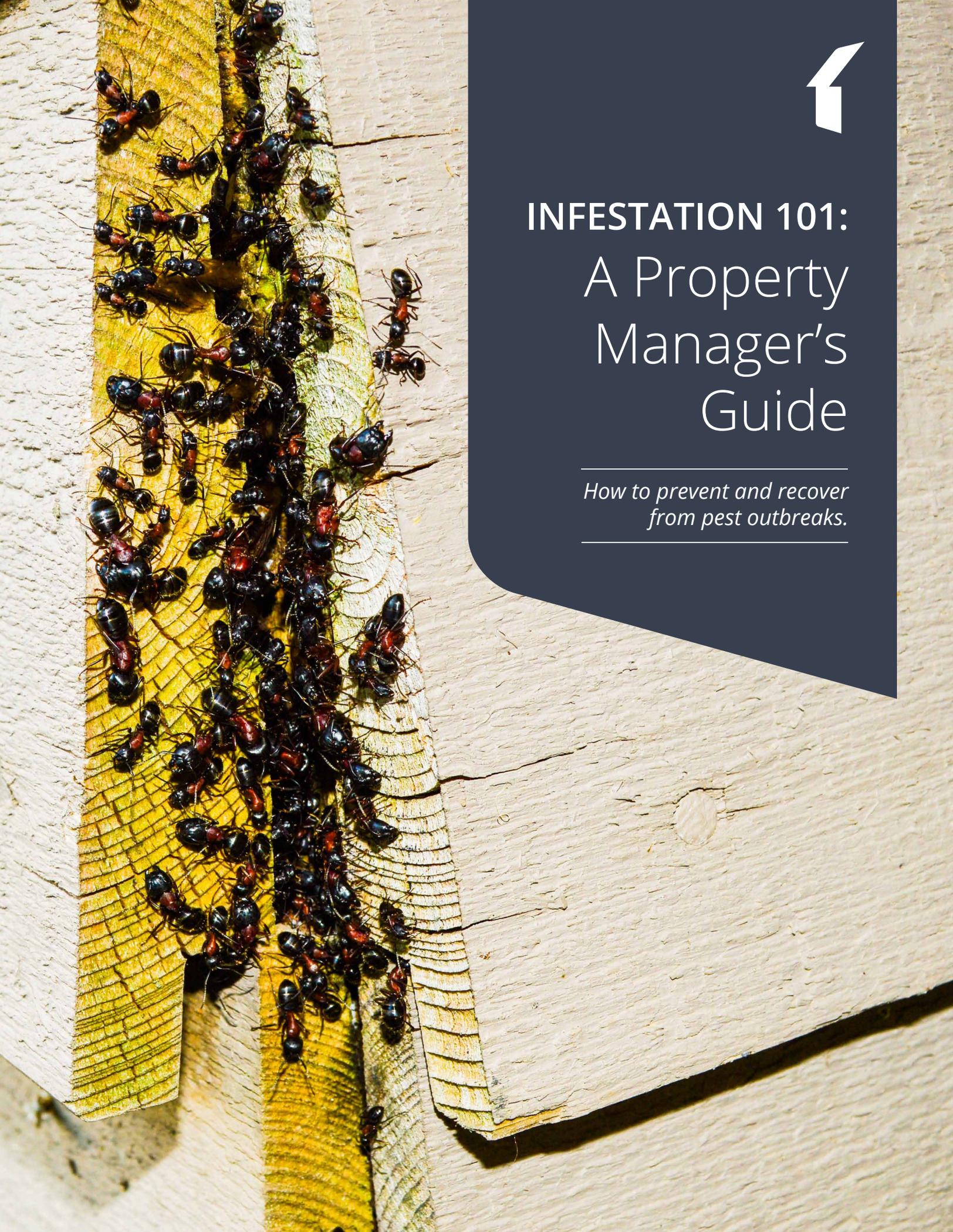


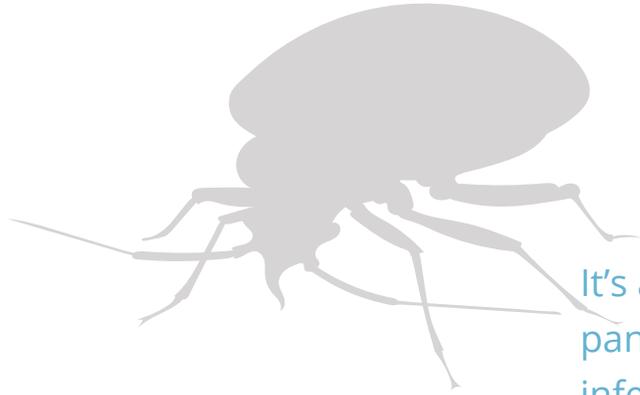


INFESTATION 101: A Property Manager's Guide

*How to prevent and recover
from pest outbreaks.*







It's a nightmare scenario. Your tenants call in a panic, hysterical because they've discovered a pest infestation in their rental. Cockroaches, rodents, fleas, moths, bed bugs and other creepy crawlers can be catastrophic for your properties, causing costly damage, requiring risky treatments, and sometimes prompting tenants to move out altogether.

Arm yourself in the fight against critters and bugs with this quick guide written especially for property managers. We've teamed up with pest prevention expert and CEO of EarthKind, Kari Warberg-Block to give you the most up-to-date and effective strategies for dealing with everything from insects to rodents.

