

ABC Apartments uses an integrated pest management program (IPM), an environmentally friendly approach to controlling pests. IPM is safer and more effective than traditional pest control because it focuses on non-pesticide methods, and uses pesticides only as a last line of defense. Successful IPM requires a partnership between building management, pest controllers, and residents to engage in proper housekeeping, reporting of pest infestations, and trash removal. Residents can also help site staff monitor pest populations and assist in identifying how to eliminate access to food and water for pests.

SITE MANAGEMENT & SITE STAFF

Management and staff will prevent pest infestations by:

- ◆ Monitoring and recording pest activity.
- ◆ Ensuring proper sanitation and removal of places where pests can harbor by filling cracks and crevices, holes in walls, floors, and ceilings; repairing water leaks and water damage; keeping landscape areas weeded and pest free; and removing clutter and trash on the premises, particularly in basements, storage areas, and trash disposal areas.
- ◆ Inspecting resident units annually and incorporating IPM guidelines for sanitation, maintenance, and housekeeping into inspection standards.
- ◆ Educating residents about the importance and effectiveness of IPM, and working with residents to ensure that they keep their units in safe and healthy condition and prepared for any visits by IPM contractors.
- ◆ Responding to residents' reports of pest problems as promptly as possible.
- ◆ Using safe mechanical and nonchemical pest management methods as the front-line of defense, using as a last resort chemical pesticide products and methods that produce the appropriate level of effectiveness while posing the least risk of harm to human health and the environment. This means starting with the least toxic pesticide and avoiding spray and liquid pesticides as much as possible. Management will ensure that any staff or contractor applying pesticides follow all instructions provided on pesticide labels and have all licenses or certifications required by state and local laws.
- ◆ Providing all residents with written notice of its intent to apply pesticide anywhere on site, at least 24 hours prior to application. A copy of this notice will be also posted in all public areas, also 24 hours in advance of application.
- ◆ Hiring only certified IPM contractors. Management will keep accurate records of pest management, prevention and control activities, product safety, training and education materials, and qualifications of IPM contractors.

RESIDENTS

To the extent possible, residents will keep their homes free of trash, clutter, dust, sitting water, food, and crumbs, and follow these housekeeping guidelines:

- ◆ **Trash, compost, and garbage:** The trash bag should never overflow in the unit. Cans, jars, and bottles must be rinsed if they are to be stored. Cardboard and paper are not to be stored on property for extended periods.

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- ◆ **Refrigerator:** Must be clean, including the space behind, floor underneath, and surface on top of the refrigerator.
- ◆ **Sink:** Dirty dishes must be washed and put away nightly.
- ◆ **Windows:** Screens should be in place and free from holes.
- ◆ **Cabinets:** Put food in tightly sealed containers. Throw out expired food.
- ◆ **Tub and shower:** Should be clean and free of any mildew and mold.

Residents will further assist management in preventing and managing pests by:

- ◆ Giving access and prepare their units for visits by a Pest Management Professional (PMP) according to guidelines supplied to them by building management and/or the PMP.
- ◆ Participating in pest monitoring by allowing site staff to place monitors and notify staff to collect them when full.
- ◆ Reporting all pests and signs of pests (droppings, damage, eggs, or cast skins) they notice to management. When gel baits are used to treat pests, other pesticides can deactivate them. To avoid this, residents will not use pesticides during implementation of the IPM program and at any time without getting permission from management first.
- ◆ Promptly reporting plumbing problems and other water leaks and holes in walls and baseboards larger than 1 inch to maintenance.