

Selecting and Working with a Pest Management Professional

Pest management professionals (also known as exterminators or pest control companies) can provide both **Integrated Pest Management (IPM)** and traditional pest services. Pest management professionals (PMPs) are licensed to apply pesticides by the New York State Department of Environmental Conservation and regularly participate in trainings on pest control for insects, mice and rats. **In New York, only licensed professionals can apply pesticides in commercial and multi-family buildings.**

When choosing a PMP, ask specifically for IPM services and look for experience providing IPM services in residential buildings. Give the PMP a copy of the *Integrated Pest Management (IPM) Model Scope of Services* in this toolkit.

Selecting a Pest Management Professional

Find licensed PMPs through the New York State Department of Environmental Conservation by visiting **www.dec.ny.gov**. Compare services and pricing among at least three different PMPs.

Integrated Pest Management (IPM) is a prevention-based pest management method that provides long-lasting pest control, improves building conditions and is less harmful to residents and pets than traditional pest control.

Whereas traditional pest control relies on routine pesticide applications, IPM targets the underlying causes of pest infestations through simple pest proofing strategies such as fixing leaks and holes and managing garbage to deprive pests of food, water, shelter and ways to get around.

If pesticides must be used, IPM uses the least toxic chemicals, applied in the safest manner to protect people and pets.

For more information, visit nyc.gov/health or call 311 and ask for "Healthy Homes."

WHO TO HIRE



Look for PMPs that:

- Advertise IPM services and have licensed professionals applying pesticides.
- Have positive reviews on social media.
- Will inspect the entire property (interior and exterior) and provide a written report before quoting a final price.

Hire the PMP that:

- Has good references. Ask to talk to building managers whose buildings had similar problems.
- Has enough staff to match building size and needs, including emergency response within 24 hours.
- Offers the right service plan and pricing structure. The lowest bid may not always be the best solution.

Working with a Pest Management Professional

Initial Inspection and Report

During the initial inspection, the PMP should look for evidence of pests and identify problem areas and building conditions or practices that support pests. The PMP should inspect the interior of the building, including apartments with reported pests, garbage storage areas and other common areas, as well as the exterior areas of the building. The PMP should provide a **written report** of the inspection findings and recommended pest control actions. The PMP may charge a fee for this initial inspection.

A building representative (property manager or building supervisor) should accompany the PMP during all visits to provide access to service areas and give input on the status of pest problems on site.

Description of Estimate and Services

The PMP's service estimate must contain a **pest monitoring plan** and a description of **pest management methods**, including sanitation improvements and pest exclusion measures:



1. Pest Monitoring Plan



The pest monitoring plan should include:

- A **service schedule** that shows *how often* the PMP will come to the building and *which* building areas will be inspected during each visit. Additional areas can be added as new problems are identified. The pest monitoring plan should provide a description of the technician's responsibilities during each regularly scheduled service visit. During each visit, technicians should:
 - ◆ Meet with the building representative and review any recent pest complaints
 - ◆ Identify the extent of any current infestation
 - ◆ Determine the control options most appropriate for the specific location and type of pest
 - ◆ Identify and report conditions that attract pests
 - ◆ If possible, treat affected area(s) using a non-chemical or reduced-risk method or make arrangements to schedule treatment
 - ◆ Check bait boxes and traps
 - ◆ Provide records of the services provided (see *Recordkeeping*)
- The **method of monitoring** for pests and a description of the monitoring devices to be used, such as traps and glue boards. Some PMPs may provide a map showing where monitoring devices will be placed on the property. Insect monitors can be used for cockroaches and other insects; glue boards and rodent monitoring blocks can be used for mice and rats.



