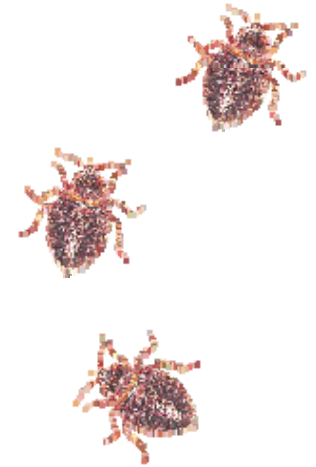


Roles and Responsibilities



The Property Manager is responsible for IPM

- Hires a qualified pest management professional (PMP) who uses IPM and a contract that rewards success
- Follows HUD's IPM Guidance (PIH 2009-15 (HA))
- Develops and enforces policies and procedures based on PIH 2009-15 (HA)
- Manages the PMP
- Identifies problems, especially with housekeeping and sanitation
- Monitors and maintain facilities and grounds

The Property Manager is responsible for IPM

- Protects and assists vulnerable and sensitive populations
- Tracks complaints and program performance
- Delegates the solutions
 - If unable to assist directly, contacts family member, resident support services, or social services agency
- Encourages a reporting system
 - Notify staff and residents of upcoming PMP visits
 - Facilitate the IPM log
 - Provide pesticide use notification

Pest Management Professional

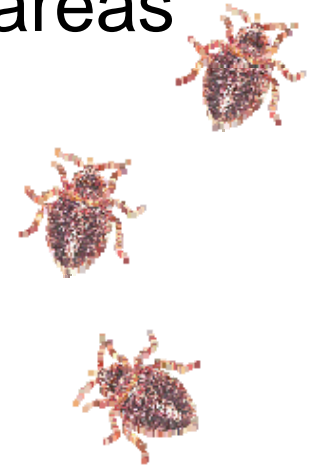
- Qualifications to consider
 - Green Shield, GreenPro, or Ecowise (in CA)
 - Association membership: National Pest Management Association
 - PMP certification: Associate Certified Entomologist (ACE) or Board Certified Entomologist (BCE)
- Follows contract to get paid
 - Notifies PHA of upcoming visits
 - Communicates with staff *and* residents
 - Inspects and monitors for pests
 - Identifies pests
 - Recommends pest-proofing strategies
 - Applies effective and compatible pesticides
 - Documents everything: observations, pesticide usage, suggestions
 - Follows-up quickly when needed

Maintenance Staff

- Seal cracks
- Fix leaks
- Eliminate moisture problems
- Install barriers to pest entry and movement
- Monitor common areas for pests
- Report observations, problems, and actions
- Possibly assist with unit preparation

Janitorial / Custodial Staff

- Keep common areas clean and sanitary (especially trash chutes and dumpsters)
- Monitor for pests
- Report problems in units and common areas



Landscaping and Grounds Crews

- Monitor for pests (especially rats)
- Report problems
- Minimize use of pesticides on grounds

–Plant choice

- Doesn't offer coverage for rat travel and burrowing
- Resists pests naturally
(few pesticides or nutrients required)

–Plant placement

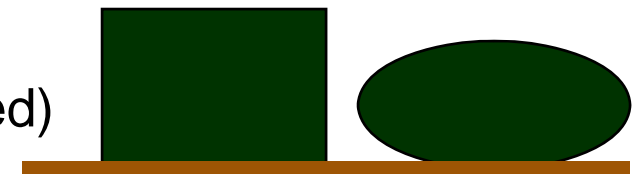
- Never touching the building
- Appropriate sunlight, shade, and moisture for the plant

–Plant maintenance

- Mow grass high: 3-4"
- Mulch grass clippings



Shapes rats avoid



Shapes rats seek

Resident Support Service Staff

- Get assistance for residents who are unable to prepare their unit for the PMP due to financial or physical limitations
- Educate residents about:
 - Pests
 - Proper housekeeping
 - Reporting presence of pests, leaks, and mold
- Enforce lease provisions regarding:
 - Housekeeping
 - Sanitation
 - Trash removal and storage
- Encourage residents to allow PMP into unit

Resident

- Notifies management of disabilities or when assistance is needed to participate in an IPM program
- Gives PMP access to unit
 - Works with staff to find reasonable accommodations if sensitivities exist
- Prepares unit for PMP visit according to instructions
- Follows lease regarding
 - Housekeeping
 - Sanitation
 - Trash removal and storage
- Reports presence of pests, leaks, and mold
- Monitors unit for problems
- Helps and educates neighbors



The results of the team approach

- An inspection and monitoring system that finds pests
- A reporting system that identifies areas of improvement
- Units are prepared to receive effective treatment
- Communication that empowers all
- Fewer pests and a healthier environment

Questions?

