

BEDBUG POLICY

The Suffolk Redevelopment and Housing Authority recognizes the potential problems that can arise out of bedbug infestations in public housing. Accordingly, the Suffolk Redevelopment and Housing Authority adopts this policy in an effort to minimize bedbug infestations in public housing and other owned affordable housing.

HOUSING AUTHORITY'S RESPONSIBILITIES

A. Management

- 1) The Suffolk Redevelopment and Housing Authority shall provide training to appropriate staff members regarding the identification, prevention, and eradication of bedbugs.
- 2) The Suffolk Redevelopment and Housing Authority shall make efforts to educate new and existing residents on methods that may be utilized in order to prevent and detect bedbugs. Such efforts may include written handouts distributed to all residents and public workshops for residents to attend.
- 3) The Suffolk Redevelopment and Housing Authority will contract with a qualified pest control company so they can be called on an "as needed" basis.
- 4) The Suffolk Redevelopment and Housing Authority shall keep written records of reports and incidents of bedbug infestation. Said records shall identify the dates, times and places of such reports or incidents.

BEDBUG POLICY

B. Inspections

1. If a resident reports the existence of bedbugs in his or her unit, the Suffolk Redevelopment and Housing Authority shall within 24 hours make contact with the resident, provide the resident with information about control and prevention of bedbugs and discuss measures the resident may be able to take in the unit before an inspection is performed.
2. Following a report of bedbugs, the Suffolk Redevelopment and Housing Authority or a qualified third party trained in bedbug detection shall inspect the dwelling unit to determine if bedbugs are present. It is critical that inspections be conducted by trained staff or third-party professionals. Low level infestations may escape visual detection. For this reason, multiple detection tools, such as monitors containing attractants may be utilized. The inspections shall occur as soon as possible after the resident's report when possible.
3. The inspection shall cover the unit reporting the infestation.
4. If the initial inspection confirms the presence of bedbugs, the Suffolk Redevelopment and Housing Authority staff will conduct a heat treatment and if needed contact a licensed pest control company to treat the infestation. 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 residents. The resident may expect treatment to begin as soon as possible depending on the form of treatment and/or the availability of the staff/contractor. Residents shall be made

BEDBUG POLICY

aware treatment may take several weeks and possibly several applications.

5. If an infestation is suspected but cannot be verified, the Suffolk Redevelopment and Housing Authority will re-inspect the unit(s) periodically over the next several months.
6. If licensed pest control companies are unattainable within five calendar days, the Suffolk Redevelopment and Housing Authority shall retain documentation of the efforts to obtain qualified services.
7. The Suffolk Redevelopment and Housing Authority will not charge a resident to cover the cost of bedbug treatment, those costs will be covered by the Housing Authority. However, residents will be charged a fee if on the treatment day they have failed to have the unit properly ready for treatment.

C. Additional Considerations

- 1) The Suffolk Redevelopment and Housing Authority will offer residents a service of inspection and/or non-chemical treatment of household items upon resident move-in and inspection and/or non-chemical treatment of used furniture if staff time and property budgets allow. The inspection shall be conducted during normal Suffolk Redevelopment and Housing Authority business hours. Inspection shall be conducted prior to items being placed in the unit. Residents may voluntarily use such services, but the Suffolk

BEDBUG POLICY

Redevelopment and Housing Authority will not require residents to do so. When offered, these services or products will be provided at the Suffolk Redevelopment and Housing Authority's expense. Any items found to contain evidence of bedbugs will be denied access to the unit.

- 2) The Suffolk Redevelopment and Housing Authority will not charge residents to cover the cost of bedbug treatment; such costs shall be covered by the Suffolk Redevelopment and Housing Authority. The only exception to this rule is if material supplied by the Suffolk Redevelopment and Housing Authority to the resident to combat bedbugs or the possibility of bedbugs is lost or damaged due to an action by a resident or his or her guest.

RESIDENT RESPONSIBILITIES

1. Under the terms of the Suffolk Redevelopment and Housing Authority's standard lease agreement, residents are required to "report any problem with infestation." Accordingly, residents are strongly encouraged to report any suspected problems with bedbug infestation immediately. Residents are the first line of defense against bedbugs. Further, any willful failure on the part of a resident to report a bedbug infestation may result in adverse action taken against the resident, up to and including lease termination. A resident reporting bedbug may expect expeditious response and attention by the Suffolk Redevelopment and Housing Authority, but should be advised that inspection and, if necessary, treatment of bedbugs may take time to schedule.

BEDBUG POLICY

2. Since clutter is a friend of bedbugs, residents will keep clutter in their homes to an absolute minimum. Residents shall be required to reduce clutter as advised by the Suffolk Redevelopment and Housing Authority as part of the resident's cooperation with treatment efforts.
3. Residents are required to cooperate with the treatment efforts by allowing for heat treatment of clothing and furniture and refraining from placing infested furniture or other items in common areas such as hallways. Residents will not be reimbursed the cost of any additional expense to the household, such as the purchase of new furniture, clothing or cleaning services, preparation of the unit and/or its contents for treatment or alternate living arrangements while unit is being treated.
4. Residents can easily unintentionally bring bedbugs onto the property when returning from a trip, visiting other homes or bringing property into their homes. Therefore, residents will check their luggage and clothes whenever they return home from taking a trip, examine any secondhand items before bringing them into the unit and may be advised to examine their person and vehicles.