2. Services and Treatment Descriptions

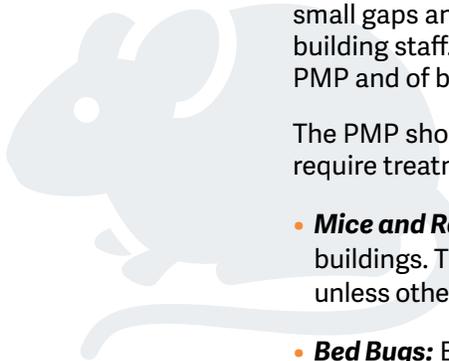


The PMP's service estimate must also include a **description of the pest management methods** that will be used for each type of pest. The PMP should provide vacuuming, cleaning and steaming services to remove pests and nests, and use the least toxic materials, such as gel roach bait, rodent traps, etc. High Efficiency Particulate Air (HEPA) vacuums and steam cleaners are recommended to remove existing insects and reduce grease and food sources. Chemical control methods such as containerized baits, gel baits and reduced risk pesticides should be used judiciously. PMPs should never use fogs or bombs and should limit the use of sprays to areas inaccessible to people and pets.

Sealing should be the first line of defense. Some PMPs may provide sealing services for small gaps and holes. Larger holes and related repairs are typically the responsibility of building staff. The scope of services should clearly describe the responsibilities of the PMP and of building management.

The PMP should provide written treatment plans for each type of pest. Some pests require treatment plans with additional considerations. For example:

- **Mice and Rats:** The PMP should check for rats and mice found inside and outside buildings. The PMP is responsible for pick-up and proper disposal of dead rodents unless other arrangements are made. This should be included in the scope of services.
- **Bed Bugs:** Bed bug services may be billed separately from the regular pest management contract. Services for bed bugs should adhere to the National Pest Management Association's "Best Management Practices for Bed Bugs" (see bedbugbmps.org). Apartments next to and across from infested apartments should also be checked for evidence of bed bugs and, if necessary, treated with reduced risk chemicals. PMPs should conduct at least two follow-up visits in infested apartments.
- **Unit Turnover Services:** The scope of services should specify who (building management or PMP) is responsible for conducting turnover pest inspections when a resident vacates a unit. The purpose of this inspection is to document pest activity and building conditions that may attract pests. PMPs should provide treatment as necessary when apartments are prepared for occupancy and install preventative measures as appropriate. Turnover preparation may also include structural repairs to correct building issues that may attract pests. A unit should only be treated with chemicals at turnover if there is evidence of a pest infestation.



3. Recordkeeping



PMPs must keep and provide records detailing the following:

- Specific pesticides used during each service and pest(s) treated
- Specific work done in a unit
- Future treatment required
- Conditions that may attract pests
- Pest complaint tracking



4. Evaluation



Estimates should include a description of the PMP's quality assurance plan, a key component of which is a full site inspection at least once a year. Services should be adjusted as needed based on information gained during visits.

PMPs should provide indicators for demonstrating improvement over time, such as reduced pest activity, fewer pest complaints, fewer pest control materials used and reduced service time.

BUILDING MANAGER RESPONSIBILITIES

- Accompany the PMP at every visit and track measures to remove and prevent pests.
- Implement and follow up on building maintenance recommendations.
- Respond to resident complaints in a timely manner.
- Log pest issues and inform PMP at every visit.
- Require a written report from PMP after every visit.
- Manage garbage and keep garbage storage areas and compactors clean (see [Building Garbage Control and Compactor Maintenance](#)).

When reviewing the scope of services, keep in mind the following:

- Routine pesticide application is not a part of IPM. Use of aerosol spray is limited to cracks and crevices treatments. Baseboard and broadcast spray applications are never used.
- PMPs must get building manager approval for all pesticide use. All pesticides must have a manufacturer's label and be used according to label instructions. Never use unlabeled or illegal pesticides. For more information, see [Pesticide Safety](#).
- Rodenticides should be used only when attempts at exclusion, sanitation and trapping are unsuccessful. Only use rodenticides in tamper-resistant bait stations or placed deep into rat burrows. Label bait stations with the date placed, product name and PMP contact information. Tracking powder should never be used in areas where people or animals can be exposed; the powder can contaminate human food and water.
- PMPs should outline a communication plan for reporting pest activity, building conditions or problems in need of maintenance that are outside the scope of pest control services.