



Bed Bug Management Plan and Tenant Roles and Responsibilities

Bed bugs are a growing national problem, and as a result, this policy has been created for the City of Chandler Public Housing program. The purpose of this policy is to set forth the roles and responsibilities of all parties in minimizing the potential for bed bugs. The policy will also provide guidance in cases where bed bugs are present in order to eliminate them as quickly as possible.

Bed bugs are difficult to contain without the proper treatment; therefore, it is imperative that all parties work simultaneously towards a common goal to extermination and elimination. Left untreated bed bugs can spread throughout a residence affecting current and future tenants.

City of Chandler Roles and Responsibilities:

Upon notification from the tenant, the City of Chandler Housing and Redevelopment Division (the "COCHRD") staff will contact the pest control contractor to perform an initial inspection of the tenant's residence. If it is determined that bed bugs are present, the COCHRD will provide the tenant with the "Bed Bug Management Plan and Tenant Roles and Responsibilities" document. The above document will be explained to the tenant to ensure understanding and compliance prior to treatment. In addition, COCHRD staff will secure the tenant's signature indicating understanding of the document. Upon successful completion by the tenant of their roles and responsibilities, COCHRD staff will contact the pest control contractor to professionally treat the residence and perform follow-up to ensure treatment was successful.

In order to educate tenants and minimize potential for the presence of bed bugs, the Bed Bug Management Plan and Tenant Roles and Responsibilities document provided to the tenant includes Bed Bug Prevention Tips as an attachment.

Tenant Roles and Responsibilities:

HUD regulations require the tenant's cooperation in order to successfully eliminate the presence of bed bugs; therefore, it is the tenant's responsibility to call in a work order as soon as the presence of bed bugs is suspected. This will allow COCHRD staff to address the potential infestation at its onset and before it affects other tenants.

In addition, the tenant must be onsite when the initial inspection is conducted.

If it is determined by the pest control contractor that bed bugs are present, the tenant must complete all items listed on the "Tenant Roles and Responsibilities" prior to treatment and as soon as possible. This will help to minimize the severity of bed bug presence and resolve the problem quickly. A tenant may be deemed in violation of the lease agreement if they fail to fully cooperate and comply with their roles and responsibilities.

Bed Bug Policy Attachments

- Tenant Roles and Responsibilities
- Prevention Tips

If it has been determined, based on the inspection of the tenant's residence that bed bugs are present, professional treatment is required. Bed bugs are a problem that can only be solved when both parties (landlord and tenant) work simultaneously towards a common goal, to extermination and elimination. HUD regulations require the tenant's cooperation in order to successfully eliminate the presence of bed bugs. Without proper treatment, bed bugs are difficult to contain and have the potential to infest neighboring housing units. In addition, if a tenant relocates and the proper treatment has not taken place, the bed bugs will move with the tenant as bed bugs can be carried in furniture, bedding, clothing, etc. COCHRD will not be responsible for the reimbursement and/or replacement of any tenant furniture, clothing, household items, and medical expenses.

The following plan outlines the roles and responsibilities of City of Chandler Housing and Redevelopment Office (landlord) and the tenant in the treatment of bed bugs:

COCHRD Office Responsibilities:

- Within twenty-four (24) hours of receipt of a work order for bed bugs, a housing representative will make contact with the tenant, provide information about control and prevention of bedbugs, and discuss measures the tenant may be able to take in the unit before the inspection is performed.
- Inspect residence and surrounding units for infestation within three (3) business days of receipt of work order. The inspection will be conducted by a housing representative or a qualified third party trained in bedbug detection.
- If reputable, licensed pest control companies are unattainable within 3 calendar days, documentation of the efforts to obtain qualified services will be retained.
- If an infestation is suspected but cannot be verified, the unit(s) will be re-inspected periodically over the next several months.
- When an infestation is identified, the unit and surrounding units will be treated for bedbugs within five days of the inspection at no cost to the tenant. Effective treatment may require two or three visits, and possibly more. The length, method, and extent of

the treatment will depend on the severity and complexity of the infestation, and the level of cooperation of the tenants.