This guide will show you how to spot the most common infestations, run you through how to handle them yourself, give you some advice for preventing them in the first place, and even walk you through how to hire a professional for the worst outbreaks.

Let's get started!

PREVENTION VS. EXTERMINATION

There's an old adage that says "an ounce of prevention is worth a pound of cure" and nowhere is that more true than in dealing with pest outbreaks.

Once they get a grip on your property, it can be a huge challenge to eradicate a pest problem. In years past, the solution to infestations was always to call an exterminator when they appeared, and have them poisoned.

But many poisons, fumigants, traps and other treatment options can pose even greater risk to health and property than the pests. A reactive strategy toward pests—waiting for them to come to you—may not be the best approach.





BUILDING YOUR STRATEGY

It is worth taking some time to consider what your policies will be regarding pests. Here are a few things to consider:

- 1 Will you take a toxic and/or non-toxic/ environmentally friendly approach to pest infestation?
- 2 How will you educate residents about spotting and preventing pests?
- 3 What proactive maintenance, prevention and inspections will you conduct?
- 4 How will you train staff, and when will you call in vendors and experts?
- 5 How might you use your comprehensive pest strategy as a marketing and promotional tool?

Safety and toxicity

Years ago, harsh poison and fumigants were seen as the only effective way to deter or eradicate infestations. Now, however, advances in technology mean green and non-toxic pest treatment—combined with prevention and early detection techniques—are far more effective than they have been in years past. Non-toxic choices also pose less safety and health risk to tenants, children and pets, and therefore lower liability. A greater emphasis is also being put on prevention. This guide will present both traditional and more modern, sustainable pest treatments and prevention methods.



On the following page is a list of pesticides you should be wary of.

Pesticide chemicals banned in the US:

- Aldrin
- Arsenic Oxide (3)
- Asbestos (Friable)
- Azodrin
- 1,4-Benzoquinone, 2,3,5,6-Tetrachloro-
- Binapacryl
- 2,3,4,5-Bis (2-Butenylene) Tetrahydrofurfural
- Bromoxynil Butyrate
- Cadmium Compounds
- Calcium Arsenate [2ash3o4.2ca]
- Camphechlor
- Captafol
- Carbofuran
- Carbon Tetrachloride
- Chlordane
- Chlordecone (Kepone)
- Chlordimeform
- Chlorobenzilate
- Chloromethoxypropylmercuric Acetate [Cpma]
- Copper Arsenate
- 2,4-D, Isooctyl Ester
- Daminozide
- Ddd
- Ddt
- Di(Phenylmercury) Dodeceny succinate [Pm ds]
- 1,2-Dibromo-3-Chloropropane (Dbcp)
- 1,2-Dibromoethane
- 1,2-Dichloroethane
- Dieldrin
- 4,6-Dinitro-O-Cresol
- Dinitrobutyl Phenol
- Endrin
- Epn
- Ethylene Oxide
- Fluoroacetamide
- Gamma-Lindane
- Heptachlor
- Hexachlorobenzene
- 1,2,3,4,5,6-Hexachlorocyclohexane
- 1,3-Hexanediol, 2-Ethyl-
- Lead Arsenate
- Leptophos
- Mercury
- Methamidophos
- Methyl Parathion
- Mevinphos
- Mirex
- Nitrofen
- Octamethyldiphosphoramide
- Parathion
- Pentachlorophenol
- Phenylmercuric Oleate [Pmo]
- Phosphamidon
- Pymimil
- Safrole
- Sodium Arsenate
- Sodium Arsenite
- 2,4,5-T
- Terpene Polychlorinates (Strobane6)
- Thallium(I) Sulfate
- 2,4,5-Tp Acid (Silvex)
- Tributyltin Compounds
- 2,4,5-Trichlorophenol
- Vinyl Chloride

Pesticide chemicals legal in the US, but banned elsewhere:

- Neonicotinoids (Neonics)
- Paraquat
- 1,3-Dichloropropene (Telone)
- Glyphosate
- Atrazine

