

COMPANY NAME Bed Bug Procedures

As you know there has been an increase of bed bug activity in the apartment management industry. In order to facilitate treatment and prevent the spread of bed bugs we have put together some instructions so you will have the information needed on how to address issues in the early stages, who to call, and when to call.

If you receive a service request from a resident complaining about what they think are bed bugs, ALWAYS contact the property manager of the affected apartment AND COMPANY NAME. In addition, notify your furniture and housewares provider.

1. Work with the property management company and a qualified pest control company to verify the existence of bed bugs.
2. Once the existence of bed bugs is verified, the General Manager should complete an Incident Report.
 - If the incident is at an COMPANY NAME owned property, the General Manager should complete the Incident Report and submit it to the COMPANY NAME Risk Management team. The COMPANY NAME sales team will work with Risk Management and the client to achieve the desired outcome for all parties.
 - If the incident is at a non-COMPANY NAME property, the GM should complete the Incident report and place it in the resident file for documentation purposes. The COMPANY NAME sales team should work with the local property management company and client to achieve the desired outcome for all parties.
3. The General Manager should notify the appropriate corporate housing client contact (Account Executive, National Account Manager, or the client) of the situation as soon as possible including alternative housing options.
4. Alternative housing arrangements should be made with the resident and corporate client. It is important the resident understands moving personal belongings may bring the bed bug infestation with them and is not recommended. Cleaning procedures will vary dependent on the extent of the infestation however, dry cleaning is an effective method of control in many cases.
5. The General Manager should work with the Property Manager and notify the resident of inspection or treatment schedule. Below are the guidelines we would prefer to follow. Most property management companies, COMPANY NAME included, have their own procedures and we would defer to their process with the understanding resolution and treatment is of the utmost urgency.
 - a. Inspections must be scheduled, with the resident being notified, the day of or the day after the alleged bed bug activity was indicated.
 - b. Treatments must be scheduled as soon as possible.
 - c. Some residents that have bed bug activity may want treatment the next day- try to reason with the resident, and explain that they need time to properly prepare the apartment for treatment or it may not work.
6. 14 day follow up inspection/treatments must be scheduled with the Property Manager.
 - a. 14 day follow ups are very important. Bed bug egg sacs are immune to chemical treatments. The only way to get rid of egg sacs is with HIGH TEMPERATURE STEAM. If egg sacs are missed, they will hatch every 14 days.
 - b. When egg sacs hatch, bed bugs will be too immature to reproduce.
 - c. If bed bugs are imbedded inside furniture to the point where they are missed from initial treatment, 14 day follow ups must be performed.
 - d. 14 day follow ups must be performed until the pest control company “clears” the unit of bed bug activity.
 - e. 14 day follow ups are not necessary for surrounding units unless live activity is identified. Surrounding units will be initially treated with a preventative treatment which will prevent bed bugs from traveling unit to unit.
7. Follow up with the resident in prompt and courteous fashion is very important. As a resident with COMPANY NAME they expect us to deliver on our commitment to service excellence in each and every detail of their experience.