

## Phase I: Commitment and Background

1. Someone provides a lead by completing the request form  
[www.stoppests.org/request](http://www.stoppests.org/request)
2. StopPests Program Coordinator, follows up with anyone who completes the form
3. If there is interest in the StopPests consultation and training program (available to Public Housing or Project-Based Rental Assistance properties), StopPests Program Coordinator obtains buy-in from housing management
4. Housing management picks a pilot site and names an IPM Coordinator
5. The IPM Coordinator views the IPM Coordinator Training and receives a passing score of at least 80% on the test [www.youtube.com/user/StopPests](http://www.youtube.com/user/StopPests)
6. Housing Executive Director and IPM Coordinator sign a commitment to work with the StopPests in Housing Program  
[www.stoppests.org/stoppests/assets/File/StopPests%20IPM%20Commitment%20Template.pdf](http://www.stoppests.org/stoppests/assets/File/StopPests%20IPM%20Commitment%20Template.pdf)
7. The StopPests Program Coordinator introduces the StopPests Consultant who will work with the IPM Coordinator on IPM implementation
8. StopPests Program Coordinator starts a StopPests Portal page for the pilot site, assigns the Consultant to the site, and adds the IPM Coordinator and any other team members as basic users
9. IPM Coordinator, other pertinent staff, and Consultant gather baseline information on the pilot site and community and enter the information into the housing provider's Portal page
  - IPM Coordinator completes a questionnaire <http://tinyurl.com/IPMPreQ>
  - IPM Coordinator completes "OneTouch Healthy Homes Reference Sheet"  
[www.stoppests.org/stoppests/assets/File/OneTouch%20Template.docx](http://www.stoppests.org/stoppests/assets/File/OneTouch%20Template.docx)
  - Consultant determines applicable federal, state, and local regulations pertaining to IPM, bed bugs, and pesticide distribution/use
  - Consultant gathers site-specific documentation that will help customize the training day for the pilot site

## Phase II: IPM Implementation

1. StopPests Consultant makes recommendations
2. Consultant calls IPM Coordinator to discuss the reality of the suggestions
3. IPM Coordinator, Consultant, and other parties set short (before training) and long term (one year) goals based on mutually agreed upon recommendations by the Consultant and the IPM Coordinator
4. Develop the capacity of the pilot site to implement IPM in Multifamily Housing Training recommendations

*All the following IPM program components must be in place to be eligible for a free on-site training from the StopPests in Housing Program:*

- a. IPM Coordinator works with appropriate housing staff and contractors to:
  - i. Work with the StopPests Evaluation Specialist to administer a survey to residents about the effectiveness of IPM  
[www.stoppests.org/success-stories/evaluate-your-success/Resident-Surveys](http://www.stoppests.org/success-stories/evaluate-your-success/Resident-Surveys)

- ii. Designate a housing staff member to accompany the pest control contractor on each visit
- iii. Create a list of focus areas that warrant monthly inspection (at a minimum) by pest control or housing
- iv. Develop/adapt a housekeeping inspection checklist to include pest conducive conditions (food, water, shelter, routes of entry) and over-the-counter pesticides the resident appears to use
- v. Conduct a housekeeping inspection within 90 days of each move-in and at least annually thereafter using the housekeeping checklist
- vi. Lease/policy includes the requirements to permit entry into the dwelling unit to contractors and housing representatives, given proper notice and to cooperate with printed instructions
- vii. Distribute and post "Pesticide Use Notifications" in advance of pesticide treatments in compliance with applicable pesticide regulations
- viii. Set up an IPM log for the pilot site  
[www.stoppests.org/what-is-ipm/using-ipm/focus-units/ipm-log](http://www.stoppests.org/what-is-ipm/using-ipm/focus-units/ipm-log)  
Determine where it will be kept, who will use it, and any other pertinent procedures.
- ix. Distribute and apply all pesticides (indoors and outdoors) in compliance with all applicable pesticide regulations (state, federal, and city/town)
- b. Pest Management Professional
  - i. Completes a memorandum of understanding pertaining to service at the pilot site for the IPM Coordinator  
[stoppests.org/stoppests/assets/File/Template%20MOU%20with%20Pest%20Management%20Firm.docx](http://stoppests.org/stoppests/assets/File/Template%20MOU%20with%20Pest%20Management%20Firm.docx)
  - ii. Distributes and applies all pesticides (indoors and outdoors) in compliance with all applicable pesticide regulations (state, federal, and city/town)
- c. Consultant
  - i. Supports the IPM Coordinator as-needed
  - ii. E-mails the Regional IPM Center Director and the State IPM Coordinator and invites them to participate/send the invitation to their contacts in the area
  - iii. Gets local service providers informed about the IPM pilot and invites them to the training  
[www.stoppests.org/what-is-ipm/using-ipm/an-ipm-team](http://www.stoppests.org/what-is-ipm/using-ipm/an-ipm-team)

