

## **RALEIGH HOUSING AUTHORITY BED BUG POLICY**

Bed bugs are a growing national problem, and as a result, this policy has been created for both the Public Housing program and the Housing Choice Voucher program. The purpose of this policy is to set forth the roles and responsibilities of all parties (RHA, Tenant, and Landlord) in minimizing the potential for bed bugs. The policy will also provide guidance in cases where bed bugs are present in order to eliminate them as quickly as possible.

Bed bugs are difficult to contain without the proper treatment. Therefore it is imperative that all parties (RHA, Tenant, and Landlord) work simultaneously toward a common goal, extermination and elimination. Left untreated bed bugs can spread throughout a residence affecting current and future tenants.

### Housing Choice Voucher program

#### **Landlord Roles and Responsibilities:**

The Housing Assistance Payment (HAP) contract requires the landlord to maintain the contract unit and its premises in accordance with Housing Quality Standards (HQS). If bed bugs are present, it is the responsibility of the landlord, as stated in the HQS (CFR 982.401), to ensure that the dwelling unit and its equipment be in sanitary condition and free of vermin and rodent infestation. In order to comply with the HQS, if the presence of bed bugs is suspected, the landlord must notify RHA immediately and it is strongly recommended that the landlord contact an extermination professional for an immediate inspection. If the landlord chooses to perform their own initial inspection, RHA has created a "Landlord Inspection Checklist" that may assist in the assessment of potential problems. If treatment is deemed necessary, a copy of the contract the landlord entered into with the extermination professional (including all treatment performed) must be provided to RHA by the landlord within 48 hours of initial determination that treatment is required. In addition, the landlord must complete the "Landlord Certification Statement" document and send to RHA within 72 hours of the initial determination that treatment is required.

Failure to comply with the above requirements is a direct violation of the HAP contract and may result in abatement, suspension or termination of housing assistance payments, termination of the HAP contract, and suspension of eligibility to participate in the Housing Choice Voucher program.

#### **Tenant Roles and Responsibilities:**

The HAP contract requires the tenant to keep the unit and its premises free from damage. Therefore, if the presence of bed bugs is suspected, it is the tenant's responsibility to notify the landlord and RHA immediately in order to minimize any potential damage to the unit. In addition, it is the responsibility of the tenant to work cooperatively with the landlord and/or extermination professional to ensure the successful elimination of bed bugs. Tenant non-compliance may result in the loss of their Housing Choice Voucher.

If the tenant notifies the landlord of the presence of bed bugs and the landlord fails to take action within a reasonable period of time, the tenant should notify RHA. RHA will assist the tenant in relocation if it is deemed necessary and appropriate. Prior to relocation, RHA will notify new landlord of tenant's prior exposure to bed bugs. In addition, the tenant must complete all items on the "Relocation Task List" document.

## **RHA Roles and Responsibilities:**

RHA will ensure the landlord maintains the unit within HQS guidelines and provide guidance on the resolution of any potential bed bug problems. RHA will assist in tenant relocation, including the scheduling of moves, if it has been determined relocation is necessary and appropriate. When relocation is necessary, RHA will ensure the tenant completes the “Relocation Task List” prior to relocation in order to minimize the transfer of bed bugs to the new unit. RHA will also require all program participants and landlords to disclose at intake, recertification, and inspection all exposure to bed bugs within the last twelve month period.

## **Public Housing program**

### **RHA Roles and Responsibilities:**

Upon notification from the tenant, RHA will perform an initial inspection of the tenant’s residence using the “Central Maintenance Tracking Sheet.” If it is determined that bed bugs are present, RHA will provide the tenant with the “RHA & Tenant Roles and Responsibilities” document. The above document will be explained to the tenant to ensure understanding and compliance prior to treatment. In addition, RHA will secure the tenant’s signature indicating understanding of the document. Upon successful completion by the tenant of their roles and responsibilities RHA will professionally treat the residence and perform follow-up to ensure treatment was successful.