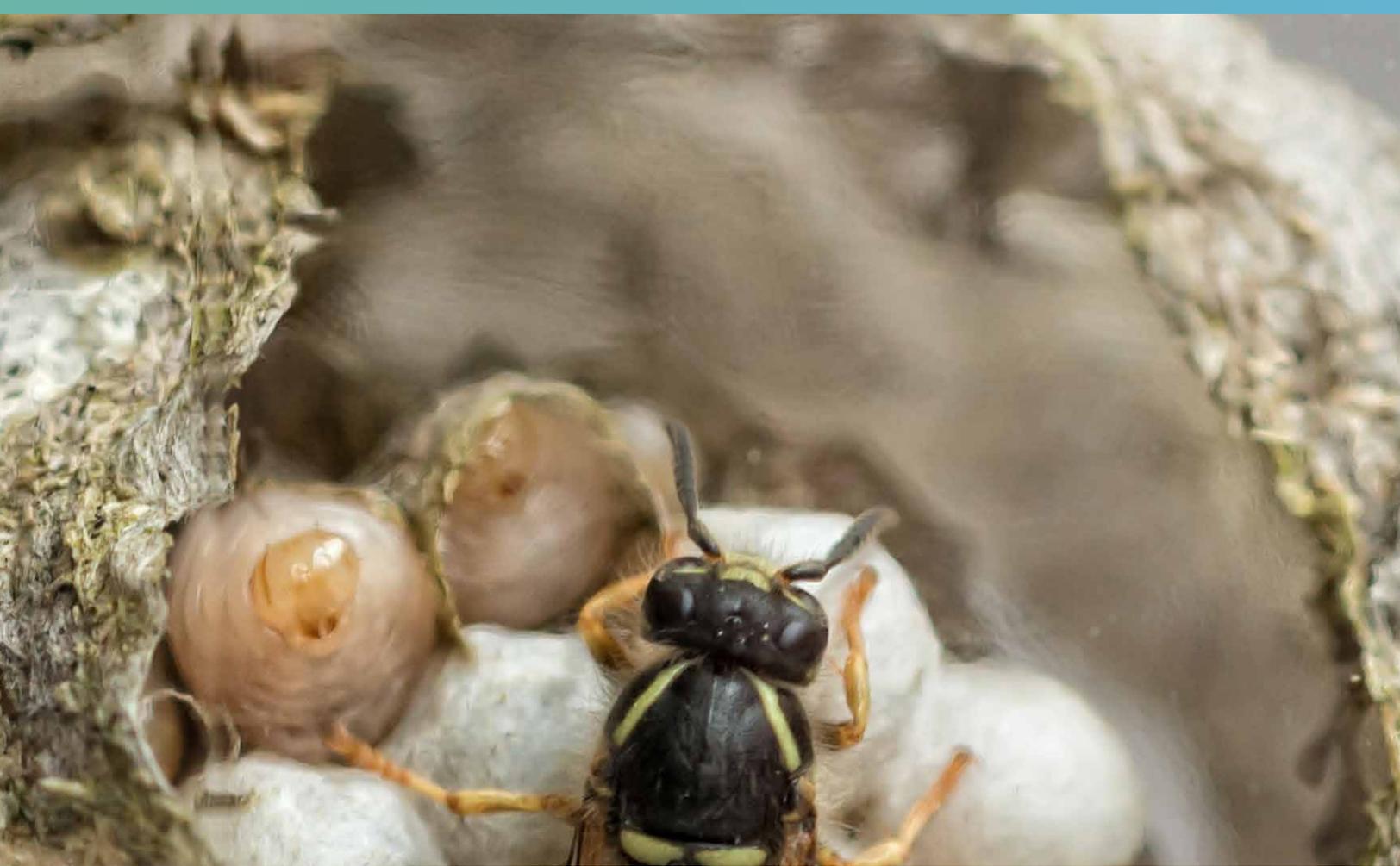


What is Integrated Pest Management?

Integrated Pest Management (IPM) or Integrated Pest Control (IPC) is a common sense, environmentally friendly way to control and deter pests. Used indoors or outdoors, this approach veers away from simple recurring application of pesticides and instead focuses on prevention, using pesticides only as needed. It involves four levels of implementation:

1. Identify pests and monitor infestations with frequent inspection.
2. Set thresholds for intervention based on nuisance level, health hazards or damage.
3. Prevent new infestations with deterrents and barriers.
4. Control current outbreaks with removal, trapping or pesticide.





What are 25(b) pesticides?

Starting in 1996, the EPA identified ingredients which pose little or no risk to human health and the environment that could be used to manufacture “minimum risk pesticide” products. Because of their low-toxicity status, the EPA exempted them from the registration requirements that standard pesticides must meet. To qualify as a minimal risk pesticide, a product must meet the requirements found in Section 25(b) of the Federal Fungicide Insecticide and Rodenticide Act (FIFRA). One of the requirements is that a qualified product can only contain ingredients found on the EPA’s minimal-risk lists and all of these ingredients must be listed on the product label. Also, the label must include a sentence stating that the product is exempt from the EPA’s registration requirements.

For more details, including what ingredients are allowed in 25b pesticides, see: www.epa.gov/minimum-risk-pesticides

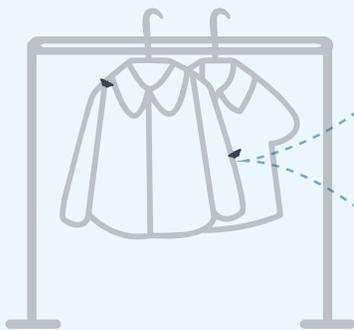
HOW TO SPOT AN INFESTATION (AND WHAT TO DO ABOUT IT)

This guide will handle ten of the most common infestations you're likely to encounter as a property manager, though many of the tips you'll find here are applicable to all sorts of crawly critters.

We'll run you through each pest and the damage they can cause, how to spot them, how to treat and prevent them and when you might need to call a pro.



DID YOU KNOW...

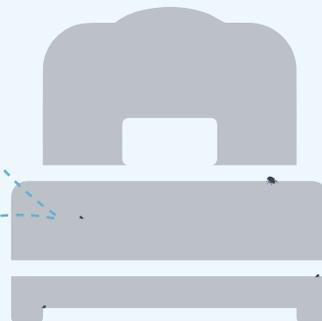


MOTHS

Adult moths can lay up to 50 eggs in 3 weeks.