### **IPM in Multifamily Housing Training Day**

- 5. Hold an on-site training for housing staff, resident representatives, contractors, and local partners ([www.stoppests.org/ipm-training/the-training-day/](http://www.stoppests.org/ipm-training/the-training-day/)).

### **After the IPM in Multifamily Housing Training**

- 6. Begin to use the IPM Log.
- 7. Adopt assessment criteria for IPM program effectiveness and track progress.

8. Determine, with resident input, pest action thresholds by species.
9. Engage local service providers to assist in helping the housing provider meet the IPM pilot goals.
10. Housing staff, led by the IPM Coordinator, revise procedures to integrate IPM best management practices and be consistent with HUD's guidance on IPM (PIH 2011-22).
  - a. Develop a system for early detection of pest infestation through routine monitoring and inspection.
    - i. Develop a system where monitors for cockroaches are always in place. *At least 3 traps out: kitchen sink, behind refrigerator, bathroom in every unit and inspections taking place quarterly.*
    - ii. Develop a system where monitors for bed bugs are always in place. *At least one interception device in the living room and each bedroom in each unit and inspections taking place quarterly.*
  - b. Revise housekeeping standards based on IPM best management practices (*eliminating pest-conducive conditions, reporting needed maintenance, cooperating with contractors, and discouraging over-the-counter pesticides*). Consider prohibiting total release aerosol foggers.
  - c. Enact a lease enforcement process for housekeeping inspection failure that includes specific recommendations (with pictures, if possible) and resident education on housekeeping. *An example process would be: warning, reinspection, remediation training, and eviction. Keep in mind that there may be disability/reasonable accommodation issues that the owner/manager should keep in mind in relation to poor housekeeping practices (e.g. hoarding).*
  - d. Incorporate pest-specific codes in the maintenance work order system.
  - e. Update any housing documentation, standard operating procedures, or manuals (e.g. in-house SOPs, dwelling lease, turnover procedure):
    - i. Include IPM best management practices (*add barriers to pest entry/travel, sanitation schedules, inspection schedules, etc.*).
    - ii. Eliminate the use of total release foggers from any standard procedure.
  - f. Add IPM specifications into the next pest control contract (if applicable).
11. Develop continuing education programs.
  - a. Develop a continuing education program for staff.
  - b. Develop a continuing education program for residents.
  - c. The IPM Coordinator stays informed of continuing education opportunities through [www.stoppests.org/ipm-training/training-opportunities/](http://www.stoppests.org/ipm-training/training-opportunities/).
12. Work with the StopPests Evaluation Specialist to administer a follow-up survey to residents about the effectiveness of IPM 12 months after the initial survey.
13. Consultant or StopPests Project Coordinator shares success stories through case studies and social media.  
[www.stoppests.org/success-stories](http://www.stoppests.org/success-stories)

**For more details, see the StopPests IPM Commitment Template at:**

[www.stoppests.org/stoppests/assets/File/StopPests%20IPM%20Commitment%20Template.pdf](http://www.stoppests.org/stoppests/assets/File/StopPests%20IPM%20Commitment%20Template.pdf)