In order to educate tenants and minimize potential for the presence of bed bugs, RHA has created a “Prevention Tips” document.

### **Tenant Roles and Responsibilities:**

HUD regulations require the tenant’s cooperation in order to successfully eliminate the presence of bed bugs. Therefore, it is the tenant’s responsibility to call in a work order as soon as the presence of bed bugs is suspected. This will allow RHA to address the potential infestation at its onset and before it affects other tenants. In addition, the tenant must be onsite when the initial inspection is conducted. If it is determined by RHA that bed bugs are present, the tenant must complete all items listed on the “RHA & Tenant Roles and Responsibilities” prior to treatment and as soon as possible. This will help to minimize the severity of bed bug presence and resolve the problem quickly. A tenant may be deemed in violation of sections 9.J and 9.K in the lease agreement if they fail to fully cooperate and comply with their roles and responsibilities.

## **Bed Bug Policy Attachments**

Housing Choice Voucher program:

- Landlord Inspection Checklist
- Relocation Task List
- Landlord Letter
- Exterminator Selection Tips
- Landlord Certification Statement

Public Housing program:

- Central Maintenance Tracking Sheet
- RHA & Tenant Roles and Responsibilities
- Prevention Tips

# Raleigh Housing Authority

P.O. Box 28007  
Raleigh, NC 27611

## Bed Bug Management Plan

### Landlord Inspection Checklist

#### Tenant Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Alt. Phone: \_\_\_\_\_

Email: \_\_\_\_\_

#### Inspection List

Check bed including mattress, box spring, and headboard for blood spots and fecal matter. Strip back the covers, stand up the mattress, remove the box spring and flip it over paying close attention to all seams.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Inspect furnishings close to the bed for the presence of bed bugs. Pull out dresser drawers and check inside drawers and crevices. Look under televisions, stereos, and other equipment, behind pictures, in the crevice behind the baseboard, and in stacks of clothing.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Check drapes, wall decorations, and cracks in the ceiling-wall junction for presence of bed bugs.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Check other areas of the residence for the presence of bed bugs paying specific attention to furniture, seams, and crevices.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Discuss and inspect (where appropriate) bed bug bites with tenant.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Bed Bug presence noted: Yes  No

*This documents is provided as a reference only. If the presence of bed bugs is suspected and you are not comfortable inspecting the unit thoroughly, you should consider contacting an extermination professional.*

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## Bed Bug Management Plan Relocation Task List

Bed bugs are difficult to contain without the proper treatment. Therefore if a tenant relocates and the proper treatment has not taken place, the bed bugs will move with the tenant as bed bugs can be carried in furniture, bedding, clothing, etc. If it has been determined that you must relocate to a new unit, certain steps must be followed to ensure that bed bugs are not transferred to the new residence. To prevent further infestation, the Relocation Task List below **MUST** be completed in preparation for relocation.

### RELOCATION TASK LIST (initial each item)

\_\_\_\_\_ Remove all sheets, blankets, mattress covers, pillowcases, etc. from beds and wash in hot water (120+ degrees recommended) and dry in clothes dryer on the highest heat setting for at least 30 minutes. Fold them and place them in plastic garbage bags, seal bags tightly. Do not put them back on the bed until move is complete.

\_\_\_\_\_ Wash all clothing, toys, towels, and other linens in hot water (120+ degrees recommended) and dry in clothes dryer on the highest heat setting for at least 30 minutes. Place clean items inside airtight plastic storage bins or plastic garbage bags that are sealed tightly and store until relocated.

\_\_\_\_\_ Vacuum (using disposable vacuum cleaner bags) all furniture, dresser drawers, night stand drawers, mattresses, and box springs. Place disposable vacuum cleaner bag inside plastic garbage bag, seal plastic garbage bag tightly, and discard in outdoor trash receptacle immediately.