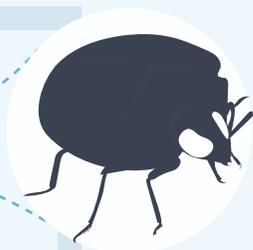
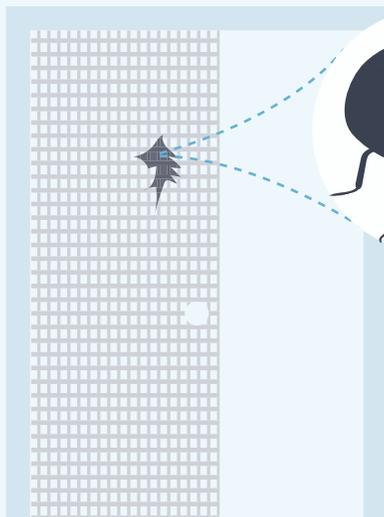
BED BUGS

1 in 5 Americans has had a bed bug infestation



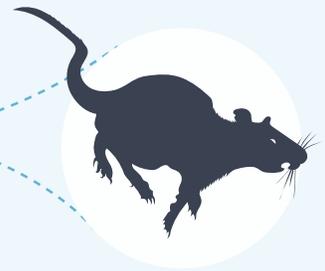
BEETLES

The majority of beetle damage occurs in the 6-24 day larval stage.



TERMITES

Cause \$5 billion in property damage per year.



RODENTS

Mice can squeeze through an opening of only 6mm the size of a pea!



MOSQUITOES

Mosquitoes are the #1 most deadly critter in the world, killing 1 million people a year.

ANTS

Ants live in quick-spreading colonies that can number from a few hundred ants into the millions.



WASPS

2 million Americans are allergic to stings.

FLEAS

Fleas can live over 100 days without a blood meal.



COCKROACHES

Cockroaches spread 33 kinds of bacteria.







DAMAGE AND RISKS: Ants are more of a nuisance than an actual hazard, but they can ruin food stores, impact cleanliness, and take a psychological toll on residents. In some areas they also bite or sting.



SIGNS TO LOOK FOR: Spot scouts or lines of ants along property baseboards or window sills.



PREVENTION OPTIONS: Seal cracks and crevices in walls and foundation. Trim trees and shrubs back from exterior walls. Minimize water around your foundations, including sprinklers, air conditioners and faucets, and ensure proper drainage.



TREATMENT OPTIONS: Traditional methods include treating baseboards or foundations with residual insecticide. Greener methods involve placing bait traps with low toxicity insecticide such as insect growth regulators or borates. Use 25b registration exempt products to ensure safety.



WHEN TO GET PROFESSIONAL HELP: When colonies have survived your treatment methods or are overwhelming due to their established size, you may need to call in help.





DAMAGE AND RISKS: Fleas pose a health risk to animals and humans due to their bites, and related allergies and infections.



SIGNS TO LOOK FOR: Look for pets scratching themselves, or fast moving black/brown insects in their fur—especially near eyes. In extreme cases, you may see black dirt (dried blood) where pets sleep or insects may jump onto humans—particularly on the legs.



PREVENTION OPTIONS: Treat pets with spot applications or non-pyrethroid flea collars. Avoid feeding or taking in untreated stray animals.



TREATMENT OPTIONS: Traditional treatments include using a residual insecticide on baseboards and lawns, flea collars, baths and bombs. Biologically safe treatments include frequent vacuuming (throw out bags after use) to get eggs, larvae and pupae out of carpets and sleeping areas, laundering of pet bedding, insect growth regulator pesticides, essential oils such as citrus, lavender or lemongrass, and using flea combs on pet fur.



WHEN TO GET PROFESSIONAL HELP: It is rare for fleas to get so out of control that you cannot eradicate them with the above methods, but if your residents have multiple animals and cannot rid them of fleas you may need to enlist help from their veterinarian or pest management professional (PMP).



0.5 l



DAMAGE AND RISKS: Stings and allergic reactions, including skin infections and potential for anaphylactic shock and death.



SIGNS TO LOOK FOR: Look for nests in eaves or in light fixtures or even underground. Wasps will often congregate around picnic and trash receptacle areas.



PREVENTION OPTIONS: Inspect frequently for nests. Keep trash neat and removal prompt, and be sure tenants clean up spills of sugary drinks or food. Explore plants that deter wasps, such as wormwood or eucalyptus. A fake nest might also deter wasps, in some cases.



TREATMENT OPTIONS: Aerosol insecticides are the traditional method of ridding homes of wasps, but a more thorough and environmentally effective method is to remove the nests themselves. This is best done at night or in cooler temperatures, and with protective clothing. Use a red light or wrap a flashlight in red cellophane. You might also choose to spray the nest with soap or detergent.



WHEN TO GET PROFESSIONAL HELP: If you or your residents or staff are allergic to wasps, you might want to call in the pros.





DAMAGE AND RISKS: Rodents are not only terrifying to many residents, they are known carriers of disease and bacteria. They will chew and damage buildings and wiring, and they will spoil food stores.



SIGNS TO LOOK FOR: Sure signs of rodents include fecal droppings, the scampering of feet in walls and ceilings, shredded and chewed paper and gnawed wood and gutter guards.



PREVENTION OPTIONS: Sealing and screening entry holes is key, as mice can penetrate a hole no larger than a pea. Do not leave out food, pet food, or water. Regular maintenance and good landscaping is also a good deterrent.



