

# Roles and Responsibilities



# The Property Manager is responsible for IPM

- Hires a qualified pest management professional (PMP) who uses IPM and a contract that rewards success
- Follows HUD's IPM Guidance (PIH 2008-24 (HA))
- Develops and enforces policies and procedures based on PIH 2008-24 (HA)
- Manages the PMP
- Identifies problems, especially with housekeeping and sanitation
- Monitors and maintain facilities and grounds

# The Property Manager is responsible for IPM

- Protects and assists vulnerable and sensitive populations
- Tracks complaints and program performance
- Delegates the solutions
  - If unable to assist directly, contacts family member, resident support services or social services agency
- Encourages a reporting system
  - Notify staff and residents of upcoming PMP visits
  - Facilitate the IPM log
  - Provide pesticide use notification

# Pest Management Professional

- Qualifications to consider
  - PMP certification: Ecowise, Greenshield, Quality Pro Green
  - Association membership: National Pest Management Association
- Follows contract to get paid
  - Notifies PHA of upcoming visits
  - Communicates with staff *and* residents
  - Inspects and monitors for pests
  - Identifies pests
  - Recommends pest-proofing strategies
  - Applies effective and compatible pesticides
  - Documents everything: observations, pesticide usage, suggestions
  - Follows-up quickly when needed

# Maintenance Staff

- Seal cracks
- Fix leaks
- Eliminate moisture problems
- Install barriers to pest entry and movement
- Monitor common areas for pests
- Report observations, problems, and actions
- Possibly assist with unit preparation

# Janitorial / Custodial Staff

- Keep common areas clean and sanitary (especially trash chutes and dumpsters)
- Monitor for pests
- Report problems in units and common areas



# Landscaping and Grounds Crews

- Monitor for pests (especially rats)
- Report problems
- Minimize use of pesticides on grounds

## –Plant choice

- Doesn't offer coverage for rat travel and burrowing
- Resists pests naturally  
(few pesticides or nutrients required)

## –Plant placement

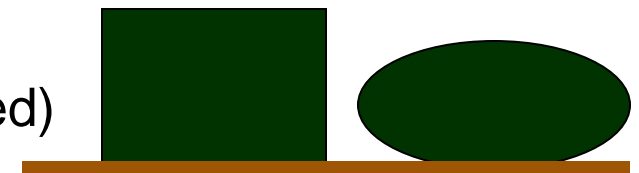
- Never touching the building
- Appropriate sunlight, shade, and moisture for the plant

## –Plant maintenance

- Mow grass high: 3-4"
- Mulch grass clippings



**Shapes rats avoid**



**Shapes rats seek**

# Resident Support Service Staff

- Get assistance for residents who are unable to prepare their unit for the PMP due to financial or physical limitations
- Educate residents about:
  - Pests
  - Proper housekeeping
  - Reporting presence of pests, leaks, and mold
- Enforce lease provisions regarding:
  - Housekeeping
  - Sanitation
  - Trash removal and storage
- Encourage residents to allow PMP into unit

# Resident

- Notifies management of disabilities or when assistance is needed to participate in an IPM program
- Gives PMP access to unit
  - Works with staff to find reasonable accommodations if sensitivities exist
- Prepares unit for PMP visit according to instructions
- Follows lease regarding
  - Housekeeping
  - Sanitation
  - Trash removal and storage
- Reports presence of pests, leaks, and mold
- Monitors unit for problems
- Helps and educates neighbors



# The results of the team approach

- An inspection and monitoring system that finds pests
- A reporting system that identifies areas of improvement
- Units are prepared to receive effective treatment
- Communication that empowers all
- Fewer pests and a healthier environment

# *Questions?*

