

# NYCHA STANDARD PROCEDURE MANUAL

## SP 040:49:6, PEST PREVENTION AND CONTROL IN NYCHA RESIDENTIAL BUILDINGS

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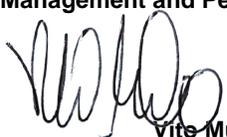
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SUBJECT	PROCEDURE OWNER	APPROVED DATE	APPROVED BY	INDEX NO.
PEST PREVENTION AND CONTROL IN NYCHA RESIDENTIAL BUILDINGS	WASTE MANAGEMENT AND PEST CONTROL	Issued August 1, 1949 Revised January 15, 1969 Revised June 1, 1974 Revised April 1, 1987 Revised December 15, 1998  Date: 12/17/2020	 Alfred Ferguson Vice-President of Waste Management and Pest Control   Vito Mustaciuolo General Manager	040:49:6

## I. PURPOSE

The purpose of this Standard Procedure is to provide instructions to NYCHA employees on how to implement and comply with applicable preventative and responsive measures to control pest infestations in New York City Housing Authority (NYCHA) public housing developments. This procedure also creates protocols to protect the health of residents, employees, and vendors when removing and reducing pest activity using Integrated Pest Management (IPM) techniques.

## II. POLICY

NYCHA is committed to reducing pest infestations and protecting resident health by using Integrated Pest Management (IPM), described by the U.S. Department of Housing and Urban Development (HUD) as an effective and environmentally sensitive approach to pest management that relies on a combination of current practices, comprehensive information on pest biology, and their interaction with the environment. This information, in conjunction with available pest control methods, is used to manage pest damage by the most economical means, and with the least possible hazard to people, property, and the environment. IPM focuses on long-term solutions for preventing pests by:

- A. Eliminating pest habitats;
- B. Denying pests access to food and water and limiting free movement;
- C. Using pesticides only when determined to be necessary; and
- D. Resident engagement and education, enabling a team effort to address pests.

NYCHA regularly inspects its properties for pests, working to reduce and eliminate pest activity, and deploys exclusion measures to prevent the occurrence of chronic infestations. When infestations are discovered, NYCHA takes the steps necessary to exterminate pests from apartments, development grounds, and common areas to prevent re-occurrence. These steps involve inspections, pest proofing, non-chemical and pesticide treatments, follow-up monitoring and inspections, and maintenance work.

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NYCHA's policy is to ensure the storage and use of pesticides is consistent with New York State Department of Environmental Conservation (NYSDEC) and Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA) laws and regulations.

All pest control methods must be performed in compliance with applicable law including Federal Insecticide, Fungicide and Rodenticide Act 7 U.S.C. §136 et. seq. to address any verified complaint.

It is the policy of NYCHA to follow the requirements of the Agreement between NYCHA, the U.S. Department of Housing and Urban Development (HUD), the Southern District of New York, and New York City entered into on January 31, 2019 ("the Agreement").

### III. APPLICABILITY

This Standard Procedure applies to all NYCHA employees who perform pest prevention and control tasks in NYCHA public housing developments, and employees who interact with residents, perform support services, or manage vendors that perform duties related to such tasks.

### IV. DEFINITIONS

#### A. Adjacent Apartment Inspection

Inspection of apartments located on either side, above, and below an apartment that has a verified pest infestation. Adjacent apartment inspections are triggered depending on the pest type and the related severity of infestation.

#### B. Anti-Siphoning Device

A device that prevents backflow by using a reduced pressure zone device or an air gap separation between a water source and the overflow of a receptacle (i.e., spray tank, mixing tank, dipping vat, etc.) that contains pesticides, to prevent contaminated water from siphoning back into a water supply.

#### C. Applicator/Technician Pesticide Annual Report

An annual report provided to the NYSDEC every year of pesticide usage. It includes information on ongoing Maximo work orders where pesticide usage is tracked and any herbicides which are not tracked in Maximo.