TREATMENT OPTIONS: Baits and poisons are typical choices, but can sometimes lead to dead rodents in walls. Poison alone is rarely effective. A better choice are rodent repellents or traps. Leave baits in place for a week or so before setting them.



WHEN TO GET PROFESSIONAL HELP: When you are unable to get easy access to areas where rats may be nesting—or if traps are not working or residents are not tolerant of the trapping process—you may need to call in a professional.





DAMAGE AND RISKS: Bed bugs are a terrifying infestation that can cause a loss of property when mattresses and furniture need replacing. They will bite humans and can cause severe social stigma.



SIGNS TO LOOK FOR: Bed bugs feed on human blood, so look for bite marks, or red stains on sheets or mattresses. Other signs are dark spots the size of a pinhead.



PREVENTION OPTIONS: Warn residents not to take second hand mattresses or upholstered furniture, and to inspect all used furniture for blood and bugs. When bed bugs infest one unit, check them all.

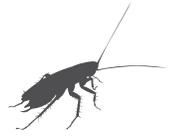


TREATMENT OPTIONS: Residual sprays can be used. PMPs are recommended, but you can also heat infested materials to 130-140°F in your dryer, or freeze them for a year. Use 25b registration exempt products or topical treatments such as Neem oil on infested materials.



WHEN TO GET PROFESSIONAL HELP: The fear surrounding bed bugs may prompt you to seek professional help sooner rather than later.





DAMAGE AND RISKS: Cockroaches are a nuisance and another bug that is particularly gross and terrifying to residents, rather than strictly harmful. However, they do carry harmful bacteria, will impact cleanliness, and can cause allergies or irritate asthma.



SIGNS TO LOOK FOR: Roaches are more active at night. Look for adult or nymph roaches scattering on floors, walls or inside microwaves when lights are turned on suddenly. In some severe cases you may smell their unique earthy scent or see fecal stains or eggs.



PREVENTION OPTIONS: Inspect used appliances before installation, and be wary of boxes or bags that come from infested areas. Deprive roaches of food and water by sealing food and not leaving water accessible. Caulk gaps and cracks in walls and floors.



TREATMENT OPTIONS: Traditional solutions have included bug bombs and baseboard pesticide application. More biologically friendly options include bait and bait stations with pesticides such as borates or insect growth regulators (IGRs).



WHEN TO GET PROFESSIONAL HELP: Like with rodents, residents may have a lower tolerance for slower treatment of roaches—particularly if they are pervasive. If this is the case, you may need to call in help to resolve the problem more quickly.



BEETLES & OCCASIONAL INVADERS



DAMAGE AND RISKS: Beetles and bugs such as stink bugs, boxelder bugs and ladybugs may range from a nuisance to odorous, but they will all seek refuge inside during colder months. Beetles such as carpet beetles and flour beetles have larvae that will eat food and animal fibers, like wool, hair, leather, feathers and dust bunnies, and they can destroy clothing, carpet and furniture, upholstery, as well as invading residents' pantries.



SIGNS TO LOOK FOR: Beetles and occasional invaders tend to lurk in dark, undisturbed areas of the home, so look for holes in your rugs or carpet. Inside the house you'll most often find occasional invaders chilling near doors, and on walls, windows and blinds.



PREVENTION OPTIONS: Frequent vacuuming will help with carpet beetles. Mending holes in screens is a good way to prevent occasional invaders. Fall and winter are prime time for stink bugs, boxelder bugs, and ladybugs to seek refuge in your home, so block points of entry. Consider storing natural fiber clothes in air tight bags.



TREATMENT OPTIONS: Aerosol sprays have been traditional, but a more bio-friendly option is to vacuum beetles up and dispose of the bag immediately. Carpet beetles will also respond to baseboard and perimeter residual pesticides, but you will likely need a PMP if things are bad enough that you need to go this route.



WHEN TO GET PROFESSIONAL HELP: Occasional invaders will rarely cause a significant problem, but an infestation of carpet beetles will likely need a professional's touch.





DAMAGE AND RISKS: Clothes and grain moth larvae hide in food pantries or in dense closet spaces. They will chew holes in your carpets or natural fiber clothing and sweaters.



SIGNS TO LOOK FOR: Moths prefer dark, un-used areas like drawers and attics. One red flag is the presence of tiny moths in areas where food or clothing are stored. Another is sand-like particles and silk webbing below the area where larva feed, or silken patches or feeding tubes in secretive areas of clothing like under collars and cuffs, or underneath furniture. Look for webbing underneath carpet and inside flooring cracks and in particular in food sources such as dried red peppers, bird seed, and dog food.



PREVENTION OPTIONS: Inspect and/or quarantine incoming susceptible materials or used clothing or carpets. Launder, vacuum, or dry clean fabrics to remove pests and any sweat, food stains, etc. they may feed on. Dry-clean or heat-treat and store at-risk items in air-tight containers. Use repellent where possible.



TREATMENT OPTIONS: Traditional treatment includes liquid and dust residual poison and fumigation pesticides. Toxic mothballs are a rather stinky traditional remedy. Pheromone traps are a more non-toxic traditional solution. For a more biological solution, use climate control: light, clean, dry conditions are less favored by moths. Inspect items carefully and use a vacuum cleaner to rid your closets of larvae. Brush and beat furniture and rugs. Dry cleaning, dryer heat (over 120° F) or freezing for several days will save clothes, or discard infested items.