Tenant Responsibilities:

- Immediately, within twenty-four (24) hours, report the suspicion of possible bedbugs in a housing unit or other areas of the property by calling in a work order request.
- For treatment to be effective, tenant must perform the tasks listed below prior to the scheduled treatment date. COCHRD staff encourages tenant to complete items listed as soon as possible in order to minimize severity of bed bug presence and resolve the problem quickly.
- Tenant is expected to cooperate with the treatment efforts by allowing for heat treatment of clothing and furniture and refraining from placement of infested furniture or other items in common areas.
- Remove all sheets, blankets, mattress covers, pillowcases, etc. from beds and wash in hot water (120+ degrees recommended) and dry in clothes dryer on the highest heat setting for at least 30 minutes. Fold them and place them in plastic garbage bags and seal the plastic bags tightly. Do not put them back on the bed until the evening after treatment.
- Closets, dresser drawers, and night stand drawers must be empty. Remove all clothing, toys, boxes, etc. from bedroom floors.
- Wash all clothing, towels, and other linens in hot water (120+ degrees recommended) and dry in the dryer on the highest heat setting for at least 30 minutes. Place clean items inside airtight plastic storage bins or plastic garbage bags that are sealed tightly and store until after treatment.
- Vacuum (using disposable vacuum cleaner bags) all furniture, dresser drawers, night stand drawers, mattresses, and box springs. Place disposable vacuum cleaner bag inside plastic garbage bag that is sealed tightly and discard in outdoor trash receptacle immediately.
- Move all furniture to the center of the room(s) being treated.
- Discard all cardboard hangers, boxes, etc.
- Remove all pictures from walls.
- Place all bed bug mattress encasements on all beds. The bed bug mattress encasement is an effective bed bug killer when combined with treatment and must remain on the mattress for at least one year. If the mattress or box spring encasement becomes torn or damaged it is the tenant's responsibility to replace.
- Discarded mattresses, box springs, furniture, etc. must be removed from the premises and marked as containing bed bugs. Please do not place bed bug materials in dumpsters rather set materials near dumpster and call City's Housing Office for a pick up.
- Remain out of the residence for four hours after treatment (includes all household

members and pets).

- Furniture that does not respond to a third treatment must be disposed of.
- Tenant will not be reimbursed the cost of any additional expense to the household, such as purchase of new furniture, clothing or cleaning.

Tenant Failure to Comply:

If treatment is scheduled and it is determined that tenant has not performed the above stated responsibilities, the following will occur:

- Treatment will be cancelled.
- Failure to cooperate with the treatment efforts and Tenant Responsibilities listed in this procedure will constitute a Lease violation and may be subject to termination of assistance.

Bed Bug Prevention Tips

(Reference: PIH Notice 2012-17)

- Reduce unreasonable amounts of clutter that create hiding places for bedbugs.
- Wash all bedding and linens regularly in hot water. The water should be at least 120 degrees.
- Use bed bug encasements on all mattresses and box springs.
- Regularly check your own bed for bed bugs from time to time. Catching them early will make bedbug treatment easier if bed bugs do occur.
- Inspect in and around all sleeping and resting areas at home once a month.
- Vacuum floors regularly. Use the brush tool of your vacuum to vacuum your mattress. Use the crevice tool to vacuum crevices in the mattress and your baseboards.
- Clean up clutter to reduce hiding spots.
- Check for holes in floors and walls and contact the City's Housing Office to repair any holes discovered.
- When purchasing second hand clothing, place all garments in a sealed bag until they can be washed and place in a dryer on high heat for 15 to 30 minutes.
- If you purchase furniture, examine it for bed bugs. Pay special attention to used mattresses and bed frames. Avoid second hand furniture.
- When traveling, check your room for signs of bed bugs such as bloodstains on the pillows or linens. Inspect mattress seams, look behind headboards and pictures. If you suspect you may have brought bed bugs home, place infected items in the dryer or freezer.
- After you return from a trip, check your luggage for insects that might have hitched a ride.



Tenant Statement of Certification for Bed Bug Policy, Bed Bug Management Plan, and Tenant Roles and Responsibilities

I, _____, certify that I have received a copy, read, and understand the Bed Bug Policy, Bed Bug Management Plan and Tenant Roles and Responsibilities and Bed Bug Prevention Tips as stated above and agree to perform them in order to successfully eliminate the presence of bed bugs.

I understand that noncompliance with this policy will be cause to review my assistance for termination.

Head of Household Signature

Date

Housing Assistance Senior Program Manager Signature

Date