



A MESSAGE FROM BMHA EXECUTIVE DIRECTOR GILLIAN BROWN REGARDING THE AUTHORITY'S NEW STRATEGY TO PREVENT AND REDUCE BUG AND RODENT PROBLEMS

Dear BMHA residents,

In March, the Buffalo Municipal Housing Authority implemented a new, proactive strategy to get ahead of bug and rodent problems, starting with a BMHA-wide inspection of ALL apartments.

Our professional pest control partners, Erlich Pest Control and Bugs and More, accompanied by BMHA staff, started inspections to identify and treat bed bug, cockroach, ant, and rodent infestations before they spread.

Following this initial round of inspections and treatment as needed, we plan to conduct BMHA-wide pest inspections at least two, and possibly three times a year.

Every household will receive a written notice at least 48 hours before inspection day. The notices will include the date and the time window during which the inspection will take place, along with an information sheet on how to prepare your apartment for the pest control team.

Please read through the preparation sheet so inspectors can do a thorough job and be able to move efficiently through your building.

We are requiring residents to be out of their units during the inspection and also asking that any pets in the home be caged or leashed for their safety and that of the inspection personnel.

If a bug or rodent problem is discovered during the inspection, your unit will be scheduled for treatment. You will receive a written notice at least 48 hours before the treatment appointment as well as an instruction sheet on how to get your unit ready for an effective treatment.

If treatment is necessary, for safety reasons, all residents and pets must be out of the apartment for at least 4 hours after the treatment is completed.

In addition to treating units with active pest problems, our pest control contractors are also treating adjacent apartments to prevent the spread of bug and rodent issues to neighboring apartments.

These residents will also receive a written notice so they can plan to be out of their units during the treatment and for 2 hours after it is completed.

As the BMHA works to prevent and reduce infestations, we will continue a program of regular pest inspections. We also would like your help in preventing bug and rodent problems.

We have posted information on the BMHA website (www.bmhahousing.com) explaining how to prevent pest problems and how to spot issues before they get out of hand. You'll also find printed versions at your management office.

Exposure to bed bugs, cockroaches, mice, and rats can cause several different health problems, so please do your part to keep yourself, and your family, friends, and neighbors safe from pests by following the simple prevention steps.

We will work to conduct the inspections and any needed treatment in a courteous and timely manner. We believe the slight inconvenience of regular pest inspections far outweighs the health and safety dangers associated with out-of-control infestations that can impact entire floors of apartments and even entire buildings.

Thank you for your cooperation and understanding,

A handwritten signature in blue ink, appearing to read "Gillian Brown". The signature is fluid and cursive, with a long horizontal stroke at the end.

Gillian Brown



HOW TO PREPARE YOUR APARTMENT FOR PEST CONTROL TREATMENT AND TIPS TO PREVENT RE-INFESTATION

If you've received a notification that our pest control team has found a bug or rodent issue in your apartment during a recent inspection, you will need to prepare your unit for the scheduled treatment.

Preparation is not only essential for effective extermination, failure to make your apartment ready for the treatment will result in the cancellation of your appointment, and put you at risk for fines and lease violations.

While the required preparation steps vary based on what type of pest issue you are having, the bottom line for a successful treatment and prevention of future pest problems is **CLEANLINESS**.

Use this as an opportunity to give your apartment a thorough cleaning and get rid of things you don't use or don't need any longer. A clean, organized apartment is a gift to yourself that will give you peace of mind!

PREPARATION FOR BED BUG TREATMENT

To get the best result from bed bug treatment and reduce the likelihood of a re-infestation, please take the following steps to get your unit ready for treatment.

Take special note of your cleaning responsibilities regarding bedding, clothing, and other 'soft' goods.

BEDROOMS

- ✓ Remove ALL bedding materials (sheets, blankets, and pillows) from your mattress and box spring. Place them in a tightly closed plastic bag or container and leave them in the room.

