

BED BUG INFESTATION PROCEDURES

Regulatory Authority

The City of Lawrence Property Maintenance Code Article 9, Chapter 6, Section 309.6, regulates bed bug infestation complaints. No person shall allow a bed bug harborage or infestation to remain upon any premises or real property owned, occupied or controlled by him or her. The following regulations establish the general procedures for bed bug control for property owners.

Definitions

Room: is any living space within a hotel/motel that is rented by a guest for temporary living and sleeping purposes.

Dwelling Unit: one room or a suite of two or more rooms designed for or used by one family for living and sleeping purposes and having only one kitchen.

A. Bed Bug Control and Prevention Requirements for Transient Accommodations (Hotels/Motels)

Owners and/or operators are encouraged to provide training to housekeeping staff, managers, maintenance people and other responsible individuals on bed bug prevention, identification, and control. It is recommended that training be provided at the commencement of employment and annually thereafter. Required elements of training curriculum should include:

1. **Identification** of bed bugs and understanding of their life-cycle.
2. **On-going inspection procedures** for the hotel/motel rooms and dwelling units including procedures for inspection of the seams, joints and cracks on mattresses, baseboards, upholstered furniture, window sills, cracks and crevices in the room, floors, behind picture frames, and bed frames.
3. **Housekeeping and maintenance procedures**, including those for vacuuming and appropriate disposal of refuse.
4. **Reporting and referral procedures** taken upon finding any evidence of bed bugs.
5. **Prevention and control** of the transmission of bed bugs.

B. Procedures for Reporting/Responding to Complaints in Transient Accommodations and Rental Properties of Multi-Family Dwelling Units or Single-Family Dwelling Units.

- It is highly recommended that property owners and/or property management develop written procedures for taking action on bed bug complaints, including procedures for referrals to licensed pest control operators. When City staff receives a complaint, staff will verify written procedures are in place, being followed and adequately address an infestation investigation.

- When procedures are absent or are insufficient, staff will provide a copy of the City's Bed Bug Infestation Procedures to the property owner and/or property manager and tenant(s).

The following shall be the minimum requirements to appropriately address the eradication of the bed bug infestation:

a. Transient Accommodations - property owners and/or property management shall respond to staff, or hotel/motel guests' complaints of bed bugs immediately with a plan of action to relocate the guests. Within 72 hours a licensed pest control operator must complete the initial bed bug verification inspection which will include all rooms with an adjacent wall as well as all laundry facilities.

1. If complaint of bed bugs is confirmed by the licensed pest control operator, a written report must be submitted to staff for review. The report shall advise how the infestation will be eradicated.
2. Any subsequent reports of inspections and/or treatments shall be provided to staff including a final report stating the infestation has been eliminated and/or treated to the best of the ability of the licensed pest control operator.

b. Rental Dwelling Units - property owner and/ or property manager shall respond to the complaint within 48 hours. Within 72 hours a licensed pest control operator must complete the initial bed bug verification inspection. In Multi-Family Dwelling Units, the initial bed bug verification inspection shall include all units with an adjacent wall.

1. If the complaint of bed bugs is confirmed by licensed pest control operator, a written report must be submitted to staff for review. The report shall advise how the infestation will be eradicated.
2. Any subsequent reports of inspections and/or treatments shall be provided to staff including a final report stating infestation has been eliminated and/or treated to the best of the ability of the licensed pest control operator.

C. Treatment and Control of Bed Bugs in Hotels/Motels and Rental Properties of Multi-Family Dwelling Units and Single Family Dwelling Units.

1. As mentioned above, a licensed pest control company is required. When bed bugs are found on a premise, property owners and/or property management must employ the services of a Kansas State licensed pest control company to eradicate the bed bugs.
2. All property owners and/or property management shall comply with the pest control company's instructions on how to prepare the dwelling unit/room for bed bug eradication. (Staff will create a property owner and property manager guideline fact sheet on how to control bed bugs).
3. Property owners and/or property management shall caulk all cracks and crevices easily identifiable after treatment to prevent further bed bug infestation.

4. Property owners and/or property management shall not allow any items to be removed from bed bug infested dwelling unit(s) or room(s) before treatment to prevent transmitting bed bugs to other areas on the premises.

D. Management of Furnishings and Items Infested with Bed Bugs in Hotels/Motels and Rental Dwelling Units.

1. Bed bug infested items designated for disposal shall not be removed until after the dwelling unit(s) and/or room(s) is treated by a licensed pest control company.
2. Clothes to be laundered may be removed from a bed bug infested dwelling unit/room in sealed plastic bags, and washed in hot water and dried on the hottest setting of the drying machine. (Staff will create a tenant guidelines fact sheet).
3. All discarded clothing or other items shall be enclosed in plastic bags for disposal.
4. All vacuumed refuse in bed bug infested room shall be double bagged in plastic bags and given to the pest control operator for appropriate treatment and disposal.
5. All furniture and mattresses for disposal shall be treated and if possible labeled as bed bug infested before placing in a dumpster.

E. Required Record Keeping by Property Owners and/or Property Management

1. Property owners and/or property management must keep records of all identified instances of bed bugs either via staff referral, tenant complaint, or agency inspector observation. Such records shall be provided to the code enforcement officer upon request when a complaint is made.
2. Property owners and/or property management shall keep records of their response to complaints including treatments by licensed pest control companies.
3. Records should document whether or not tenants/guests cooperated with requirements including pest control services.
4. City of Lawrence Code Enforcement Division shall keep records to document all reported bed bug infestation cases.

F. Responsibilities of Tenants of Rental Units and Guests of Transient Accommodations for the Prevention and Control of Bed Bugs

a. Complaint Referral

1. Tenants of rental units and guests of hotels/motels shall promptly report all bed bugs infestations observed to property management.
2. Upon notification, all tenants/guests shall cooperate with the property owners and/or property management and the pest control company in order to eliminate bed bugs from the premises.

b. Preparation of Dwelling Units/Rooms for Treatment

1. Tenants and/or property management shall follow pest control company's instructions on how to prepare dwelling unit(s)/room(s) for treatment.
2. Tenants and/or property management shall not remove anything from an infested dwelling unit/room until after the dwelling unit/room is treated except clothes to be laundered.
3. Tenants and/or property management shall keep their dwelling unit(s)/room(s) clean by removing all clutter, debris, garbage or left over foods and items not needed.