by a trained pest management professional for positive ID.

# Bed Bug Management Fact Sheet

## KEY POINTS

- Bed bugs can be extremely difficult to detect. Proper diagnosis requires highly trained professionals.
- Bed bug services are very labor intensive, rely heavily on the careful use of residual pesticides and should only be conducted by highly trained professionals.
- Proper service requires that ALL possible harborages are treated. This usually requires the complete cooperation of the customer to access all areas that need to be treated.
- One service WILL NOT eliminate bed bugs from your home. A typical bed bug management program consists of an intensive initial service followed by a number of follow up visits over a period of several weeks to months, depending upon the complexity of the infestation and the amount of cooperation received by the occupants of the infested dwelling. These follow up visits are necessary to ensure a maximum level of control.
- In rare cases, total elimination of bed bugs may not be possible through our regular program. We will work with the customer to design custom treatments to give the best control possible.

## GENERAL INFORMATION ABOUT BED BUGS

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Bed bugs do not enter homes from the natural outdoor environment; instead they must be introduced into the home from a previously infested environment. This can occur by picking them up during travel, bringing them in on rented or used furniture, introduction by guests or visitors, or other means. Often the exact source of the infestation is unknown. Once in the home bed bugs will seek small, protected areas to hide. Although called bed bugs, they can live in almost any area of the home such as beds, couches, picture frames, night stands, wall voids, under carpeting, or virtually any available small crack or crevice. However, they will most likely try to live very close to where people sleep. Only highly trained professionals can correctly identify and treat all of these potential harborages. Bed bugs are nocturnal insects and therefore usually hide during the day and are most active at night when they leave their harborages to seek a blood meal. Bed bug bites are essentially painless and often go unnoticed while the bugs are feeding. Not everyone reacts to bed bug bites, so bite symptoms may be absent, making detection of an infestation even more difficult. Bed bugs mature quickly, lay hundreds of eggs, and can live almost a year. Therefore, infestations can grow rapidly and persist indefinitely until proper corrective actions are taken.

## WHAT OUR COMPANY CAN DO FOR YOU

1. Provide a thorough inspection to confirm the presence or absence of bed bugs.
2. Provide education and training on how to reduce the likelihood of bed bug infestations and how to recognize bed bug infestations if they do arise.
3. Reactive Treatments: Our company can provide services to control current bed bug infestations.
4. Proactive Treatments: Our company can provide services to try and prevent an infestation from occurring or prevent a current infestation from spreading to uninfested areas.

# Bed Bug Management Fact Sheet

## WHAT IF BED BUGS ARE NOT FOUND?

Occasionally, clients complain of being bitten by bed bugs but no bed bugs are found. Bed bugs are extremely adept at hiding. Despite our experience and expertise, we are not always able to confirm the presence of bed bugs, particularly when just a few bugs are present. Just because bed bugs are not found that does not mean that they are not present. Therefore, we do not want to do nothing. In addition, we do not want to subject you to the expense of a complete bed bug program if there are no bed bugs. In this case, our company can provide a basic service at a reduced cost. This service will not eliminate a bed bug infestation but it may drive bed bugs out so that you or we may be able to secure a sample at a later date. Once bed bugs are confirmed we can institute the full bed bug program. If bed bugs are not found, but you still believe you are being bitten, our company can provide a Biting Insect Program to look for other possible biting pests.

## WHAT TO EXPECT AFTER SERVICE IS PERFORMED

You are very likely to continue seeing bed bugs following the initial treatment. In fact you may experience an increase in activity and see more bugs than you did before the treatment was made because the remaining bugs have been disrupted by our actions. With each service you should see fewer and fewer bugs. Bed bugs are capable of getting into many environments that are inaccessible for treatment. For example they may be located under carpeting, between or beneath floor boards, behind baseboards and crown molding, beneath window frames or door frames just to name a few. Bed bugs will also continue to exist in much greater numbers in environments that are crowded with personal belongings. Items stored underneath beds, closets that are filled, stacks of papers, boxes filled with items, are a few examples of the type of conditions that will allow these insects to survive for longer periods of time in greater numbers. Repeat visits will be necessary to achieve a high level of control. The extent to which populations can be reduced and the speed in which populations are reduced is dependent on a variety of factors.