- ✓ Make your stripped bed an island! Remove ALL items under and at least 1 foot around the bed. Also, push the bed 1 foot away from the wall.
- ✓ All cloth items (bedding, pillows, clothing, curtains, etc.) should be placed in the dryer on high heat for at least 30 minutes.
- ✓ Remove ALL items from under Furniture (dressers, nightstands, etc.) Drawers should be emptied and cleaned. Items should be inspected and placed in a plastic bag.

OTHER ROOMS

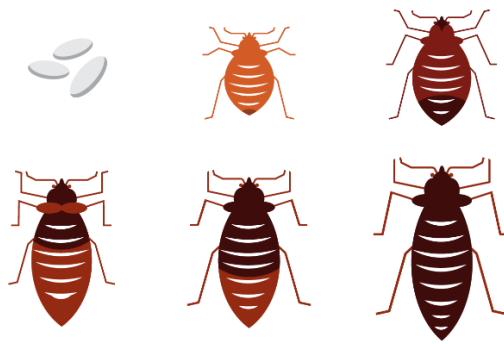
- ✓ Upholstered furniture will need to be inspected; pillows and throw blankets should be removed and placed in the dryer on high heat for 30 minutes.
- ✓ Furniture should be moved away from the walls to allow access. (Staff will move heavy furniture at the time of treatment.)
- ✓ Electronics should be unplugged to allow for the treatment of the outlets.
- ✓ Vacuum under cushions and in crevices of furniture.
- ✓ Vacuum floors especially well along baseboards.
- ✓ Dispose of the vacuum bag immediately/wash the canister with hot soapy water and flush the water immediately.

DURING/AFTER SERVICE

- ✓ People and pets should be out of the residence for a period of 2-4 hours after treatment. You should extend this time if you have increased respiratory or other sensitivity.

PREVENTING BED BUGS

Here's what to look for:



(These are enlarged images. Adult bed bugs are usually less than ¼ inch long)

Bed Bugs pose a health hazard because they bite humans and pets, causing a range of reactions. Some people experience slight itching, while others experience moderate to severe itchiness which leads to continuous scratching and can cause infections.

Bed Bug bites can cause serious health issues for babies, the elderly, and persons with poor immune systems, who could require medical treatment. Remember, when you have a Bed Bug infestation, they are likely crawling around in your bed, carpeting, curtains, clothing, and your couches and chairs.

So, if you're feeling itchy and have bites, you might have Bed Bugs!

- ✓ Check your apartment at least once a month for signs of bed bugs (see above images).
- ✓ Minimize clutter, especially around and under beds and other upholstered furniture, and on closet floors, to reduce places bed bugs can hide and thrive.
- ✓ Use mattress and box spring covers to help block bed bugs from making your bed their home.
- ✓ When bringing used furniture and bedding into your home, inspect for any signs of bed bugs. (Bed Bugs are expert hitch-hikers!)
- ✓ If you spot anything suspicious, contact your manager!