WHEN TO GET PROFESSIONAL HELP: As with many pests, an infestation that is too far gone to respond to the above methods—or residents who are reluctant to adequately implement them—may require the one-time intervention of a pro. Moths are easier to prevent than eliminate.





DAMAGE AND RISKS: Mosquitos are the most deadly critter there is, spreading disease that kills more than 1 million people annually, and most recently is responsible for birth defects. In addition, they are a nuisance and can bite and cause discomfort and allergic reactions.



SIGNS TO LOOK FOR: Listen for the sound of a mosquito buzzing, or look for scratching and bites on exposed skin.



PREVENTION OPTIONS: Prevent mosquitoes by eliminating standing water and trimming back vegetation. Clean gutters and remove potential wet breeding grounds. Keep screens in good repair and install screen doors. Use safe insect repellents such as neem or picaridin. Plant mosquito-repellent plants such as citronella, catnip, lavender, marigolds, basil and peppermint.



TREATMENT OPTIONS: Traditional treatments have ranged from ineffective bug-zappers to DEET sprays to property- or community-wide spraying of insecticide. Mosquito dunks made with *Bt-israelensis* (Bt-i), a highly specific biological pesticide can be highly effective and more natural. Place them wherever water accumulates near your home. The application of insect growth regulator pesticides or biologically friendly pesticides such as pyrethroids can also be helpful. Be cautious, as mosquitos tend to infiltrate wetter areas and pesticide run-off can be particularly harmful to aquatic life.



WHEN TO GET PROFESSIONAL HELP: Consider seasonal services if you have a recurring infestation. Seek guidance and legal advice before assuming any liability for mosquito-borne disease such as Zika.





DAMAGE AND RISKS: Termites are one of the highest risk critters for structural damage to property, causing devastating impact to wood and possible physical safety issues.



SIGNS TO LOOK FOR: Look for the presence of insect wings in light fixtures and by windows, and mud tubes along foundation walls, woodpiles or near wood. Also in some regions you will see pellets from drywood termites, or nests or cartons from formosan or exotic termites. Check with regional entomologists to be certain of species in your area.



PREVENTION OPTIONS: Annual inspection of property is the single best way to prevent a catastrophic infestation of termites, but also removing wood to soil contact points, and applying plastic sheeting to soil in crawl spaces will mitigate risk. Keep wood piles termite free, elevated from soil, and far from your structures. Seal cracks and holes in foundation and avoid use of scrap lumber that isn't thoroughly inspected. As with so many pests, clearing decaying vegetation and mulch is also key.



TREATMENT OPTIONS: Soil termiticides are the traditional solution for a termite infestation, but bait stations and borate wood treatments can be effective and environmentally less invasive.



WHEN TO GET PROFESSIONAL HELP: If you are experiencing any sort of structural impact from termites, you will want to consult with professional experts and resolve the problems as soon as possible.

SEEKING PROFESSIONAL HELP

On occasion, you might face an infestation that is so extensive you need to call in professional assistance. But beware: not all PMPs are equal!

Here are a few tips on how to find a reputable pro to help you with your infestation.





Finding a PMP

Referrals are the single best place to locate a good PMP, so don't be afraid to ask around in your local property management community or NARPM chapter. Angie's list, Yelp or a similar service which offers ratings and feedback are another option for you to consider.



Methodology

Find out what techniques and substances prospective PMPs plan to use for your property. Visit the [National Pesticide Information Center's Integrated Pest Management Website](#) to investigate the chosen pesticide and be sure it conforms with your own safety and environmental standards.



Longevity & licensing

Be sure to verify with [local state regulatory offices](#) to ensure that your PMP is both licensed and experienced.



Recommendations

If you did not find your PMP through a personal recommendation, ask them if they can provide references from their client list. Be sure to ask the references about the value they received, any re-infestations, and concerns around safety and toxins.



Better Business Bureau

As with any small business vendor you establish ties to, be sure to check in with your local [Better Business Bureau](#) to make sure the company follows reputable practices.





ELEVEN QUESTIONS TO ASK YOUR PMP

- 1 How many years have you been in business?
- 2 Do you charge for an initial inspection?
- 3 What kind of pests are your specialization?
- 4 What methods and pesticides do you use?
- 5 What do you charge and what services do you provide?
- 6 What is your guarantee?
- 7 Do you have an entomologist on staff?
- 8 Do you practice Integrated Pest Management?
- 9 Do you carry insurance?
- 10 What are your safety measures and protocols?
- 11 What is the EPA registration number of pesticides to be used?

You want to find a partner who is experienced in the pests you are challenged by, who has been in business a few years and guarantees their work. You want someone with entomologists on staff, and a deep reservoir of knowledge in pest control and behavior. And you want to be clear up front in areas of liability, cost and results.

Once you have chosen a company to work with, be sure you keep records in your property management software, detailing not only the name, contact information and billing info for that company, but also all activity on your properties, with pesticide formulation used, where exactly the treatments were applied, and digital copies of the pesticide label with safety data sheet (SDS).



