

MOORESVILLE AFFORDABLE DEVELOPMENT (LLC)

BEDBUG POLICY

The Mooresville Affordable Development LLC (MAD) recognizes the potential problems that can arise from bedbug infestations in dwelling units. Accordingly, MAD adopts this policy in an effort to minimize and control bedbug infestations in its Project Based Voucher Program.

CimexLectularius, more commonly called bedbugs, are a growing national problem. Bedbug infestations have become a serious problem in housing throughout the country. The purpose of this policy is to set forth the roles and responsibilities of all parties - MAD and residents in minimizing the potential for bedbugs. The policy will also provide guidance in cases where bedbugs are present in order to eliminate them as quickly as possible. MAD will not offer for lease any premises known to be infested by bedbugs.

Prevention of Bed bug Infestations

Bedbugs are difficult to contain without the proper treatment. Therefore, it is imperative that all parties (MAD, Residents and Extermination Professionals) work simultaneously toward a common goal, extermination and elimination. Left untreated, bedbugs can spread throughout a residence affecting current and future residents. Bedbug infestation prevention and management may include:

- Raising awareness through education on prevention of bedbugs;
- Inspecting infested areas, plus surrounding living spaces;
- Checking for bedbugs in luggage and clothes when returning home from a trip;
- Looking for bedbugs or signs of infestation on secondhand items before bringing the items home;
- Correctly identifying the pest;
- Keeping records – including dates and locations where pests are found;
- Cleaning all items within a bedbug infested living area;
- Reducing clutter where bedbugs can hide;
- Eliminating bedbug habitats;
- Physically removing bedbugs through cleaning;
- Using pesticides carefully according to the label directions; and,
- Following up on inspections and possible re-treatments.

MAD will provide training for staff to identify bedbugs, and to perform ongoing prevention actions and periodic building inspections. Education and involvement of residents is a critical component for the eradication of bedbugs. MAD will make efforts to educate new and existing residents on methods that may be used to prevent and detect bedbugs.

Addressing Infestations

MAD will respond within 24 hours of the initial resident report. Mooresville Housing Authority staff will 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 the official inspection is performed. However, a bedbug inspection and, if necessary, treatment, may take time to schedule. MAD shall endeavor to take appropriate action within a reasonable time period using the guidelines provided below.

Following a report of bedbugs, MAD shall contact a licensed pest exterminator trained in bed bug detection to inspect the dwelling unit to determine if bed bugs are present. The inspection should cover the unit reporting the infestation and no less than the adjoining apartment in a duplex or surrounding apartments consisting of the units above, below, left and right in a multifamily building if these units exist and should be completed within five business days of a resident complaint if possible. If reputable, licensed pest control companies are unattainable within five calendar days, MAD shall retain documentation of the efforts to obtain qualified services. If an infestation is suspected but cannot be verified, MAD shall re-inspect the unit(s) periodically over the next several months.

When an infestation is identified, the unit and surrounding units will be treated. 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.

Additional Considerations

MAD shall not charge a resident to cover the cost of bedbug treatment.

Mooresville Housing Authority Employees

As part of their normal duties, Mooresville Housing Authority employees are required to enter all MAD properties and facilities. Performing inspections or maintenance repairs in a property that has a bedbug infestation heightens the possibility for employees to bring bedbugs into their own homes. Therefore, any regular employee of Mooresville Housing Authority whose personal residence becomes infested with bedbugs as a direct result of performing assigned duties will be eligible for treatments as prescribed for MAD residents at no cost to the employee.

Resident Rights and Responsibilities

Residents are strongly encouraged to report any suspected problems with bedbug infestation as soon as indicated and must in fact report any actual infestation immediately. Early reporting allows the pests to be identified and treated before the infestation spreads. Residents are the first line of defense against bedbug infestation. Therefore, a resident's failure, either willfully or through obvious neglect, to report a bedbug infestation may result in adverse action taken against the resident, up to and including eviction. A resident reporting bedbugs may expect expeditious response and attention by MAD, but should be advised that inspection and, if necessary, treatment of bedbugs may take time to schedule.

Residents are encouraged to create living environments that deter bedbugs. This includes reducing unreasonable amounts of clutter that create hiding places for bedbugs, and regular checking of beds and laundering of linens. Bed bug infestations can cause health concerns

including physical discomfort and may contribute to stress and anxiety on the part of the residents.

Residents shall be advised of the following:

- MAD may not deny tenancy to a potential resident on the basis of the resident having experienced a prior bedbug infestation.
- A resident reporting bedbugs may expect expeditious response and attention by MAD, but should be advised that inspection and, if necessary, treatment of bedbugs may take time to schedule. The inspections should occur within three calendar days of the resident report when possible.
- Following a report of bedbugs, MAD shall contact a qualified pest control company to inspect the dwelling unit to determine if bedbugs are present. MHA personnel may enter the unit to perform these activities, in accordance with the lease.
- If bedbug infestation is found in the unit, the resident may expect treatment to begin within five days of the inspection, though depending on the form of treatment, this may not be possible. Residents shall be advised that treatment may take several weeks.
- Resident cooperation is shown to expedite the control of bedbugs and to prevent spreading of infestations. Residents are required to cooperate with the treatment efforts and to refrain from placing infested furniture or other items in common areas such as hallways. Residents must also strictly comply with the Bedbug Removal protocols and procedures specified by MHA staff or pest control professionals retained by the MAD. Failure to comply fully with such direction is a violation of the lease and may result in adverse action taken against the resident, up to and including eviction.
- The resident will not be expected to contribute to the cost of the treatment effort.
- The resident will not be reimbursed the cost of any additional expense to the household, such as purchase of new furniture, clothing or cleaning services.
- Residents can easily bring bedbugs onto the property unintentionally when returning from a trip or bringing property into their homes. Therefore, residents will check their luggage and clothes whenever they return home from taking a trip and examine any secondhand items or furniture before bringing them into the home.
- Neither MAD, nor MHA are responsible for any family who is unable to remain in their unit while it's being treated for bed bugs. Residents can purchase renter's insurance if they wish to be covered for out of pocket expenses for alternative lodging while treatment is in process.