## WHEN TO PLACE A SERVICE CALL

Normally, service calls are not needed for our bed bug program. It is very likely that bed bugs will continue to be seen following service. Our pest management professionals will recommend extra services if they are needed. You should call if bed bugs are found in an area that was not previously treated or if the problem gets significantly worse. Each time you request any additional services you will be subject to an additional charge. In lieu of service calls we encourage client feedback through our Bed Bug Follow-Up Surveys. You may communicate the status of the program with us through these surveys. These surveys will be provided directly to homeowners and in managed properties to the property manager.

## RECOMMENDATIONS

- DO NOT throw out your bed or other furniture. This can spread the problem and new items will likely become infested anyway.
- DO NOT change where you sleep. The bed bugs will follow and this will only spread the problem.
- Kill or vacuum any live bed bugs that are seen. Discard vacuum bag immediately afterwards by placing it in a sealed plastic bag and disposing of it in a trash receptacle outdoors.
- Launder bed linens regularly in a hot water cycle (140o F or hotter) and/or a hot dry cycle.
- Encase the mattress and box spring with bed bug proof encasements
- Pull beds away from the wall and bedside furniture so the bed does not contact the wall or other objects. If you have a frame, install insect interceptors under the legs.
- Inspect mattress, box spring, bed frame and headboard frequently (once per week is ideal) and remove live bugs with a vacuum (be sure to seal the vacuum bag in a plastic bag and discard it outdoors, vacuums can hide bed bugs, it may be a good idea to tell the service technician where the vacuum is kept).
- Eliminate cluttered/crowded conditions (piles of clothing, boxes filled with personal items, crowded closets, etc.). The more crowded and/or cluttered the more difficult to achieve control.
- Do not store items underneath beds.

# Bed Bug Management Tasks

In order for our company to provide the best possible service we ask that you complete the tasks below. Your cooperation will make the treatment as effective as possible. **If you fail to complete the following requests it may be difficult or impossible to eliminate the bed bugs.**

- **48 hours prior to our treatment, please be sure that the tenant receives notification that their apartment/house will be treated.** If we confirm the service date with management and the tenant claims they have not received notification and cannot leave the apartment, a 40% surcharge will be billed to the account.
- **Following treatment, please communicate all of the requests that the technician makes regarding the status of the apartment/house to the tenant.** Resident and client cooperation is critical to the success of this program. If the technician's suggestions are not carried out, the treatment could be prolonged and bed bugs may be impossible to eliminate. If you approve, the technician can give the resident a "client cooperation form" with all of the requests that the technician has made.
- **Prior to each follow-up visit, please have the tenant complete a follow-up survey.** This survey informs us to the status of the apartment/house. By completing this we will be able to declare control and elimination in a timely fashion.

Failure to complete any of these tasks could prolong the service and incur additional charges. If you have any questions in regards to these tasks please our office. Thank you for your cooperation.

# Surrounding Units

## The Importance of Surrounding Units

In addition to treating known infested units, neighboring units (above, below, adjacent and across the hall from the infested unit) should also be inspected for bed bug activity. In New York, there was a precedent setting case where the court ruled in favor of the tenant, one of the major deciding factors was that, although the management company was responsive in treating the infested unit, they did not expand the scope of their effort to include surrounding units in the building. The legal importance of addressing surrounding units is clear.

In some cases the unit where bed bugs have been identified may have originated from a neighboring unit that is heavily infested. Conversely, bed bugs from a unit known to have bed bugs can migrate to one or more of the neighboring units. In either case it is very important to identify units with bed bug activity.