#### D. Borescope

An instrument with a camera used to inspect for pests behind a wall through an opening in the wall. It also can be used to observe pest conditions in other hard to reach places, such as inside an exhaust vent.

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### E. Certified Commercial Applicator

A pesticide applicator who is certified by the New York State Department of Environmental Conservation (NYSDEC) to use, supervise the use of, or train another individual in the use of any pesticide in any category of use covered by the individual's certification.

### F. Certified Commercial Technician

A NYCHA pest management employee certified by the NYSDEC to engage in:

1. Commercial use of any registered pesticide classified as general use or NYCHA-approved 25B exempt products without direct supervision; or
2. Use of restricted use pesticides under the direct supervision of a certified applicator.

### G. Clutter

Discarded items that create hiding spaces for pests and interfere with exterminator responsibilities and/or the process of pest control.

### H. Corrective Maintenance (CM) Work Order

A record created in Maximo to capture resident requests for IPM service (all extermination appointments at NYCHA) scheduled through the Customer Contact Center (CCC) or the MyNYCHA App, or requests for IPM service created by property management or a NYCHA department.

### I. Escutcheon Plate

A flat piece of metal or plastic for protection and often ornamentation, around a pipe, keyhole, door handle, light switch, or electrical fixtures.

### J. Exclusion Kit

Equipment recommended for an exterminator to carry with them when conducting IPM inspections. Items contained in the kit include but are not limited to: approved sealant materials, metal mesh, caulking gun, standard escutcheon plates, and a sealant applicator knife (or putty / glazier's knife).

### K. General Use Pesticide

As defined in the FIFRA, a pesticide that generally will not cause unreasonable adverse effects on the environment when used in accordance with its labeling. If a label does not state a pesticide is restricted, it is general use.

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### L. Harborage

Any space where pests live, nest, or seek shelter; any condition that provides shelter or protection for pests in, under, or outside of a structure of any kind; or an accumulation of any type of material, which might provide pests shelter or protection.

### M. HEPA Vacuum

A vacuum that uses a high efficiency particulate air (HEPA) filter that is at least 99.97% efficient in removing microscopic particles, i.e. monodisperse air particles of 0.3 micrometers in diameter.

### N. Hoarding

Excessive accumulation of items beyond usual clutter that interferes with exterminator responsibilities and/or the process of pest control.

### O. Inspection Kit

The equipment recommended for most exterminator services.

To see the complete list on NYCHA Connect, go to:

<http://connect/private/Operations/PM/IPM%20-%20Integrated%20Pest%20Management/Integrated%20Pest%20Management/IPM%20Supply%20List.pdf>.

The list also can be accessed by clicking on the following links in sequence on NYCHA Connect:

1. Collaboration
2. Operations: Property Management
3. Extermination Program
4. Integrated Pest Management
5. IPM Supply List

### P. Inspection (IN) Work Order

A record created in Maximo to capture IPM inspections.

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### Q. Integrated Pest Management (IPM)

A set of rules and standards that prioritizes prevention and control of pest infestation (rats, mice, roaches, bedbugs, and other pests), including:

1. Excluding pests primarily through caulking at joints, inserting mesh, and strategically applying pesticides at points of ingress;
2. Improving sanitation to eliminate food sources;
3. Reaching out to residents to teach best practices for preventing pests from entering and remaining in apartments;
4. Applying pesticides when necessary;
5. Inspecting primary and adjacent units and common areas; and
6. Proactive monitoring and follow-up inspections and monitoring.

### R. iProcurement

iProcurement, part of the Oracle system, is NYCHA's self-service requisitioning software for the purchase and supply of services. Requisitions are created and processed, and receipts are entered in iProcurement.

### S. Maximo

A computer software application used by NYCHA to support maintenance and repairs. Maximo generates parent and child work orders and tracks inspections, preventive maintenance, corrective maintenance, and extermination activities.

