StopPests in Housing Program
www.StopPests.org

Servicing Affordable, Multifamily Housing

Pest control in affordable housing: a wicked problem (Rittel & Webber, 1973)

It may also be framed as a social mess (Horn, 2007):

- No unique "correct" view of the problem;
- Different views of the problem and contradictory solutions;
- Most problems are connected to other problems;
- Data are often uncertain or missing;
- Multiple value conflicts;
- Ideological and cultural constraints;
- Political constraints;
- Economic constraints;
- Often a logical or illogical or multi-view thinking;
- Numerous possible intervention points;
- Consequences difficult to imagine;
- Considerable uncertainty, ambiguity;
- Great resistance to change; and
- Problem solvers are out of contact with the problems and potential solutions.

Solving wicked problems

- A collaborative approach: all stakeholders are engaged in order to find the best possible solution for all.
- Key advantages include
  - Higher stakeholder commitment,
  - More comprehensive and effective solutions, and
  - Fewer resources having to be used by any one stakeholder.
- Key disadvantages include increased
  - Transactions costs and
  - The fact that the skills of collaboration are in limited supply.

Hold an initial meeting

- Goal: increase awareness of opportunities and challenges of stakeholders
  - Executive Management
  - Board of Directors
  - PMP
  - Property Manager
  - Maintenance Director
  - Resident leadership

We can all come together to Stop Pests

Healthy housing

- Reduction in indoor allergens
- Reduction in pests
- Reduction in pesticides
- Least risk chemicals
- Safe and decent housing
- Public health

- Bed bug management that is effective both in terms of budget and controlling the pest property-wide
- Making a profit in the affordable housing market
- Reduce the risk of staff members bringing home pests
- Increasing the quality of services sought by and offered to affordable housing

Common Issues

- Resident cooperation
  - Unit preparation for pest control
  - Trash handling
  - Over the counter pesticide use
- Local municipality's trash pick up
- Trash chutes and compactor rooms
- Pesticide application by unlicensed staff
- Communication with pest control contractor
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A worthy fight

"Now we know that the frequent hospital admissions of inner-city children with asthma often is directly related to their contact with cockroach allergens—the substances that cause allergies."

– Asthma & Allergy Assoc. of America

You are a cockroach

What’s your day like?

How’d your ancestors arrive?

Prevention

• PMP
• Executive Management
• Maintenance Director
• Property Manager
• Residents

Integrated Pest Management (IPM)

1. Inspect and monitor
2. Identify what’s found
3. Determine the scale of response
4. Respond
   – Nonchemical control
   – Change people’s behavior
   – Chemical control
   – Biological control
5. Evaluate effectiveness
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Find pests before an infestation grows

Early Detection & Reporting
- PMP
- Executive Management
- Maintenance Director
- Property Manager
- Residents

Take control
- Scale the response to the level of infestation
- Get rid of pests using more than one method
- Methods must be economical and pose the least possible risk to people, property, and the environment

Control measures
- PMP
- Executive Management
- Maintenance Director
- Property Manager
- Residents

Evaluate effectiveness
- PMP
- Executive Management
- Maintenance Director
- Property Manager
- Residents

IPM differs from conventional
- No routine pesticide applications
- Proactive vs. reactive
- Every unit and building area inspected and monitored
- A team approach
  - Educate site staff, residents, pest management professionals (PMPs), and other stakeholders
  - Focus units
  - Divide responsibilities among team members
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Selling Points for IPM

• A system-wide approach to pest control that synergizes the efforts of maintenance, social workers, and pest control.
• Has potential for great PR: partnerships, happy residents, higher inspection scores, “healthy,” “sustainable,” and “green.”
• There is a business case: reduced transfer requests, reduced pest work orders, increased satisfaction with housing, fewer asthma attacks, and cheaper in the long run.
• IPM is a healthy and sustainable approach to reducing asthma triggers.
• It makes homes good for people and bad for pests.

Questions?  
IPM resources

HUD Notices
• PIH 2011-22: Promotion of Integrated Pest Management (IPM)
• Notice H 2012-5/PIH 2012-17: Guidelines on Bed Bug Control

Websites
• StopPests in Housing Program www.stoppests.org
• The National Center for Healthy Housing: www.nchh.org
• NH OneTouch: www.dhhs.state.nh.us/dphs/bchs/cdp/documents/honetouchform.pdf
• The National Pesticide Information Center: www.npic.orst.edu

www.StopPests.typepad.com

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