

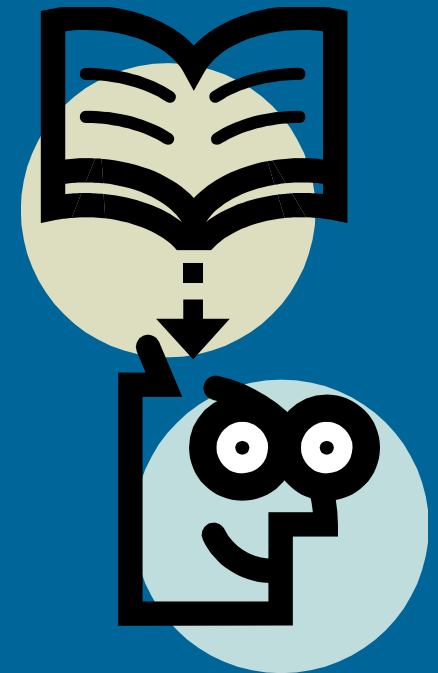
# Abbey Residential

Bed Bug Policy



# Staff Training

- Experts
- Staff Meetings
- Pest Control Contractor
- Signs
- Resident Questions
- Beware
- Do not
  - remove resident furniture
  - place in the property dumpsters.



# Educate Residents

- Bed Bug Addendum
- Handouts
- Dumpster/ Laundry Room Signs
- Encourage Reporting Immediately
- Timely Compliance Mandatory
- Review Treatment Plan
- Expectations



# Reported Infestation

- 🕒 Schedule Inspection Urgently
- 🕒 Confirm Appointment
- 🕒 Contact Regional Manager
- 🕒 Provide Required Preparations
- 🕒 Do Not Delay Treatment



# Treatment

- ☠ First Treatment
- ☠ 2 + 2
- ☠ Resolution
- ☠ Clarify Guaranty / Cost
- ☠ Add a PO
- ☠ treatment methods:
  - ☠ Mattress encasements
  - ☠ ClimbUp™ devises\*
  - ☠ Steam
  - ☠ Vacuuming
  - ☠ Desiccant dusts
  - ☠ Liquid insecticide formulations
  - ☠ Aerosol insecticides
  - ☠ Insecticidal dusts
- ☠ ClimbUp Insect interceptors™



# Building Strategies



## 💣 Adjacent units

- Shared Walls or Ceilings
- 2 + 2
- Small Infestations

## 💣 Vacants

- No Guarantees
- Infested Move Outs
- Heating units

# Record Keeping



- The Bed Bug Treatment Checklist
- Notebook Organized by Building
- Resident Claims

# Bed Bugs