TALKING WITH TENANTS ABOUT PESTS

It's rare for you to be onsite on a daily, weekly or even monthly basis on all your properties, so it is important that you orient your tenants so they can spot and report potential infestations.

It is also important to think in advance about how to communicate with tenants about ongoing or past infestations.



Here are three things to keep in mind:

1

Arm your tenants with information to spot pests

Tenants are your early warning system and a heads-up from them can make a huge difference in whether you are able to deter a full-scale infestation. Be sure to educate them about potential signs of common pests when they move in.

2

Manage concerns and expectations during an infestation

During infestations tenants can get grossed-out and panicky. Be sure to educate yourself and your staff in order to handle questions calmly. Consult with an entomologist if possible to allay fears. Share your plan and expected results and be sure to get buy-in from tenants on your methods. If a reluctant tenant undermines your treatment plan it can backfire on you.

3

Have a liability plan in place

Some infestations destroy personal property such as furniture, bedding and clothing, or render your property temporarily uninhabitable. Be sure you have a clear policy you can direct tenants to, regarding reimbursement for property or alternative lodging. Check local laws as you build these policies and make them public on your resident portal.

DOWNLOAD

EarthKind's Top 10 Pest Management Tips for Apartment Owners and Tenants

Past infestations: How much to say and when

Check local law and regulations about this but many states require disclosure to new tenants regarding past infestations of things such as bed bugs or pesticide use. Regardless of this, it is ethical to inform tenants and residents if pest control activity has taken place—particularly if pesticides were employed. To avoid alarming residents with this information be sure you offer full details about the measures taken, the positive results, and your ongoing efforts to prevent a recurrence of the outbreak. Providing them with early warning signs to look for may also help allay their fears.

Easy Tenant Fixes

Here are a few things to tell tenants to look out for, in order to minimize the infestation of common pests:

- Do not leave human food or pet food out overnight
- Do not leave pools of still water standing in home or yard
- Do not feed birds or animals in the yard
- Remove excess feces from yard
- Store food in containers with tight fitting lids
- Keep property free of garbage and junk piles
- Alert you to holes in home larger than 6MM / ¼ inch
- Alert you to cracks in walls and foundation
- Alert you to leaks and other sources of moisture
- Alert you to the presence of strange staining or droppings



DAMAGE AND RISK- PREVENTION

One of the benefits of taking a prevention-focused approach to pest management is minimizing damage in the first place, including not only damage to property but potential damage to health and wellness.

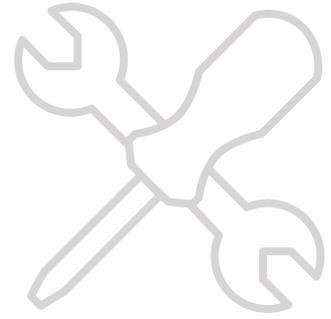
Children and pets are particularly vulnerable to the impact of high-risk pesticides.



Damage

While some pests are simply a nuisance, there are many pests who will exact a potentially huge toll on your properties, and waiting until they become a problem could result in a significant cost impact, so it is important to inspect pro-actively before the impact of pests snowballs. Risks include:

- Wood and foundational structural damage
- Chewed wallpaper and drywall
- Holes in carpet
- Holes in walls
- Ruined furniture
- Infested personal possessions and food
- Chewed wiring and risk of fire



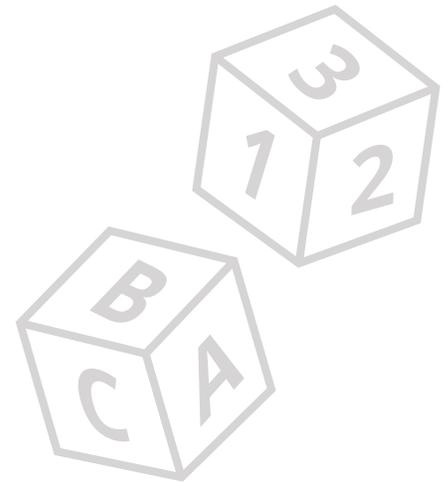
Toxins and poisons

While residential fumigation is largely illegal in the United States, some areas still see unscrupulous PMPs who will rely on highly dangerous pesticides such as sulfuryl fluoride—commonly used to eliminate beetles, bed bugs, termites, moths, cockroaches and rodents. Inhalation of pesticides like this is hazardous and may result in respiratory irritation, pulmonary edema, nausea, abdominal pain, central nervous system damage, depression, numbness, muscle twitching, seizures, and death.



Even in small amounts, toxins can have a deleterious effect on the health of vulnerable populations such as infants, children and pets. According to the World Health Organization, children are at higher risk due to:

- Closer exposure to soil through play
- Higher consumption of food and water that might be exposed
- Build-up of airborne pesticides and dust that may taint toys
- Young children's propensity to put things in their mouths
- Older children who might see pesticides as a suicide method
- Mis-packaging and accidental ingestion



Your residents probably understand and worry about these risks. Anxiety about poison may even outstrip anxiety about the pests themselves. A recent survey found that 72% of the population expresses a concern about the use of poisons and other harmful chemicals in or around their homes.

Parents of young children and pet owners are especially worried about this issue. About half of the 2 million poisoning incidents that occur each year involve children, and nine times out of ten, these incidents occur in the home. The fact that pesticides have benefits for society and can be powerful tools for controlling pests does not overshadow the fact that they are inherently toxic and can severely harm human health when stored or used improperly.