\_\_\_\_\_ Purchase and place special bed bug mattress and box spring encasements around all mattresses and box springs. Bed bug mattress and box spring encasements are an effective bed bug killer when combined with treatment and **must remain on all mattresses and box springs for at least one year**. Bed bug encasements can be purchased locally at Bed, Bath, and Beyond for approximately \$10.00 – \$20.00 depending on size needed. The tenant is solely responsible for the purchase of this item.

\_\_\_\_\_ Discard or have all infested furniture professionally treated by a licensed exterminator. If tenant chooses to keep furniture, proof of treatment must be provided to RHA prior to relocation. RHA **will not** relocate tenant to a new unit with infested furniture.

### TENANT STATEMENT OF CERTIFICATION

I, \_\_\_\_\_, certify that I have read and understand the information above and commit to performing the Relocation Task List. I also understand that if I do not complete the above listed items, there is the potential for the bed bugs to be carried to the new residence and RHA will not authorize a transfer to a new unit.

\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Date

Re: Potential Bed Bug Infestation

Dear Landlord:

It is the goal of the Raleigh Housing Authority to promote and provide safe, quality housing to our program participants. Recently, bed bugs have become a topic of national importance. Most recently, the Environmental Protection Agency held a National Bed Bug Summit to discuss ways to prevent the resurgence of bed bugs. While the Raleigh Housing Authority has not encountered bed bugs in the Public Housing program, we have been made aware of the presence of bed bugs in a few of the privately owned residences assisted under the Housing Choice Voucher program. In order to protect your tenant, rental assistance income, and asset, we strongly recommend that you take all tenant concerns regarding bed bugs seriously.

Upon notification from the tenant of the potential presence of bed bugs, it is the landlord's responsibility to have a thorough inspection conducted by a qualified party. RHA recommends a licensed, experienced, professional exterminator. Please refer to the back of this letter for information that may assist you in the selection of an exterminator.

Note that it is the responsibility of the tenant to work cooperatively with the landlord and/or extermination professional to ensure the successful elimination of bed bugs. It is imperative that all parties (Tenant and Landlord) work together toward a common goal, **extermination and elimination**. Left untreated, bed bugs can spread throughout a residence, potentially affecting current and future tenants.

The Housing Assistance Payment (HAP) contract requires the landlord to maintain the contract unit and premises in accordance with Housing Quality Standards (HQS). If bed bugs are present, it is the responsibility of the landlord, as stated in the HQS (CFR 982.401), to ensure that the dwelling unit and its equipment be in sanitary condition and free of vermin and rodent infestation.

Failure to comply constitutes a direct violation of the HAP contract and may result in abatement, suspension of housing assistance payments, termination of the HAP contract, and/or suspension of eligibility of the affected unit to participate in the Housing Choice Voucher program (if the unit remains untreated).

Sincerely,

Priscilla Batts  
Director of Leased Housing

**Raleigh Housing Authority**  
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**Bed Bug Management Plan**  
Exterminator Selection Tips

The information listed below is from the New York Times article “Sleeping with the Enemy (Bed Bugs).” Please note that the information listed is provided as a reference only. If the presence of bed bugs is suspected, immediate action should be taken.

- Most successful treatment efforts include a combination of a thorough cleaning and sorting, along with repeated professional bed bug treatment applications.
- Many pest control companies will perform a visual inspection at no charge in hopes that if you have bed bugs, you’ll hire them to do the treatment.
- According to the article, you should be wary of pest control companies that emphasize their bed bug expertise.
- Find an established pest control company that has been in business at least five years.
- The article states that exterminators may charge \$250 to \$900 a room to get rid of bed bugs, depending on the level of infestation and the types of treatments used. Prices in our local area may vary.
- Be sure the exterminator makes at least one follow-up visit. According to the article it’s near impossible to kill all bed bugs in a given area with one treatment.
- Ask if follow-up treatments are included in the price quoted to you.
- Check to see that the company and technician you hire are licensed in your state.
- Check the Better Business Bureau for any complaints filed against the exterminators you are considering.