### T. Personal Protective Equipment (PPE)

Apparel and devices worn to protect the body from contact with pesticides or pesticide residues, and common workplace hazards related to pest management procedures, including: coveralls, chemical-resistant suits, gloves, footwear, aprons and headgear, protective eyewear, and respirators.

### U. Pest

Organism that potentially spreads diseases or causes medical issues, causes destruction, is a nuisance, or degrades the enjoyment of a home. Most commonly refers to rats, mice, cockroaches, and bed bugs, but also can include flies, ants, pantry pests, spiders, and other miscellaneous invertebrate and vertebrate animals.

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### V. Pesticide

Any substance or mixture of substances intended for preventing, destroying, repelling, or mitigating any pest insects, rodents, fungi, weeds, or other forms of plant or animal life or viruses, except viruses on or in living humans/or other animals, which the NYSDEC shall declare to be a pest; and any substance or mixture of substances intended as a plant regulator, defoliant or desiccant.

To see the complete list on NYCHA Connect of pesticides approved for use at NYCHA, go to: <http://connect/private/Operations/PM/IPM%20-%20Integrated%20Pest%20Management/Integrated%20Pest%20Management/IPM%20Supply%20List.pdf>.

The list also can be accessed by clicking on the following links in sequence on NYCHA Connect:

1. Collaboration
2. Operations: Property Management
3. Extermination Program
4. Integrated Pest Management
5. IPM Supply List

### W. PH4 Pest

“Public health” pests including rats, mice, cockroaches, and bed bugs.

### X. Poor Housekeeping (Sanitation)

The condition in an apartment that creates food and water source(s) for pests that interfere with exterminator responsibilities and/or the process of pest control. Examples include:

1. In Apartments
  - a. Food containers and utensils with food residue
  - b. Dry food spillage and accumulation (not simply grease accumulation)
  - c. Open and spilled pet food
  - d. Accumulated pet feces
  - e. Dirty diapers not in a trash can

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- f. Accumulated or stored trash in an overflowing receptacle
- g. Accumulated cockroach frass or caste skins
- h. Accumulated rodent feces

### 2. In Buildings and Grounds

- a. All of the items listed directly above in item T.1., In Apartments.
- b. Sewer backup that has not been cleaned up after the area has dried down
- c. Food spillage from the trash compactor
- d. Clogged drains

### 3. Water Accumulation

- a. Clogged sinks or toilets
- b. Wet counters, cabinets and cabinet tops, soaked wood or particle board
- c. Mops left in buckets and not set to dry
- d. Open drink containers

## Y. Prebaiting

The practice of providing food byproduct (bacon grease, tuna fish with mayo, chicken, bagels with butter, or a non-toxic bait formulation) so pests become accustomed to, or identify objects or a location as, a feeding site. This practice is done before placing poisoned bait or setting traps for lethal capture. Never put food and bait in the same bait station at the same time.

## Z. Preventive Maintenance (PM) Work Order

A record created in Maximo to capture proactive IPM treatment of apartments, development grounds, and common areas to promote maximized use of IPM principles on NYCHA properties and avoidance of unplanned corrective maintenance tasks.

## AA. Restricted Use Pesticide (RUP)

A pesticide that is classified for restricted use under the provisions of article 33 of the Environmental Conservation Law or under section 3(d)(1)(C) of the FIFRA, as amended. RUPs have the potential to cause unreasonable adverse effects to the environment and injury to applicators or bystanders without added restrictions. The “restricted use” classification restricts the product, or its uses, to use by a certified applicator or someone

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under the certified applicator's direct supervision. The label on the container specifically will state if a pesticide is restricted.

### BB. Safety Data Sheets (SDS Sheets)

Documents that list information relating to occupational safety and health for the use of various substances and products.

### CC. Siebel

A case management software application used by NYCHA that captures maintenance and repair complaints made by residents.

### DD. Vendor

A third-party under contract with NYCHA.

