

A PROPERTY MANAGER'S GUIDE TO CHOOSING A PEST MANAGEMENT PROVIDER

Wondering if it's time to revisit your pest management program?

Our research shows that 60% of residents will begin looking for a new place to live due to recurring pest issues. An effective pest management provider can help keep your property from succumbing to unwanted pests and vacant units.

What should I look for in a pest management provider?

There are many different options out there when selecting a pest management provider. The key is to identify a provider and program that will best support the needs of your residents and community.

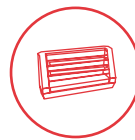
Look for a program that takes a proactive approach.

Rather than simply treating for pest problems when they occur, a program that focuses on proactive prevention will help reduce conditions that attract pests to your community. These conditions include easy access to food, water and shelter – the basic things any pest needs to survive. When choosing a provider, look for one that implements Integrated Pest Management (IPM) protocols as its primary approach.

Integrated Pest Management

IPM is a proactive and environmentally responsible approach to pest control that focuses on the reasons why pests infest your property in the first place. With an emphasis on minimizing food, water and shelter, the three key factors that attract pests, IPM relies on non-chemical protocols to help make your community less conducive to pest issues through four methods of control.

IPM's Four Methods of Control



Mechanical/Physical

Uses objects or tools to make your community environment less attractive to pests. Examples include door sweeps, fly lights, gravel barriers or tin cats.



Biological

Introduces natural enemies to help suppress pests and deter them from searching for shelter at your community. Examples include naturally occurring fungi or pathogen-based baits.



Cultural

Engages your residents and staff. This method focuses on sanitation practices to avoid the buildup of pest-friendly conditions around your community such as leaky dumpsters or excessive trash in common areas.



Chemical

Used as a last resort in an IPM program. This method uses targeted amounts of chemicals to address a pest issue and will implement one or more of the methods above to help prevent any other issues.



Be sure your IPM program includes:

- ⬡ **Integrated methods**
Effective non-chemical techniques include improved sanitation, structural maintenance, mechanical controls (e.g., trapping) and biological controls (e.g., using a natural enemy of the pest to reduce pest population).
- ⬡ **Regular, ongoing pest inspections**
Pay special attention to your property's "hot spots," the areas most likely to attract pests, near doors and windows, under HVAC units and in high-traffic zones.
- ⬡ **Pest population tracking**
Regularly check traps and monitoring stations to keep track of how your IPM program is affecting pest activity.



Open communication is key to a successful program.

When starting your partnership with your pest management provider, it's important to take the time to cultivate a relationship with them. Maintain an open dialogue from the beginning of the partnership so you and your staff are comfortable reporting any signs of pest activity immediately. The sooner you are able to notify your provider, the quicker the problem can be addressed.

Use your first meeting to establish the roles of everyone involved, including your staff and tenants who act as your first line of defense in preventing and reporting any pest issues. This is also a good time to determine what are and are not signs of pest problems in your community. Lastly, consider asking your provider to conduct an on-site training session for your staff so they understand what pest pressures your community faces based on your location and what to do in the event of a pest sighting.



Your Partnership: Who's On First?

Pest Management Provider:

- Provides ongoing and thorough inspection and service of your community during each visit.
- Implements appropriate preventive measures and treatment strategies.
- Provides written service reports to describe each service, any findings and any new protocols implemented.

Property Management:

- Make the community available and accessible for the provider.
- Promptly correct any deficiencies identified by the provider.
- Involve staff in daily prevention efforts and monitor and evaluate the provider's performance.