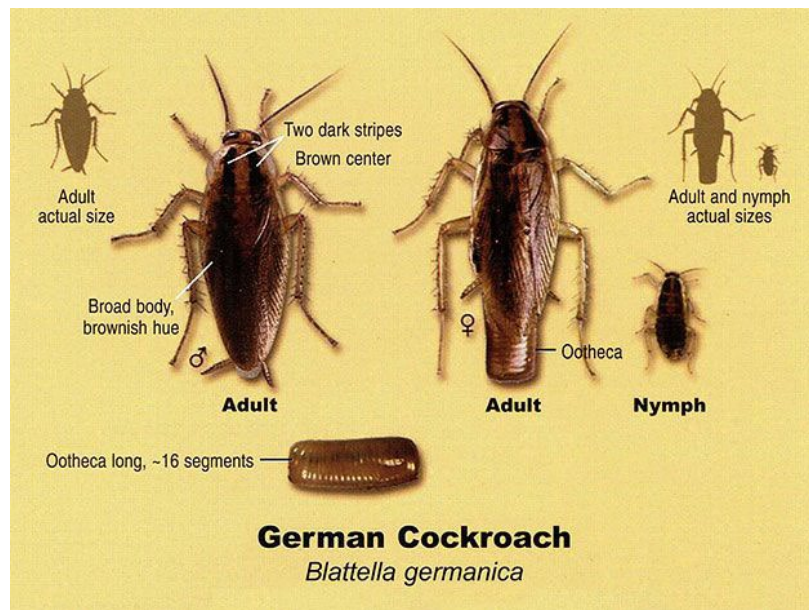
PREPARATION FOR COCKROACH TREATMENT

- ✓ Give your apartment a thorough cleaning to eliminate any food sources that could compete with the roach bait.
- ✓ Cover and store any open food. Remove all foods, small appliances, and other small items from countertops.
- ✓ Store and/or cover baby toys, supplies, crib mattress, changing table, etc.
- ✓ Mop/scrub kitchen and other hard floors and woodwork with detergent. Thoroughly vacuum carpeted floors.
- ✓ Vacuum up any visible roaches and eggs just before the service visit. The vacuum's crevice attachment will help to get into the cracks.
- ✓ After vacuuming, remove the vacuum bag, seal it, discard it in a tightly closed trash bag, and remove it from the apartment as soon as possible. Wipe down the entire vacuum cleaner with a damp cloth. If any cockroaches or eggs are seen after this is completed, re-vacuum or otherwise kill them.
- ✓ Remove items from the top of the refrigerator, stove, and any other large appliances that could not be stored. Just prior to treatment, move these appliances away from the wall and clean behind and beneath them. *(If you are unable to move larger appliances, our staff will move for you.)*
- ✓ If the stove has a removable bottom drawer that opens to the floor, you can simply pull this out and clean it and the floor beneath. It will then not be necessary to move the entire stove.
- ✓ Discard all excess paper products and any other piles of trash, as these will provide nesting and feeding spots for roaches and other pests.

- ✓ If roaches have been spotted in the cabinet under the kitchen sink or bathroom cabinet, remove all items from those shelves/drawers.

After treatment, keep sanitation to as high a level as possible to allow all products to work as swiftly as possible. Do not touch cockroach gel or allow children or pets to get near it for the appropriate amount of time.

PREVENTING COCKROACHES



(Adult cockroaches are ½ inch to 5/8 inch in length. They have wings, but can't fly. They are primarily nocturnal insects, so if you suspect you have a roach problem, grab a flashlight and check out areas of suspected infestations at night or in a darkened room. They can live up to a year or more, so it is important to get treatment as soon as possible.)

The German Cockroach is the most common species found in the Buffalo area. They thrive in dark, warm, humid, and musty areas of your home where they have easy access to food and water. (Kitchens are their favorite place to make themselves at home, followed by bathrooms.)

Because they are carriers of bacteria, such as E. coli and Salmonella, they can make you and your household members ill from them crawling across your counters, food storage areas, and your kitchen and bathroom sinks, bathtubs, and showers.

The best way to prevent cockroaches from becoming uninvited guests is to make cleanliness a priority!

- ✓ *Don't Feed the Roaches!* - Eliminate their food sources by storing foods properly, washing dishes, and wiping down counters, tabletops, and other surfaces after eating.
- ✓ Always keep garbage in closed containers and take out the garbage every night.
- ✓ Cockroaches are crafty hitchhikers, so take a minute to inspect bags and boxes of food and any container of goods that might have come from a damp or unsanitary location.
- ✓ Report any leaky faucets, drain pipes, or toilets as soon as you notice damp areas.
- ✓ Don't attempt to treat your cockroach problem yourself! Over-the-counter sprays are not effective in eliminating an infestation and can make matters worse by causing them to seek shelter in other areas of your apartment.

PREPARATION FOR ANT TREATMENT

While ants play a positive role in the outdoor environment - dispersing seeds, pollinating plants, and improving the quality of the soil – they are a menace indoors.

