

- Have specific language in signed lease agreements to inform all tenants of their responsibility to notify management upon discovery of bed bugs or suspected bed bug infestations and to comply with treatment guidelines that pest control operators recommend.
- Train and educate staff and residents on the bed bug lifecycle, identification, inspection techniques, and proper ways to protect themselves from introducing bed bugs into their home. Having multiple staff members trained in your location's bed bug protocol will ensure all steps are met at all times.
- Become educated on your state, county, and city's landlord/tenant bi-laws in regards to bed bugs. Some regions will differ in the responsibilities between landlords and tenants in regards to scheduling of service, payment of service, post service responsibilities, etc.
- Document in writing any reports of bed bugs or suspected bed bugs from residents. Give a copy of the documentation to the resident and keep it onsite for future reference.
- Document all bed bug treatments and inspections throughout the building. This may help identify trends of infestations between residents and unit locations.
- Any and all treatments and inspections for bed bugs within your property must be done by a trained professional. Written documentation of every inspection and service will be provided by Wil-Kil Pest Control.
- If a resident suspects an infestation of bed bugs:
  - Contact Wil-Kil Pest Control to schedule a visual inspection or canine scent detection inspection to confirm or clear the unit of bed bugs. Contact all adjacent units to notify them that a pest inspection will need to be done into their unit as well.
  - Instruct the resident to collect a sample of any unidentified insects in their unit for proper identification.
  - Instruct the resident to NOT remove any furniture or belongings prior to the inspection. This may potentially relocate bed bugs throughout the building.
  - If bed bugs are confirmed, gather all pre-treatment information from Wil-Kil Pest Control and review it with your residents to ensure their acceptance of their duties and responsibilities.
- Move-outs/Move-ins:
  - Prior to a new move in, the unit should be inspected by a NESDECA certified canine team to ensure it is clear of a bed bug infestation. Share the inspection results with the new residents. This will eliminate blame in the future as to who may have brought the bed bugs in.

Headquarters: 2803 Capitol Drive, Suite 1, Sun Prairie, WI 53590 : 800.236.8735

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