

StopPests in Housing Program
www.StopPests.org



**Servicing Affordable,
Multifamily Housing**

2013 Interstate Pest Management Conference (#IPMC) Allison Taisey, BCE
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StopPests in Housing Program
*IAA between USDA and HUD
through the Northeastern IPM Center*

STOP
Pests
in housing
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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.



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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



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



Washington, DC, August 2008

The Surgeon General's Call to Action To Promote Healthy Homes

2009



U.S. Department of Health and Human Services

the family unit.

There are numerous reports of cockroaches (probably *Periplaneta* spp.) on ships and in mines biting humans and eating toenails, fingernails and the calloused parts of hands and feet. The bite of *Blatta orientalis* produces a characteristic triangular pattern on human skin and can be followed by slight pain and itching. There are also reports that in large infestations, *Blattella germanica* will attack humans, particularly nursing infants.

From: Urban Entomology: Insect and mite pests in the human environment



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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
 - Local partners



Resources

are limited, so use them wisely



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



Inspect & Monitor

Find pests before an infestation grows



Identify the pest



- Inspect and monitor
- Identify what's found
- 3. Determine the scale of response
- 4. Respond
- 5. Evaluate effectiveness



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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

1. Inspect and monitor
2. Identify what's found
3. Determine the scale of response
4. Respond
5. Evaluate effectiveness



Evaluate effectiveness

1. Inspect and monitor
2. Identify what's found
3. Determine the scale of response
4. Respond
5. Evaluate effectiveness



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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



Practice Scenario 1

Beginning the Contract

- Your company is awarded the contract for pest management (including termites and bed bugs) at Paradise Housing Authority
- Contract specifies monthly site visits and quarterly service in each unit
- What 3 actions will you take at the beginning of the contract to help ensure long-term success (both in terms of pest control and customer satisfaction)



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Practice Scenario 2
Routine Maintenance

- Contract specifies monthly site visits and quarterly service in each unit
- You visited this unit 3 months ago for quarterly service
- Based on what was done at the beginning of the contract (Scenario 1), describe your service in this unit
- Hint: there are no pests present



ROUTINE SERVICE LOG

Property name: _____ Service date: _____
PMP name: _____ Accompanied by: _____

Service Code:

- 1: Refused, no entry
- 2: Inspected, monitors placed, no treatment needed
- 3: Light infestation—see unit service ticket
- 4: Moderate infestation—see unit service ticket
- 5: Heavy infestation—see unit service ticket

Follow-up:

- R:** none needed, schedule for regular service
PMP: schedule a follow-up service from PMP
Maint.: file a work order for maintenance repairs
Help: property manager needs to inspect for housekeeping or get the family support

Housekeeping:

G: Good—little or no food or water accessible to pests, easy to move throughout the unit, and inspection in all areas is possible

F: Fair—dishes left undone for more than one day, or plenty of food or water accessible to pests, or PMP has to step over or move items in order to inspect

P: Poor—multiple days of dirty dishes, food storage feeds pests, PMP's inspection and service limited by clutter

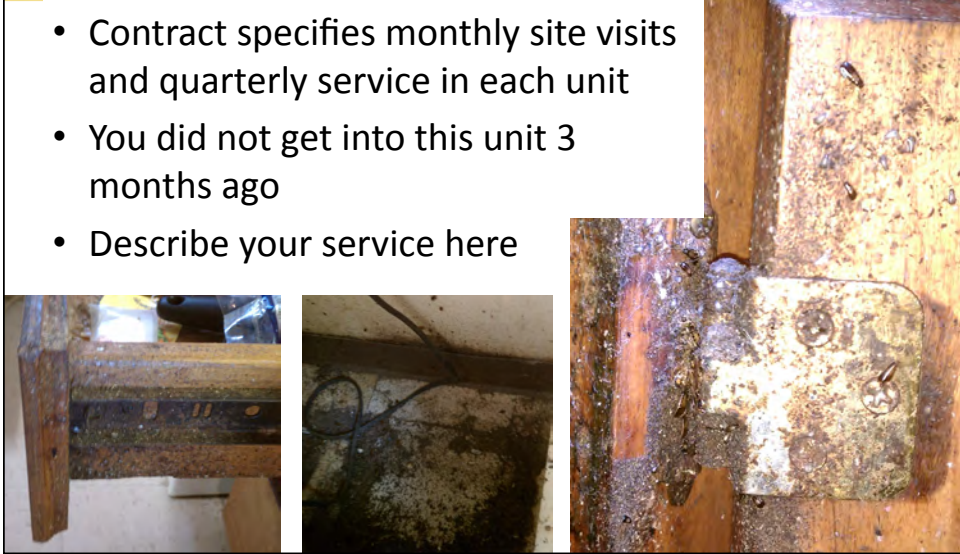
Follow-up	Unit ID	Service Code	Housekeeping	Comments (pest type, description of service, notes of conversation with resident, details of follow-up)



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Practice Scenario 3
Heavy infestation of German Cockroaches

- Contract specifies monthly site visits and quarterly service in each unit
- You did not get into this unit 3 months ago
- Describe your service here



UNIT SERVICE TICKET

Property name: _____ Service date: _____
Unit/Area ID: _____ PMP name: _____

Reason for Visit: Light Infestation Moderate Infestation **Heavy Infestation** Other: _____

Identification:
roaches mice rats ants small flies fleas occasional invader Other: _____
Specific kind: **German**

Inspection and monitoring results:

Control Actions:
Cultural: Advised resident to _____

Biological: _____

Mechanical:
+ _____

Product Type	# (if applicable)	Location(s)

Chemical:

Product Brand Name	Quantity Used	Application Method	Location

???

