

StopPests in Housing Program

www.StopPests.org



Servicing Affordable, Multifamily Housing

Allison Taisey
Northeastern IPM Center
Cornell University





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.


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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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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

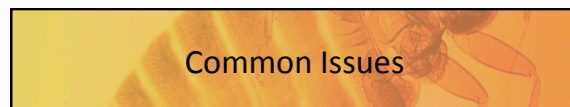
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We can all come together to Stop Pests

<p>Healthy housing</p> <ul style="list-style-type: none"> • Reduction in indoor allergens • Reduction in pests • Reduction in pesticides • Least risk chemicals • Safe and decent housing • Public health 	<ul style="list-style-type: none"> • 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 <i>and</i> offered to affordable housing
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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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Find pests before an infestation grows




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Early Detection & Reporting

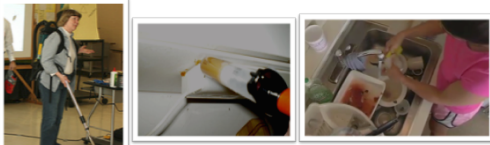
- PMP
- Executive Management
- Maintenance Director
- Property Manager
- Residents

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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



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Control measures

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

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Evaluate effectiveness


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



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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



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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.

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