## Supporting Research on Surrounding Units

Research in apartments demonstrates that bed bugs will readily move from infested apartments to units above, below, adjacent, and even across the hall from the known infested unit. In response to this data, our technicians will examine the movement of bed bugs

A study took a look at bed bug infested rooms in 750 hotels. All of the surrounding rooms that shared a wall with infested units were inspected. **Approximately 20% of the time bed bugs were found in one or more of the surrounding rooms.**

Based on these findings, we recommend you inspect all units that share a common wall, floor or ceiling with each infested unit, as well as the unit directly across the hall from the known infested unit.



# Surrounding Units

## Inspection & Treatment Options

Our company has several different options for inspection and treatment of surrounding units that can be incorporated into your bed bug management program.

Inspection and treatment options include:

- **Basic Inspection:** can detect large populations of bed bugs that have left evidence on the walls and other obvious locations. If you choose, technicians will install insect interceptors around at-risk furniture.
- **Standard Inspection:** can detect bed bugs that are starting to move into more apparent locations such as the edges of the mattress or walls. If you choose, technicians will install insect interceptors around at-risk furniture.
- **Intensive Inspection:** can detect low level infestations that may be restricted to the bottom of the box spring or the underside of the couch. If you choose, technicians will install insect interceptors around at-risk furniture.
- **Baseboard Treatment:** this is an application of pesticide to the baseboard that helps stir-up bed bugs that could not previously be detected and make them more obvious to the tenant or technician inspecting the unit.
- **Encasements:** by encasing the mattresses and box springs in the surrounding units you will ease future inspections of the beds as well as restrict bed bugs from getting inside the complex box spring and mattress.
- **Interceptors:** by installing interceptors (traps) in surrounding units, the likelihood of detecting bed bugs during subsequent inspections is significantly increased beyond what may be detected during a visual inspection, particularly when in infestation levels are low.
- **Adjacent wall crack and crevice work:** by treating all voids, cracks and crevices on the walls that are adjacent to the infested unit, you can possibly prevent bed bugs from entering the surrounding unit that has yet to be infested.
- **Standard Treatment:** two technicians do a full bed bug treatment and the necessary follow ups.

## Concluding Remarks

Remember that one key to bed bug management is finding and addressing bed bug infestations while they are still at low levels. By inspecting and possibly treating surrounding units before a problem is reported, you can catch an infestation before it becomes established and address the issue before it becomes a concern.

# Vacant Units

One of the most challenging issues associated with bed bugs is what to do when an infested unit is vacated prior to the infestation being eliminated. Not only does vacating a bed bug infested structure create challenges from a treatment point of view, but it also raises serious issues from a legal perspective. Clearly a unit should not be put back into inventory until the bed bugs have been eliminated. Thus the obvious question that arises is: How do you know when all of the bugs have been eliminated from the unit? The unfortunate reality is that it is virtually impossible to be sure that a vacant unit is bed bug free before it is re-rented.

There are a number of factors that cause this to be such a complex problem:

1. **The behavioral activities of bed bugs change once the unit is vacated:** Bed bugs can go dormant for many months without a blood meal. Once the structure is re-occupied all of the surviving bugs will resume their feeding activity. Some bed bugs may not wait for new tenants to arrive and may go to nearby occupied units in search of a blood meal.
2. **Ongoing treatments in vacant units are not likely to be effective:** Due to their altered behavior, bed bugs that are still present in the vacant structure are not likely to crawl through treatments, no matter how many times they are applied.
3. **Bed bugs are unlikely to be detected during visual inspections:** Low level populations are hard to see. Locating low level infestations in vacated units can be even more difficult because many of the bugs are often inside walls, behind moldings or under floor boards.
4. **There is no definitive way to detect the presence or absence of bed bugs:** Although there are a number of bed bug monitors available, these monitors won't attract every bug. A "zero-trap-catch" in these monitors does not necessarily mean bed bugs are not present. It is virtually impossible to declare an environment "bed bug free." Vacant units can be off the market receiving treatment for several months, but as soon as new tenants move in they may begin experiencing bites from bed bugs that were never truly eliminated.

## So what can you do?

Consider each of the treatment options below. Understand that none of these options guarantee that we will eliminate the problem but every precaution you take strengthens the argument that you did everything possible to prevent new tenants from being bitten by bed bugs. We recommend that you perform as many as possible.

