



## **Bed Bug Management for Affordable Housing Providers**

### **Case Study: Fran Stuart**

Fran Stuart is the property manager at a high-rise community with 150 units for elderly and disabled residents. Fran has been having an increased problem with bed bugs in her community which has gotten worse each year over the past two years. Fran is aware of 10 apartments with bed bugs that have been reported by residents.

She has created an educational program for the entire apartment community and treats units immediately once they have been reported. Her pest management company is using a combination of chemical and nonchemical methods in the bedrooms and living rooms of units with reported bed bugs.

Fran has provided assistance to the residents by helping them prepare for visits by the pest company and by providing mattress and box spring encasements. In addition to treating the apartment where bed bugs are reported, Fran has her pest control company do a visual inspection for bed bugs in apartments that share a common wall, floor or ceiling, with the infested apartment.

Fran also established an “after treatment” protocol consisting of 2 – 3 follow up visits for all apartments treated for bed bugs. If bed bugs are not found through visual inspection during any of the follow up visits, the problem is considered resolved.