

BED BUG POLICIES and PROCEDURES for Properties

This Bed Bug Policy establishes the minimum requirements expected by NCHFA to consider a property compliant when dealing with bed bugs. NCHFA expects each property owner and management agent to proactively obtain education on bedbug prevention, detection, eradication, and maintain training and education of on-site staff and have written policies in place to deal with bedbugs, and educational materials to share with residents. Having a Bed Bug Policy in place addressing each of these elements will help ensure that the proper management response is undertaken, which should increase the likelihood of a successful treatment, reduce the risk of bed bugs spreading over the long term, and hopefully reduce the cost of eradication.

Minimum Policy Requirements of Owners and Management Agents for Properties

- Have a pamphlet or flier that is given out to all residents and new move-ins that includes risky behaviors that increase the likelihood of bedbugs, how to detect bedbugs, the importance that residents promptly report suspected infestations of bedbugs to management
- Have a written policy for site staff that addresses what to do if they suspect an infestation of bedbugs or if a resident reports an infestation. Procedures should include promptly contacting a professional to inspect and verify infestations and prepare an extermination plan. It should also include prompt notification of supervisors and appropriate decision makers once an infestation has been confirmed and any necessary notifications to the impacted resident(s) and their neighbors (if appropriate) to minimize the risk of spreading the infestation.
- Have an agreement in place with a qualified professional to periodically provide education to site staff on how to recognize bedbugs, what steps to take to prevent the spread of them and what steps to take to properly exterminate them.
- Require site staff to maintain written documentation of all bedbug related complaints, responses and actions by staff and the involvement of professional exterminators.
- Maintain a list of owner/agent pre-approved qualified professional exterminators to contact in the event of an infestation of bedbugs.

Failure to implement the minimum policy requirements will be considered a concern, provided there are no infestations, but will be considered noncompliance if an infestation occurs, regardless of success of eradication.

Required action by Owner/Agent in the event of an infestation for NCHFA to consider property in compliance:

- Because bed bugs multiply rapidly, once site staff is notified by a resident of a suspected infestation, the management company must contact a professional pest control agent as soon as possible (not to exceed 24 hours from notification or the next business day) to assess the unit to verify bed bug infestation.
- If infestation is confirmed, management must develop an eradication plan in conjunction with the pest control professional as soon as possible (within 48 hours of confirmation of infestation or within 2 business days) and in consultation with the tenant. Suggested elements to include in your plan:
 - Scope of infestation - list units, areas of units as appropriate,
 - estimated treatment commencement date and time frame for the treatment process,
 - estimated number of treatments required to achieve eradication,
 - Description of means of control (chemical and nonchemical) and if applicable, insecticides to be used (and Material Safety Data Sheet (MSDS) as required),
 - locations the insecticides will be physically applied,
 - times when the unit must be vacant and when the resident can return,
 - any prerequisite duties to be performed before treatment begins
 - requirements for follow up inspections and treatments
 - plan follows the Code of Practice of the pest control industry
 - Warranties, limitations and restrictions
 - Period of validity of the plan and quote
 - The cost of the treatment.
- Implement the eradication plan as soon as possible (within 5 business days of confirmation of infestation) unless there is a delay requested by the tenant.
- Maintain written documentation of each of the steps above, including a certification from the pest control company that the unit(s) is/are bed bug free.

The infestation will be recorded as noncompliance if management does not maintain documentation of successfully following the steps above.

Notification of NCHFA

- If is not necessary to notify NCHFA at the time of an infestation or once infestation is eradicated. Maintain documentation as outlined above.
- In the event a physical inspection is scheduled by NCHFA, if there is an infestation of bed bugs that has not been successfully eradicated by the date of the inspection, the Owner/Agent must notify the inspector upon notification of the inspection date so the inspector can plan accordingly.