REGULAR PEST MAINTENANCE

Here are some tips on how to conduct regular maintenance routines to reduce damage, risk and liability.



Seasonal Pest Maintenance Calendar

Look out for these peak seasons for pests, and schedule your inspections accordingly:



- | | | |
|---|---|--|
|  Ants |  Fleas |  Rodents |
|  Bed bugs |  Mosquitoes |  Termites |
|  Beetles |  Moths |  Wasps |
|  Cockroaches |  Occasional Invaders | |

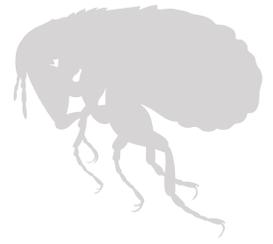
Seasonal Pest Maintenance Checklist

Conducting ongoing inspection on a regular basis is critical to controlling and preventing infestations. Checklists will help you determine whether to immediately treat or simply closely monitor to effectively prevent and control pest populations. For instance, if you suspect the presence of bed bugs, you'll want to review your periodic inspection procedures to ensure you're comprehensively checking things like:

- ☑ Seams, joints and cracks on mattresses, bed frames, baseboards, other furniture, and window sills.
- ☑ Cracks and crevices in the room, including the floors, walls behind picture frames and other potential harborage.
- ☑ Units, rooms, hallways and common areas that are adjacent to the location of a suspected infestation.
- ☑ Foundations, ensuring they are not cracked, damaged, overly moist or that soil has not risen to touch wood.
- ☑ Landscaping, including overgrown vegetation, garbage over-run, clutter, standing water, or at-risk mulch.

If you currently use paper-and-pen or an excel-based workflow for your inspections, you should consider adopting a mobile inspection solution like HappyCo, which comes as part of the Buildium solution. Use an inspection app like this to download and customize pest control inspection forms as well as to collect standardized data supported by photo evidence.

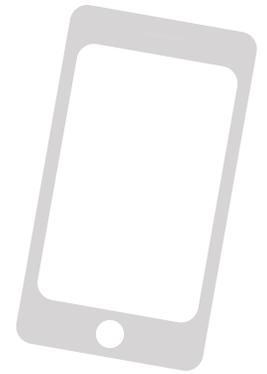
HappyCo also offers a free, comprehensive pest control inspection checklist. [Get the PDF here.](#)



Inspection and Treatment Logs

Accurate documentation protects you from liability and billing disputes and helps you hold pest management firms accountable.

A mobile inspection platform will let you collect standardized data supported with photo evidence, so you can address potential infestations immediately, guided by detailed, actionable reporting. A mobile inspection solution with reporting functionality gives you the visibility to set thresholds for intervention based on nuisance level, health hazards or damage.



Consider collecting the following information in your inspection and property management software records:

SERVICE REPORTS

- Document any actions taken for pest management.
- Include Pesticide Application records, methods and nonchemical control methods, including PMP state license numbers and pesticide formulas.
- Include Post-treatment evaluation to ensure successful elimination.
- Include photos and comments.

RESIDENT SATISFACTION REPORTS

- Conduct post-treatment surveys with residents to check their satisfaction with the action taken.

INSPECTION REPORTS

- Include details regarding location of inspections and pest management efforts.
- Cover every susceptible aspect of a building or unit.
- Can be specialized to include the extent of infestations, the level of client/resident cooperation, the environmental or living conditions that may contribute to lack of treatment success (clutter, structural deficiencies, etc.).
- Include photos and comments.

STAFF TRAINING REPORTS

- Keep staff up to date on spotting and treating pest problems, then keep track of their training.





The key to building an effective pest management plan, as with so many property management plans, lies in being organized and responsive, thinking ahead with proactive plans and then carefully documenting your activities in your property management system.

If you are using an Integrated Pest Management routine, you will be able to sidestep the sort of nightmare scenario that could lead to expensive and toxic treatments, lawsuits, or long-term vacancies. Keep in mind that more money and more pesticide don't guarantee better results, and the critical step to take is to work with reputable, licensed partners.

If you are looking for effective, safe, environmentally-responsible pest treatment and prevention options, we suggest you check out EarthKind, whose pest experts and entomologists helped us to compile this how-to-guide. Look for their products at your local home center, or online at www.earthkind.com.

FURTHER READING:

- www.clemson.edu/extension/publications/entomology/household-structural/index.html
- <https://extension.entm.purdue.edu/>
- entomology.oregonstate.edu/urbanent
- <http://edis.ifas.ufl.edu/>
- idl.entomology.cornell.edu/factsheets

ABOUT BUILDIUM

Buildium is the only property management solution that helps real estate professionals win new business from property owners and community associations seeking services.

Backed by expert advice and relentless support, Buildium enables you to outperform across all facets of your business with intuitive software that balances power, simplicity, and ease of use.

Use Buildium to help you inspect, manage and control Integrated Pest Management maintenance on your properties.

Give us a call today at 877-396-7876 or visit our website to [schedule a demo](#).

SIGN UP



REQUEST A DEMO

www.buildium.com/contact-sales



READ OUR BLOG

www.buildium.com/blog



VISIT OUR WEBSITE

www.buildium.com/



CONTACT US

888.414.1988 or sales@buildium.com