

Let's Beat the Bug!

In Short:

- Communicate with your residents.
- Encourage reporting
- Do not punish residents for reporting bed bugs
- Train maintenance staff to identify bed bugs.
- DO NOT use over-the-counter insecticides. Hire a reputable Pest Management Company to treat bed bug infestations
- Track infestations
- Work with residents to ensure proper preparation for treatments.

What Property Owners and Managers Need to Know About Bed Bugs

Bed Bugs are a difficult problem for apartments and multi-family units. It can be very expensive to treat an infested property. However, not addressing the problem will only make the infestation worse and more costly for you. One of the most important things property owners/managers can do is to educate their residents about bed bugs.

Communicating with Residents

Talk to your residents about how to prevent bed bugs from entering the building. See: *How to Prevent Bed Bugs From Entering Your Home* (www.bedbugs.umn.edu/how-to-prevent)

Encourage your residents to immediately report any problems with bed bugs, or suspected bed bugs. Make information on how to identify bed bugs readily available to your residents. Our *Let's Beat the Bug!* campaign has developed a simple poster you can print out and display around your property to raise awareness of bed bugs.

Remember that the person reporting the bed bug issue may not have been responsible if they picked up bed bugs from somewhere in the building or if the bed bugs dispersed from an unreported infestation. Consider having an amnesty program for individuals who report bed bugs.

If residents are afraid to report bed bug infestations, or are held financially liable, then they may try to treat the infestation themselves, just live with the pest, or break the lease and move to another location. This will cause the infestation to spread and become more difficult and more expensive to treat. Worse, residents may take control measures themselves which can leave you with a damaged apartment or cleanup costs that are substantially more than a proper control procedure would have cost.

Train your maintenance personal to actively check for signs of bed bugs and other pests when they enter apartments for routine maintenance issues.

Discourage collecting of furniture from off the curb or from the trash.

For more information contact the Bed Bug InformationLine at 612-624-2200, 1-855-644-2200 bedbugs@umn.edu, or visit www.bedbugs.umn.edu

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Report bed bugs to your landlord or property manager, right away!

Bed Bugs Can Happen to Anyone

Check the mattress and box spring for signs of bed bugs

Don't bring furniture found on the street into your home.

For information contact the Bed Bug Hotline at the University of Minnesota

Provide information on bed bugs in your home. Provide advice on selecting a Structural Pest Control Company. Recommended steps you can use to avoid bed bugs in your everyday life and while traveling.

www.bedbugs.umn.edu
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1-855-644-2200
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MINNESOTA DEPARTMENT OF AGRICULTURE
UNIVERSITY OF MINNESOTA EXTENSION

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Bed Bug Treatment

When dealing with bed bugs you should contract with a pest management professional (PMP) experienced in working with bed bug infestations. See: *Hiring a Pest Management Professional* (www.bedbugs.umn.edu/hiring-a-pmp). Using over-the-counter insecticides will not solve a bed bug problem. Surviving infestations will become worse, spreading into other rooms or units.

The first step in bed bug treatment is a thorough inspection by the PMP. When a resident reports bed bugs you should have the PMP inspect not only their apartment but also all neighboring apartments including those above, below and across the hall. If one resident has bed bugs it is possible that others do as well. The earlier you can catch and treat an infestation the easier and less expensive it will be for you.

The PMP should not only control an infestation, but should also provide you with a plan for preventing and managing bed bugs in the entire facility. From our experience, if you are continually encountering infestations in the building, you should consider inspecting every unit as there may be other unreported infestations. Regularly inspect common areas such as lounge areas and laundry facilities. For more information on treatments see: *Understanding Bed Bug Treatments* (www.bedbugs.umn.edu/understanding-bed-bug-treatments)

Keep records of bed bug infestations and treatments; this will allow you to see if the rate of infestation is changing and patterns of infestation within the apartment complex. Having this information will help you and your PMP, treat infestations and prevent future infestations.

Steps for Residents to Take

Depending on the type of treatment you choose there will be different steps the residents have to take before treatment begins. It is important that you work closely with your residents to make sure they understand and follow the instructions provided by the PMP. Treatment will not be successful unless these instructions are closely followed.

These steps often include:

- Laundering clothing and linens
- Cleaning and organizing to reduce clutter and simplify the area that needs to be treated
- Using Pest-proof covers on mattresses and box springs
- Moving furniture and other items so all the edges of the room are accessible
- Emptying closets, bedside tables and dressers

Updated on May 28, 2014

By Amelia Shindelar and Dr. Stephen Kells, 2013

Funding for "Let's Beat the Bug" Campaign provided by the United States Environmental Protection Agency and MDA. Additional assistance from the Minnesota Department of Health was greatly appreciated.

In accordance with the Americans with Disabilities Act, this information is available in alternative forms of communication upon request by calling 651/201-6000. TTY users can call the Minnesota Relay Service at 711 or 1-800-627-3529.

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