**PERFECTING PEST ELIMINATION**

**Bed Bug Scope of Service**

**Eight main components are required for a complete Bed Bug Integrated Pest Management (IPM) program:**

1. **Inspection**
2. **Inform and Educate**
3. **Proper Preparation**
4. **Investigation**
5. **Dry vapor steam (heat) treatment**
6. **Complete residual treatment**
7. **Follow-up, Monitor and Documentation**
8. **Determine the fate of couch/sofa-bed/easy chair**

**Inspection**

Upon receiving a complaint for Bed Bugs from a customer, a thorough inspection should be done to the facility. In the case of an apartment complex with multiple units, the units that are infested, plus all units that share a common wall with the infested unit, must be inspected. This includes the unit(s) on both sides, and the unit(s) directly above and below the infested unit (…and in some cases directly across).

Once insects are found, and a positive identification is made, **preparation & service** can be scheduled.

When a customer complaint is received, specific directions should be given to that customer.

* Do not remove anything from the room in question. This includes vacuum cleaners, furniture, housekeeping carts, tool bags, etc.
* Close the drapes and turn the lights off.
* Do not allow anyone in the room until the Pest Management Professional has checked the room.

**Inform and Educate**

The **biggest** obstacle to successful bed bug elimination is the **lack of information and education** provided to the general public. **An uninformed tenant/client** will be less likely to co-operate with the pre **&** post treatment recommendations and will continue to engage in habits that allow bed bugs to spread.

We at Perfecting Pest Elimination not only provide informational packets, we verbally discuss the importance of the **pre & post behavior modifications**, as well as; the preventative measures to reduce the chance for future introduction of new bed bugs.

**Preparation For Service**

**Give me six hours to chop down a tree, and I will spend the first four sharpening the axe!**

***Abraham Lincoln on the importance of preparation.***

We have developed **a packing/treatment strategy** for killing **Bedbugs & Their Eggs** in/on personal items (electronics, books, papers, shoes, purses… etc.) that cannot be treated with steam or sprayed with pesticides**!**

**PERFECTING PEST ELIMINATION**

**Bed Bug Program Summary of Service**

**Your Initial Investment Will Include…**

* **Complete Preparation (totes, bags, furniture moving & vacuuming) & Treatment (heat & chemical) of the infested unit as stated in the scope of service**
* **Inspection and Preventive Treatment of Community Room(s) and Common Laundry Room(s)**
* **Photo and Written journals of all units/rooms treated and/or inspected**
* **Installation of mattress encasement(s) of the Infested Unit(s)**
* **Inspection *and* Preventive Treatment of Surrounding Unit(s)**

* **Re-treatments after 10-14 Days**
* **Re-inspection and/or spot treatment after 3 weeks**
* **6-9 Month Warranty**

Customer Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_

Approval Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_

**Perfecting Pest Elimination**

***References for similar work***

**Cass Community Social Services: {ALL Sites}**

11850 Woodrow Wilson

Detroit, MI 48206

(**313**) **883.2277** **Ms. Terra Linzner or Rev. Fowler**

**Common Ground Shelters: {ALL Sites}**

1410 South Telegraph Road

Bloomfield Hills, MI 48302

(248) 515-5550 **Ms. Amy Stiener**

**Providence Green Apartments: {Over 700 Units}**

25500 Greenfield Rd. @ 696

Oak Park, MI 48237

(**248**) **967**-**9966** **Ms. Lauretta LaMothe**

**Providence Place Apartments: {346 Units}**

16176 Cumberland Rd.

Southfield, MI 48075

(**248**) **557**-**5338** **Ms. Sandra Yarbrough**