

StopPests in Housing Program  
www.StopPests.org



**Servicing Affordable,  
Multifamily Housing**

2013 Interstate Pest Management Conference (#IPMC) Allison Taisey, BCE  
Northeastern IPM Center  
Cornell University

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StopPests in Housing Program  
*IAA between USDA and HUD  
through the Northeastern IPM Center*

**STOP**  
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# StopPests in Housing Program

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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



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



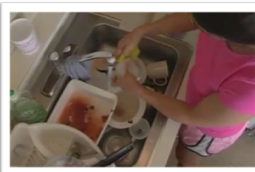
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## Take control

- 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, PMPs 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!

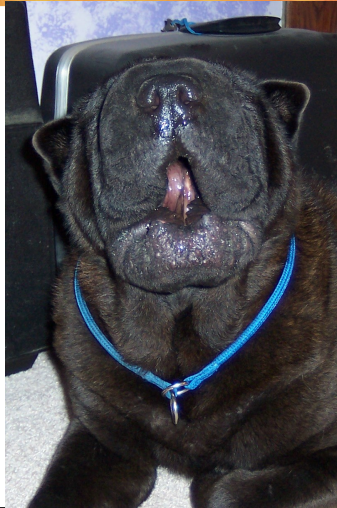
After you cooking or eating  
The foods please! Cleanup  
Everything in the kitchen!  
To be look good and for  
Protect to the cockroach  
Also! The otherwise don't!  
Forget turnoff the stove too



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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-RS-TPPP-2012** [More funding opportunities here.](#)

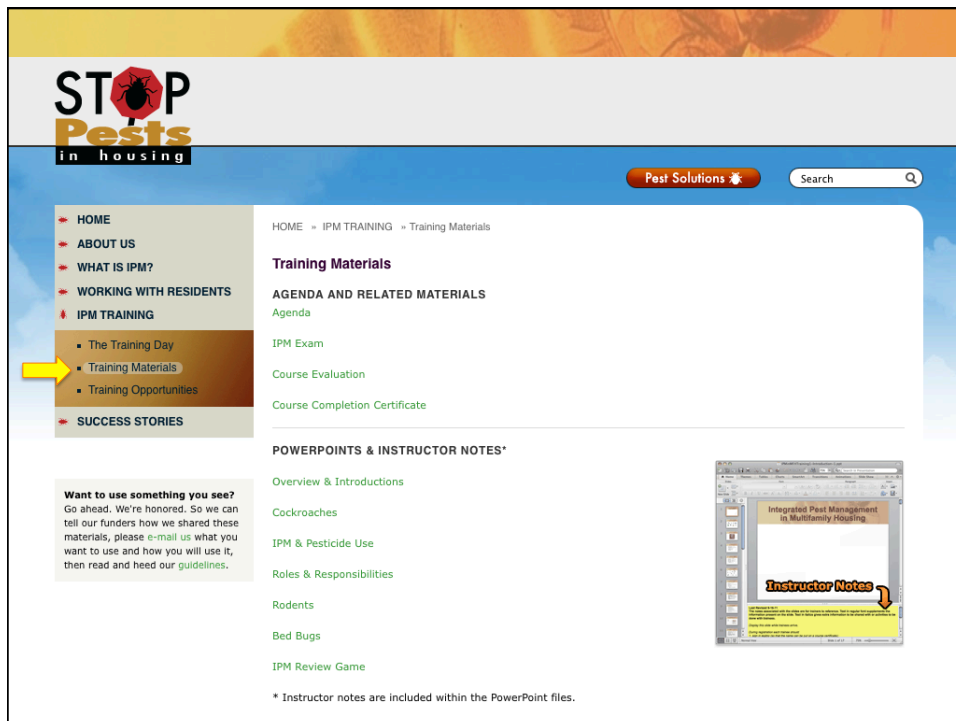
<b>ABOUT US</b> <ul style="list-style-type: none"><li>Staff and Partners</li><li>Participating PHAs</li><li>Conference Presentations</li></ul>	<b>WHAT IS IPM?</b> <ul style="list-style-type: none"><li>Definitions</li><li>Using IPM</li><li>Funding Sources</li></ul>	<b>WORKING WITH RESIDENTS</b> <ul style="list-style-type: none"><li>Residents' Briefing Video</li><li>Help with Housekeeping</li><li>Getting Help</li></ul>	<b>IPM TRAINING</b> <ul style="list-style-type: none"><li>The Training Day</li><li>Training Materials</li><li>Training Opportunities</li></ul>	<b>SUCCESS STORIES</b> <ul style="list-style-type: none"><li>Evaluate Your Success</li><li>Boston Housing Authority</li><li>Case Studies</li></ul>
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Training RSS Funding RSS Blog RSS

The materials contained herein present a research-based, balanced, and objective approach to pest management in affordable housing and are intended to be used in their entirety. Any non-objective or partial use of the materials is not recommended. Products, vendors, or commercial services mentioned or pictured in the trainings or presentations are for illustrative purposes only and are not meant to be endorsements. Last update: January 16, 2012.

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The screenshot shows the StopPests in Housing website. The header includes the logo and navigation links like 'HOME', 'ABOUT US', 'WHAT IS IPM?', 'WORKING WITH RESIDENTS', 'IPM TRAINING', and 'SUCCESS STORIES'. A yellow arrow points to 'Residents' Briefing Video' in the 'WORKING WITH RESIDENTS' menu. The main content area features two video options: 'THE TENANT'S ROLE IN INTEGRATED PEST MANAGEMENT (ENGLISH VERSION)' and 'EL ROI DEL INQUILINO EN EL MANEJO INTEGRADO DE PLAGAS (SPANISH VERSION)'. Each video option includes a thumbnail, a 'View' link, a duration of '17 minutes', and a 'Read' link for the script. Below the videos, there are sections for 'WHO', 'WHAT', 'WHEN', and 'HOW (FOR GROUP CLASSES)'. The 'HOW' section states '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](http://www.stoppests.org)
- The National Center for Healthy Housing: [www.nchh.org](http://www.nchh.org)
- NH OneTouch: [www.dhhs.state.nh.us/dphs/bchs/clpp/documents/hhonetouchform.pdf](http://www.dhhs.state.nh.us/dphs/bchs/clpp/documents/hhonetouchform.pdf)
- The National Pesticide Information Center: [www.npic.orst.edu](http://www.npic.orst.edu)

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