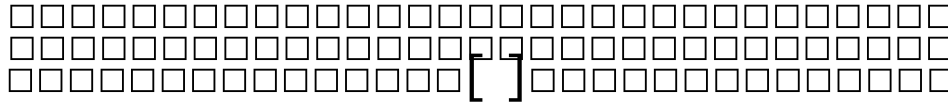


Integrated Pest Management Processes



Urban Multi-Family

INTRODUCTION

Three main pests of concern within multi-family housing are mice, cockroaches, and bed bugs. IPM programs will commonly include these as the main focus, with inspection and control packaged together. By implementing a routine inspection program, pest management becomes pro-active instead of re-active. Pests are prevented or controlled before populations surge.

OVER ALL UNIT MANAGEMENT

One of the factors that make pests so successful is their ability to quickly reproduce and recover from a reduction. When a control service achieves less than 100% control pests are left to regain their position and essentially negating the work that had been done in the unit. This results in continued problems for the residents and continued complaint calls to management. MDWCO knows that almost always 100% control is not accomplished with one visit to a residential unit.

H.U.D. M2M GREEN INITIATIVE

MD Weaver provides integrated pest management to compliment and support HUD's Mark-to-Market Green Initiative:



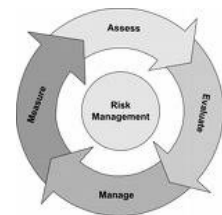
“Integrated Pest Management Plan (IPM) – The IPM generally addresses the items(s) attracting the pests and takes steps to remove or contain them rather than focusing on eliminating the pests, which typically requires toxic pesticides.” – HUD M2M Green Initiative.

MD Weaver uses traps, monitors and even the HEPA vacuum to achieve results through these strategies. And eliminating pest issues can be obtained by focusing on the above with continued planning and proper follow up procedures.

MD Weaver the Pest Reliever® is a GreenPro® certified company.

ASSESS/INSPECT >> ACTION >> PLAN NEXT STEP

MD Weaver the Pest Reliever® practices an organized follow up to unit services. Units need to be re-visited until the problem is solved. Sometimes it may require continued pest control work and it may also include a continued effort to work with the resident on matters such as sanitation, excessive storage and preparation.



EXTERIOR INSPECTION

Exterior conditions can have a significant effect on the building interior. Because of this, both an initial and periodic inspection is carried out and with potential pest entry points and areas conducive to pest activity are identified and recommendations are made. Building exteriors are inspected when the residential units are routinely serviced, typically between every 3, 4 or every 6 months. Pest Exclusion performed directly by MD Weaver is also offered as an option. These options include the installation of door-sweeps, screening larger holes, etc. Minor exclusion work (holes less than 2 inches in diameter is included unless many holes exist).

TEAM:

Success is accomplished by the combined efforts of management, maintenance, scheduling, and technician work. It requires concise communication between all parties also including the residents themselves and their support network (if applicable).

MD Weaver works with the client as a team to plan and designate what units will require treatments. Reasons for treatment included prior pest issues, continued sightings, or that a given unit is suspected of having an issue. A repeated pest issue in one unit may require treating adjacent units even though they are not calling for service

UNIT SERVICE EXIT MEETINGS

Once units are serviced, whether it is a full building, follow up or on-call units, a meeting between the Primary Technician and Property Management will be held. This meeting will be used to review the service completed by unit, and what next step is needed by unit. If applicable, a follow up list will be agreed upon and the next appointment can be scheduled. The MD Weaver Pest Management Professional will explain the service performed by referring to the service report. Recommendations will be made in writing on what units need a follow up service, and focus units will be identified.



SCHEDULING

As agreed by the IPM committee, either the Primary Technician or the MDWCO Scheduling Coordinator will work directly with the site contact to arrange for the service, including the proper pre-notification requirements.

ROUTINE INSPECTION AND SERVICES

When the routine IPM service is done for units, essentially a mini-IPM plan is being implemented on the spot. The unit is inspected, an assessment is made by the technician, and action is performed as determined appropriate. The findings and action taken are documented on the IPM service log and used to plan the next step.

The routine IPM service to units helps guard against expenses associated with pest problems, including clean-up, housing court costs, lost rent revenue, and problems with housing agencies.

Routine Unit IPM services provide information to assess the condition of the building and to allow for intelligent decisions to eradicate existing problems and to prevent existing problems from growing and

spreading. The routine IPM Service in units also provides treatment on the spot when problems are found, resulting in the quickest cure for the issue.

FOCUS UNITS

When a unit is serviced for mice, all unit areas need to be inspected and addressed. If excessive storage is an issue the technician needs to move items to reach areas of concern whenever possible. If moving items is prohibitive, than a meeting with the property manager is needed to address the issue. Units that are adjacent to or near a focus unit may need special attention and follow up because they are more vulnerable to becoming infested as pests can travel.



Many times the true focus unit is the resident with a significant infestation who does not call for service. This provides a “seed” for re-infestation of surrounding units even when these surrounding units are receiving comprehensive follow-ups and treatments.

FOLLOW-UP SERVICES

A follow up will be done on all units found with measurable pest activity and re-serviced in approximately 10 – 20 days from the original treatment. After the follow up is done, another follow up list will be reviewed and another round of follow ups will be scheduled, until the problems are solved.

DOCUMENTATION AND SPECIALIZED REPORTING





The service log will provide both service completed along with the condition of the unit, extent of infestation and what follow up is necessary. Unit services are documented at the site or in an online database where all parties can access and research services (visit <http://mdweaver.webexone.com>).

EDUCATION AND SEMINARS FOR RESIDENTS AND STAFF

As part of the service at MD Weaver seminars and meetings are provided to help communicate basic pest management information to staff and residents. With the seminars help sheets are distributed and discussed.



FURTHER REFERENCE

-  MDWCO Procedure Reference Guide
-  Sample Sanitation Notice
-  Outline for Resident Seminars / Help Guide
-  Massachusetts Consumer Bulletin for Building Owners and Managers

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