# Raleigh Housing Authority

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## Bed Bug Management Plan Landlord Certification Statement

It is the goal of the Raleigh Housing Authority to promote and provide safe, quality housing to our program participants. If bed bugs are present, it is the responsibility of the landlord, as stated in the HQS (CFR 982.401), to ensure that the dwelling unit and its equipment be in sanitary condition and free of vermin and rodent infestation. It is the responsibility of the tenant to work cooperatively with the landlord and/or extermination professional to ensure the successful elimination of bed bugs. It is imperative that all parties (Tenant, Landlord, and Extermination Professional) work together toward a common goal, **extermination and elimination**.

To assist RHA in its goal of providing safe, quality housing, RHA requests the following information be completed by the landlord upon completion of treatment (within 72 hours of initial determination that treatment is necessary):

- 1) Date unit was treated \_\_\_\_\_.
- 2) Type of treatment provided (methods, products used, areas treated):  
\_\_\_\_\_  
\_\_\_\_\_
- 3) Did tenant complete required (should be detailed in landlord/tenant lease agreement) pre-treatment activities? For example:
  - Furniture moved to center of room being treated? **YES NO N/A**
  - All items removed from floors and closets? **YES NO N/A**
  - Mattresses encased in bed bug mattress encasements? **YES NO N/A**
  - All pictures removed from walls? **YES NO N/A**
  - All areas being treated vacuumed including furniture, dresser drawers, night stands, mattresses, and box springs? **YES NO N/A**
  - All cardboard hangers, boxes, etc. discarded? **YES NO N/A**
  - All clothing, linens, towels, etc. washed in hot water (+120 degrees), dried on highest heat setting for at least 30 minutes, and stored in tightly sealed plastic garbage bags? **YES NO N/A**
- 4) Please list any additional items required to be completed prior to treatment and indicate if items were completed.  
\_\_\_\_\_  
\_\_\_\_\_
- 5) Was follow up or additional treatment recommended by the Extermination Professional? **YES** or **NO** If yes, please provide date when follow up or additional treatment will be conducted: \_\_\_\_\_

### LANDLORD STATEMENT OF CERTIFICATION

I, \_\_\_\_\_, certify that I have had the unit located at \_\_\_\_\_ professionally treated by a licensed extermination professional in order to eliminate the presence of bed bugs.

\_\_\_\_\_  
Landlord Signature

\_\_\_\_\_  
Date

**Raleigh Housing Authority**

P.O. Box 28007  
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**Bed Bug Management Plan  
Central Maintenance Tracking Sheet**

<b>Tenant Information</b>	
Name: _____	Phone: _____
Address: _____	Alt. Phone: _____
City, State, Zip _____	Email: _____

<b>Step 1: Assessment (within 1 work day of work order call-in)</b>		
<u>Date Completed</u>	<u>Verified</u>	<u>Action Item</u>
_____	_____	Work Order Clerk receives emergency inspection request.
_____	_____	Work Order Clerk schedules inspection with tenant and exterminator within 24 hours.
_____	_____	Exterminator conducts inspection with tenant present.
Bed Bugs Present?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, check all that apply and continue to step 2. If no, continue to step 5.
	<u>Locations:</u>	Mattress <input type="checkbox"/> Box spring <input type="checkbox"/> Walls <input type="checkbox"/> Baseboard <input type="checkbox"/>
	<u>Physical Indications:</u>	Grouped, bite markings <input type="checkbox"/> Red, itchy skin <input type="checkbox"/>
	<u>Bug samples collected:</u>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Comments: _____		

<b>Step 2: Preparation - Exterminator (during initial inspection, immediately after determining the presence of bed bugs)</b>		
<u>Date Completed</u>	<u>Verified</u>	<u>Action Item</u>
_____	_____	Provide tenant "RHA & Tenant Roles and Responsibilities."
_____	_____	Obtain tenant signature on "RHA & Tenant Roles and Responsibilities."
_____	_____	Provide tenant with bed bug encasement(s) for each mattress and box spring.
_____	_____	Schedule treatment as soon as possible, but no more than three days after the determination that bed bugs are present.
Comments: _____		