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Clutter Image Rating Scale

Clutter Image Rating *continued*

Clutter Image Rating Scale: Kitchen

Please select the photo below that most accurately reflects the amount of clutter in your room.



Figure 2.1
Clutter Image Rating Scale: Kitchen.



Opportunities for IPM

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

notes !
Remember!

After you cooking or eating
The foods please! Cleanup
Everything in the kitchen!
To be look good and for
Protect to the cockroach
Also! The otherwise don't!
Forget turnoff the stove too



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Questions?



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Pest Solutions Search

News You Can Use

Bed Bugs and Book Bags Work with kids or host programs that do? Worried about bed bugs? This post is for you. [More blog entries here.](#)

Free One-Day IPM Training for Section 8 Owners and Managers This FREE training will equip you with an understanding of pest habitat, IPM, and the key roles for maintenance staff, pest management contractors, and tenants. [See dates and locations.](#) [More training opportunities here.](#)

FY 2012 Tribal Pesticide Special Projects, US EPA, Region 5, EPA-R5-TPPP-2012 [More funding opportunities here.](#)

- ABOUT US
 - Staff and Partners
 - Participating PHAs
 - Conference Presentations
- WHAT IS IPM?
 - Definitions
 - Using IPM
 - Funding Sources
- WORKING WITH RESIDENTS
 - Residents' Briefing Video
 - Help with Housekeeping
 - Getting Help
- IPM TRAINING
 - The Training Day
 - Training Materials
 - Training Opportunities
- SUCCESS STORIES
 - Evaluate Your Success
 - Boston Housing Authority
 - Case Studies

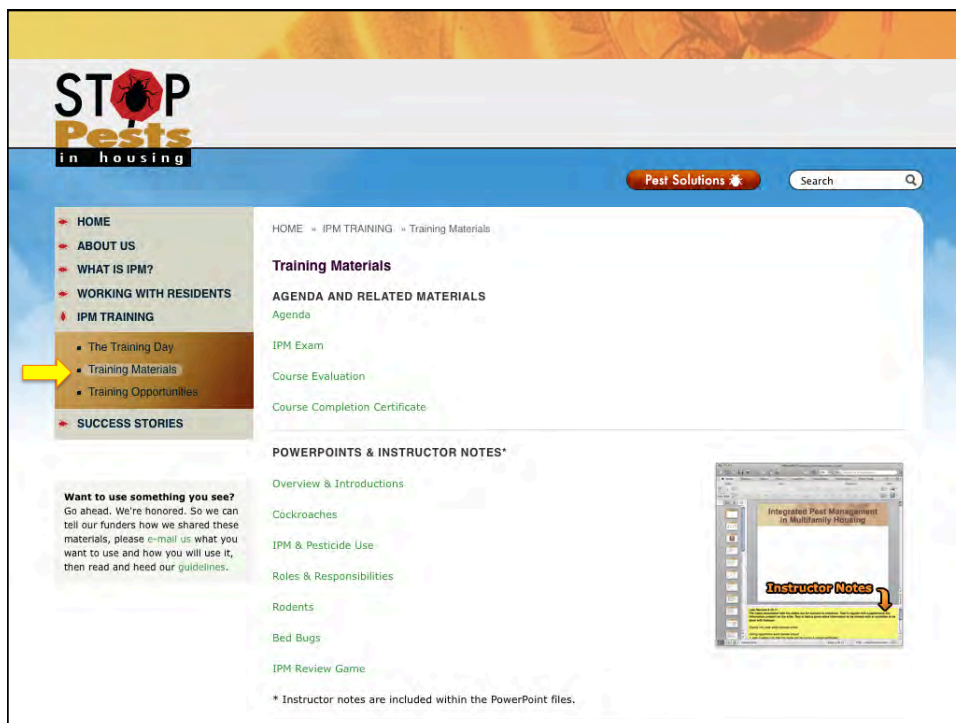
Training RSS Funding RSS Blog RSS

IPM Center

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www.StopPests.typepad.com



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The screenshot shows the StopPests in Housing website. The header includes the logo and a search bar. The left sidebar has a navigation menu with a yellow arrow pointing to 'Residents' Briefing Video' under the 'WORKING WITH RESIDENTS' section. The main content area features the video title, a description, and links to view the video and read the script in both English and Spanish. Below the video information, there are sections for 'WHO', 'WHAT', 'WHEN', and 'HOW (FOR GROUP CLASSES)'.

STOP Pests in housing

Pest Solutions Search

HOME » WORKING WITH RESIDENTS » Residents' Briefing Video

Residents' Briefing Video

THE TENANT'S ROLE IN INTEGRATED PEST MANAGEMENT (ENGLISH VERSION)

View English Video 17 minutes Read English Script

EL ROI DEL INQUILINO EN EL MANEJO INTEGRADO DE PLAGAS (SPANISH VERSION)

View Spanish Video 17 minutes Read Spanish Script

Want to use something you see?
Go ahead. We're honored. So we can tell our funders how we shared these materials, please e-mail us what you want to use and how you will use it, then read and heed our [guidelines](#).

WHO
Residents who haven't been introduced to IPM.

WHAT
Take 30 minutes to teach residents about IPM using the video and highlight parts of the residential lease that pertain to pest control.

WHEN

- At move-in
- Annual re-sign or during annual inspection
- In a group class on housekeeping for those who failed inspection
- During an IPM- or healthy-housing event

HOW (FOR GROUP CLASSES)
At least two weeks before

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/clpp/documents/hhonetouchform.pdf
- The National Pesticide Information Center: www.npic.orst.edu

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