

## **MARSHALL HOUSE**

### **BED BUG POLICY**

Marshall House recognizes that in order to effectively treat for pests, it takes a joint effort between the resident and management. In an effort to minimize infestations, Marshall House adopts the following policy:

#### **MARSHALL HOUSE RESPONSIBILITIES**

##### **A. MANAGEMENT**

1. Marshall House shall provide training to appropriate staff members regarding the identification, prevention, and eradication of bedbugs.
2. Marshall House will make efforts to educate new and existing residents on methods that may be utilized in order to prevent and detect bedbugs. Such efforts may include written handouts distributed to all residents and public workshops for residents to attend.
3. Marshall House shall keep a qualified pest control company under contract to provide "as needed" service based on discovery of pests.
4. Written records of reports, incidents and treatments of pest infestations will be maintained. Records will identify the dates, times, and places of such reports or incidents.

##### **B. INSPECTIONS**

1. Marshall House shall have an annual inspection in each unit.
2. Upon a report that there may be the existence of bedbugs in a residents unit, Marshall House shall, within 24 hours upon receipt of the report make contact with the resident, provide information about the control and prevention of the pests and discuss measures that the resident should take in the unit before an inspection is performed.
3. Following a report of bedbugs, Marshall House or a qualified third party trained in bedbug detection shall inspect the dwelling unit to determine if bedbugs are present. Low level infestations may escape visual detection. For this reason, multiple detection tools, which include, but are not limited to, canine detection, may be utilized. The additional inspections will occur within a reasonable amount of time from the time of the reported incident.
4. Inspections will cover the unit reporting the infestation and no less than the adjoining apartments, consisting of the units to the left and to the right in this multifamily building.
5. If an infestation is suspected but cannot be verified, Marshall House will have the unit re-inspected periodically over the next several months.
6. Transfer requests will not be approved until 90 days of continued evidence that current apartment is pest free (including, but not limited to, roaches, ants, bedbugs, mice, pantry pests). Previously approved transfer requests will be placed on hold until 90 days of continued evidence that the infestation has been remedied.

##### **C. ADDITIONAL CONSIDERATIONS**

1. Marshall House will not charge a resident to cover the cost of bedbug treatment; such costs will be covered by Marshall House. The only exception to this rule is if the resident

demonstrates non-compliance to the reasonable pest control measures and instructions to combat bedbugs, or the willful failure due to action(s) by the resident and or their guest(s), as determined by management.

#### **D. RESIDENT RESPONSIBILITIES**

1. Under the terms of the Marshall House standard lease agreement, “Tenants should notify management if they are having a pest control problem”. Accordingly, resident shall report any discovery or suspicion of pests on the Pest Reporting Form (Attachment A) or by phone to the housing development office within 24 hours. Residents are the first line of defense against bedbugs therefore, are strongly encouraged to report any suspected problems immediately. Further, any willful failure on the part of a resident to report a bedbug infestation may result in adverse action taken against the resident, up to and including eviction. A resident reporting bedbugs may expect expeditious response and attention by the Marshall House, but should be advised that inspection and, if necessary, treatment of bedbugs may take time to schedule.
2. Residents shall not refuse entry to staff and/or contractors to complete pest inspections and/or treatment if notice has been given according to the lease. Refusal of entry may result in charges related to rescheduling treatment.
3. Residents will not use their own remedies to treat a discovered bedbug infestation. Insecticides, foggers, alcohol and the like will interfere with the professional treatments and cause adverse health issues for the community.
4. Residents shall be responsible and specifically comply to complete, or arrange to have completed, all pre-treat procedures, as outlined by the pest control professional, included in the Notice of Treatment letter. Notice of Treatment letter will be issued to the resident upon the scheduling of treatment.
5. Since clutter is a friend of bedbugs, residents will keep clutter in their residence to an absolute minimum.
6. Residents can easily unintentionally bring bedbugs onto the property when returning from a trip or bringing property into their residence. Therefore, residents will
  - i. Check their luggage and clothes whenever they return home from taking a trip
  - ii. Will examine any and all used items BEFORE bringing them home from secondhand stores, agencies, and/or family/friends. Marshall House reserves the right to inspect any household items brought on to the property.
  - iii. Will not acquire furniture or any other items from dumpsters, trash facilities, or the side of the road.
7. Following treatment, resident is responsible for moving furniture back into place, putting clothes away and putting their unit back in order. Additionally, resident shall vacuum entire unit thoroughly (including furniture) of any dead pests until no further pests are observed, as well as follow all other Marshall House Housekeeping Standards to ensure that no future incidents occur.

**C. Amendment**

This policy may be amended from time to time by the Marshall House Apartments.

Management will have all existing tenants sign and date the approved policy and retain a copy in the tenant's file.

I/We have read this notice and understand the City of Marshall/Marshall House Apartments Policy

\_\_\_\_\_ Unit \_\_\_\_\_  
Tenant Date

\_\_\_\_\_  
Tenant Date

\_\_\_\_\_  
Administrator Date