- **Monitoring**— Active bed bug monitors, insect sticky traps, and/or insect interceptors can be installed in an attempt to pick up bed bugs. While the absence of bed bugs on these monitors does not tell you definitively that bed bugs are not present, the presence of bugs in the traps confirms that bed bugs are still present. Active monitors may be effective at drawing some bed bugs out of hiding.
- **Inspection**— In addition to visual inspection by a trained professional, another option for inspecting that is not discussed in this fact sheet is Canine Scent inspections. Discuss the use of bed bug sniffing dogs as an alternate method of inspection with us.
- **Standard bed bug treatment** — Our standard bed bug treatment includes an application to baseboards and the treatment of any cracks and crevices found throughout the apartment. In a vacant unit we will pay special attention to the walls that are adjacent to another unit, helping protect the neighboring units. If there is furniture in the unit, we will inspect and treat it or recommend that it be disposed of (and we'll tell you how to transport it through the building).
- **Drilling wall voids** — Bed bugs can go dormant inside wall voids where a technician would never be able to see. Walls can be drilled and treated in an effort to address bed bugs that may be located in these areas. Control efforts are likely to be much less effective in insulated walls compared those that are not insulated.
- **Removal of baseboards** — A common point of infestation is behind baseboards. The ¼ inch gap behind the baseboard is an ideal hiding place for bed bugs. We can remove the framework so that this area can be addressed.
- **Removal of additional framework** — Additional framework around doors, windows etc. also present ideal hiding places for bed bugs. We can remove this framework and steam the back of it to eliminate any possibility of bed bugs being behind it.

# Vacant Units

## **Adjacent units are also an area of great concern:**

As mentioned before, bed bugs can go out in search of food and infest surrounding units. This is a list of options for preventative measures that can be taken in those surrounding units. Please be aware that these steps will not guarantee that adjacent units will not become infested but they may help.

- **Mattress and box spring encasement** – All of the mattresses and box springs in the surrounding units can be encased using mattress and box spring encasements. These encasements have been scientifically proven to be bed bug proof (bed bugs cannot escape them or get into them if the zipper is completely closed). These encasements make any infestation easier to detect in its early stages and, thereby, easier to treat.
- **Monitoring & Inspection**—insect interceptors can be installed in an attempt to pick up bed bugs. While the absence of bed bugs on these monitors does not tell you definitively that bed bugs are not present, the presence of bugs in the traps is confirmation that bed bugs are present.
- **Basic treatment** – we can treat the baseboards with pesticide. Often this will disturb bed bugs making them easier to detect and may also provide some contact kill of bed bugs that are exposed to treated surfaces.
- **Adjacent wall crack and crevice work** – we can treat cracks and crevices in walls adjoining the infested unit in hopes to prevent bed bugs from entering surrounding units.

## **What is the correct frequency for follow-up visits & when can the unit be re-occupied?**

While these may be the two most important questions, there is no set answer for either one.

The frequency of follow-up visits depends on how frequently you want updates on the infestation. The recommended service interval is every two weeks.

It is difficult to determine when it is reasonably safe to re-occupancy the unit. However, we recommend that at a minimum it should be bug free for at least four consecutive inspections separated by two week intervals (8 weeks bed bug free). We also recommend that the inspections consist of both a visual inspection along with intensive monitoring using bed bug interceptors and sticky traps throughout the unit. Because neither of these inspection techniques can be relied upon with 100% certainty, the longer the unit is kept off the market or inspections continue to yield no new observable bed bug activity, the stronger your position will become to place the unit back on the market.

Please be aware that if you do not choose to take any of these options but you still want the unit treated we will proceed with a standard bed bug treatment. With each additional step, you will increase the likelihood of successfully eliminating the bed bug infestation. More importantly, you will strengthen the argument that you have made a diligent effort to protect your new tenants from a bed bug infestation.

For additional resources or any questions regarding bed bugs, feel free to contact BedBug Central. You can reach the following people via email.

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