<b>Step 3: Treatment - Exterminator (ASAP, but no more than 3 days from initial inspection)</b>		
<u>Date Completed</u>	<u>Verified</u>	<u>Action Item</u>
_____	_____	Unit Readiness: Determine if tenant has completed steps outlined in "RHA & Tenant Roles and Responsibilities."
Unit ready?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, conduct treatment and continue with steps 4 - 5. If no, cancel treatment and contact Manager immediately to process as a lease violation. (Work order for treatment is not to be closed until treatment is rendered.)
Comments: _____		

**Step 4: Follow up - Maintenance (within 10 days of treatment)**

<u>Date Completed</u>	<u>Verified</u>	<u>Action Item</u>
_____	_____	Conduct phone follow up with tenant in 10 days of treatment date (from Step 3) to determine if treatment was successful or additional treatment required.

Additional treatment needed? Yes  No  If yes, contact Manager to schedule time for unit to be ready and call in emergency work order for retreatment. If no, continue to step 5.

Comments: \_\_\_\_\_

\_\_\_\_\_

**Step 5: Completion - Maintenance**

<u>Date Completed</u>	<u>Verified</u>	<u>Action Item</u>
_____	_____	Based on Exterminator assessment in step 1, bed bugs not present.
_____	_____	Based on Maintenance follow up in step 4, treatment completed.
_____	_____	Distribute completed form.

Comments: \_\_\_\_\_

\_\_\_\_\_

\*Distribute completed form to: Property Manager for tenant file, Director of Housing Management, Director of Maintenance.

# Raleigh Housing Authority

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## Bed Bug Management Plan RHA & Tenant Roles and Responsibilities

It has been determined, based on the inspection of your residence that bed bugs are present and professional treatment is required. Bed bugs are a problem that can only be solved when both parties (RHA and tenant) work simultaneously toward a common goal, extermination and elimination. HUD regulations require the tenant's cooperation in order to successfully eliminate the presence of bed bugs. Without proper treatment, bed bugs are difficult to contain and have the potential to infest neighboring housing units. In addition, if a tenant relocates and the proper treatment has not taken place, the bed bugs will move with the tenant as bed bugs can be carried in furniture, bedding, clothing, etc. RHA will not be responsible for the reimbursement and/or replacement of any tenant furniture, clothing, household items, and medical expenses.

The following plan outlines the roles and responsibilities of RHA (landlord) and the tenant in the treatment of bed bugs:

### **RHA**

- Inspect residence for infestation within one work day of receipt of emergency work order.
- Schedule treatment date as soon as possible, but no later than three days after the initial inspection (subject to tenant readiness).
  - Scheduled treatment date \_\_\_\_\_.
- Provide at initial inspection special bed bug mattress and box spring encasements for use on all mattresses and box springs, in accordance with the Maintenance Charge list. Tenant may provide own mattress and box spring encasements, however the time frames still apply.
- Provide a dozen (12) large trash bags at no charge to the tenant for the storage of clothing, towels, toys, other linens, etc. prior to and during treatment.
- Treat residence including furniture.
  - If infested furniture does not respond to treatment, RHA will dispose of furniture at tenant's request OR tenant can have furniture professionally re-treated at their expense. Proof of re-treatment **MUST** be provided to RHA within 48 hours of determination that initial treatment was unsuccessful. If the re-treatment of furniture is deemed unsuccessful, tenant may be required to dispose of furniture.
- Perform follow-up with tenant within 10 days of treatment to ensure treatment was effective.
- Perform additional treatments as necessary.