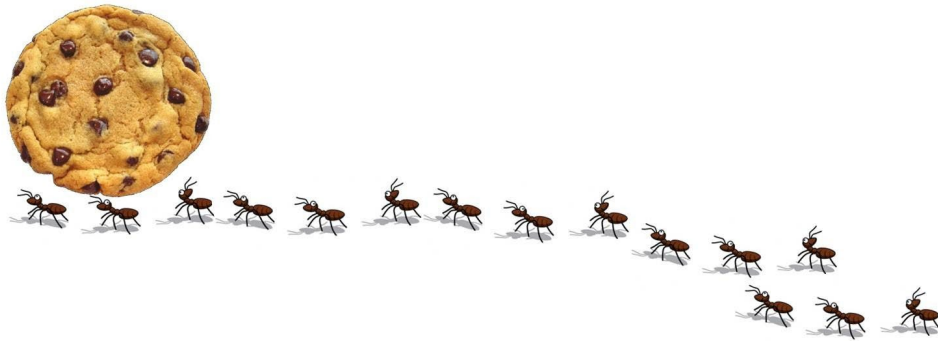
Ants can contaminate food and sterile areas and their bites can trigger allergic reactions. If you see just one ant in your home, there are likely hundreds or even thousands more as they don't travel or live alone.

To get ready for ant treatment in your unit:

- ✓ Wipe down counters, sweep floors, and clean up spills to reduce potential ant food sources and make baits more effective.

- ✓ Vacuum thoroughly to eliminate crumbs and other food residue.
- ✓ Check food storage areas for ants. Toss out any perishables or staples (flour, rice, pasta, etc.) if you see ants have gotten into the packaging.
- ✓ Check pet food for ants.

PREVENTING ANT INFESTATIONS



Ants come marching in seeking food sources, so take steps to prevent them from returning in the future.

- ✓ Put food stored out on counters in pest-proof containers. Do the same with pet food.
- ✓ If you have a pet, don't leave food bowls out for long periods of time, and regularly clean areas where pets are fed.
- ✓ Vacuum/sweep kitchen and dining area floors, as well as other areas where food is eaten.
- ✓ Avoid leaving dirty dishes in the sink or on the counters.
- ✓ Empty trash regularly.

PREPARATION FOR RAT/MOUSE TREATMENT

- ✓ Clear areas for treatment: remove from the top of the refrigerator, and empty the items stored beneath sinks, closets or anywhere rodent activity has been noticed.
- ✓ Food stored in paper bags or cardboard should be put in a plastic tote or other container that can be tightly sealed.
- ✓ Clean up mouse or rat droppings BEFORE treatment! Wear a mask and gloves to reduce contact with droppings and wash hands thoroughly.

- ✓ Remove garbage and clutter, and vacuum or sweep floors to ensure the health and safety of household members.
- ✓ Wear respiratory protection when cleaning up these areas, then be prepared to point out these problem areas you've noticed to your Genie Pest Control technician.

PREVENTING RODENT INFESTATIONS



(Norway Rats can grow as large as 16 inches and females can have litters as frequently as 3 weeks apart. They can easily gnaw through walls and make quick work of food stored in plastic bags and cardboard containers, as well as chewing piles bedding and clothing, and electrical cords.)



(Deer Mice and House Mice range in size from 4 to 7 inches and have a life span of 2 to 5 years. Inside a residence, mice will use everything from paper scraps and cardboard, to insulation and fabric to build nests. You might not know you have a mouse problem until there is a large infestation because they nest in secluded places such as: behind walls, under floor cabinets, and under appliances, especially refrigerators, often inside motor components)

Rats and mice are much more than a nuisance, they are a clear health hazard. In fact, these rodents are associated with more than 35 diseases that can be spread to humans via contact with the handling of dead rodents, contact with feces, urine, and saliva, as well as rodent bites.

After your treatment is completed, the keys to preventing a rodent re-infestation are cleanliness and proper food storage.

- ✓ Food stored on counters or on top of the refrigerator – this includes snack foods, candy, and cereal – should be put in chew-proof containers.
- ✓ Store pet food and treats in a plastic or metal bin.
- ✓ Clean up dirty dishes, wipe down counters and tables, sweep or vacuum regularly, and keep floors as clear as possible.
- ✓ Use a kitchen garbage container with a cover, and take the garbage out frequently.
- ✓ Stay alert to signs of rodents, including droppings, scratching sounds, and scraps of paper or fabric that could indicate the presence of a new nest.