### **Tenant**

- Tenant must be onsite at the scheduled time when the initial inspection is conducted.
- For treatment to be effective, tenant must perform the tasks listed below prior to the scheduled treatment date. RHA encourages tenant to complete items listed as soon as possible in order to minimize severity of bed bug presence and resolve the problem quickly.
  - Remove all sheets, blankets, mattress covers, pillowcases, etc. from beds and wash in hot water (120+ degrees recommended) and dry in clothes dryer on the highest heat setting for at least 30 minutes. Fold

them and place them in plastic garbage bags and seal the plastic bags tightly. Do not put them back on the bed until the evening after treatment.

- Remove everything from bedrooms and hall closets. Closets, dresser drawers, and night stand drawers **must be empty**. Remove all clothing, toys, boxes, etc. from bedroom floors.
- Wash all clothing, towels, and other linens in hot water (120+ degrees recommended) and dry in the dryer on the highest heat setting for at least 30 minutes. Place clean items inside airtight plastic storage bins or plastic garbage bags that are sealed tightly and store until after treatment.
- Vacuum (using disposable vacuum cleaner bags) all furniture, dresser drawers, night stand drawers, mattresses, and box springs. Place disposable vacuum cleaner bag inside plastic garbage bag that is sealed tightly and discard in outdoor trash receptacle immediately.
- Move all furniture to the center of the room(s) being treated.
- Discard all cardboard hangers, boxes, etc.
- Remove all pictures from walls.
- Place all bed bug mattress encasements (provided at initial inspection) on all beds. The bed bug mattress encasement is an effective bed bug killer when combined with treatment and **must remain on the mattress for at least one year**. If the mattress or box spring encasement becomes torn or damaged it is the tenant's responsibility to replace.
- Discarded mattresses, box springs, furniture, etc. must not be placed in dumpsters; they must be removed from the premises.
- Remain out of the residence for four hours after treatment (includes all household members and pets).
- Furniture that does not respond to treatment must be disposed of or professionally treated. If tenant chooses to dispose of furniture, RHA will remove furniture from the unit at tenant's request. If tenant chooses to dispose of furniture on their own it MUST be removed from the premises. If tenant chooses not to dispose of infested furniture they MUST have it re-treated (at their expense and within 48 hours of determination that initial treatment was unsuccessful) by a licensed exterminator. Tenant must provide proof of re-treatment to RHA within 72 hours of determination that initial treatment was unsuccessful.

***FAILURE TO COMPLY: If treatment is scheduled and the exterminator determines that tenant has not performed the above stated responsibilities, the following will occur:***

- 1. Treatment will be cancelled by the exterminator***
- 2. Tenant will be held financially responsible for all costs incurred in accordance with the Maintenance Charge list.***
- 3. Tenant lease may be terminated at RHA's discretion.***

TENANT STATEMENT OF CERTIFICATION

I, \_\_\_\_\_, certify that I have read and understand the roles and responsibilities (RHA and tenant) as stated above and agree to perform them in order to successfully eliminate the presence of bed bugs.

\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
RHA Signature

\_\_\_\_\_  
Date

**Raleigh Housing Authority**  
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**Bed Bug Management Plan**  
Prevention Tips

- Wash all bedding regularly in hot water. The water should be at least 120 degrees.
- Use bed bug encasements on all mattresses and box springs.
- Check your own bed for bed bugs from time to time. Catching them early will make bedbug treatment easier if bed bugs do occur.
- Vacuum floors regularly. Use the brush tool of your vacuum to vacuum your mattress. Use the crevice tool to vacuum crevices in the mattress and your baseboards.
- Clean up clutter to reduce hiding spots.
- Caulk holes in floors and walls.
- When purchasing second hand clothing, place all garments in a sealed bag until they can be washed and place in a dryer on high heat for 15 to 30 minutes.
- If you purchase used furniture, examine it for bed bugs. Pay special attention to used mattresses and bed frames.
- When traveling, check your room for signs of bed bugs such as bloodstains on the pillows or linens. Inspect mattress seams, look behind headboards and pictures. If you suspect you may have brought bed bugs home, place infected items in the dryer or freezer.
- After you return from a trip, check your luggage for insects that might have hitched a ride.