### EE. Violation (VI) Inspection Work Order

A record created in Maximo to capture IPM inspections created in response to a Commissioner's Order to Abate (COTA) issued by the New York City Department of Health and Mental Hygiene.

## V. REVIEW CYCLE

The Waste Management and Pest Control Department shall review this Standard Procedure at least once every three years; and advise the Compliance Department by e-mail if no changes are needed or submit its revisions to the procedure by submitting NYCHA Form *022.008, Procedure Development Request*. Additionally, this Standard Procedure will be updated as necessary to reflect changes in NYSDEC or FIFRA regulations.

## VI. RESPONSIBILITIES

The following departments and titles have responsibilities in this Standard Procedure. See Appendix A - Position Duty Statements, for the summary of duties by title or department.

### A. Waste Management and Pest Control

1. Waste Management and Pest Control Department vice-president

### B. Pest Control Department

1. Pest Control director
2. Pest Control deputy director
3. Technical resource advisor

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4. Program manager
  5. Supervisors of exterminators
  6. Exterminators
  7. Pest Control aides
- C. Waste Management Department
1. Waste Management director
- D. Resident Engagement Department
1. Director
- E. Department of Family Partnerships
1. Senior director
- F. Operations Departments
1. Property Management Borough Planning Unit deputy directors
  2. Property Management Borough Planning Unit administrators
  3. Property managers
  4. Property maintenance supervisors
  5. Assistant property maintenance supervisors
  6. Employees responsible for supervising and performing pest control
  7. Employees responsible for supervising and performing waste management
  8. Maintenance workers
  9. Housing assistants
  10. Supervisors of caretakers
  11. Caretakers

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### G. Environmental Health and Safety Department

1. Specialists

### H. Human Resources Department

1. Deputy director of Learning and Development Unit

### I. All NYCHA Employees Performing Work in Apartments

## VII. PROCEDURE

### A. Resident Engagement, Notification, and Non-Compliance

#### 1. Communicating the Resident Role in IPM

- a. Property managers ensure the distribution of communications materials to notify residents of a scheduled exterminator visit.
- b. Property managers ensure the fielding of resident questions regarding pest prevention and control and communicating these questions to the supervisor of exterminators if necessary.
- c. To educate residents on best practices for keeping homes pest-free, development supervisors must maintain printed educational materials for extermination employees to readily distribute to residents during appointments including but not limited to:

##### (1) How to Keep Your Home Pest-Free

These materials can be downloaded at:

<https://www1.nyc.gov/site/nycha/residents/extermination-visits.page>.

- d. NYCHA encourages resident participation in IPM through distribution of educational and informative materials to Resident Associations and directly to residents. Resident cooperation helps NYCHA effectively manage pests and costs through:
  - (1) Reporting pest activity in apartments or in common areas through the Customer Contact Center (CCC) or using the MyNYCHA App.
  - (2) Compliance with exterminators who may need to enter apartments from time-to-time for inspections, monitoring, and prevention and control activities.
  - (3) Properly preparing the apartment for thorough prevention and control procedures, enabling pest management employees to access areas where pests may hide.

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- (4) Maintaining general housekeeping standards and sealing human and pet food containers.

### 2. Resident Notification of IPM Inspections and Treatment

#### a. Standard Notification

- (1) Property management employees advise new residents when they sign their lease that routine IPM inspections and, when necessary, IPM extermination treatments are provided periodically. Residents are required to provide access and are notified in writing at least 48 hours prior to scheduled appointments.
- (2) Caretakers or other designated employees under the responsibility of the property manager distribute NYCHA Form 042.748, *Routine Extermination Tenant Notice*, to residents at least 48 hours prior to scheduled **routine** inspections and treatment. The form is available multiple languages, provides details of the visit, explains how to prepare the apartment for treatment, and describes the type of treatment. It is auto-generated by Maximo.
- (3) The CCC schedules automated reminder calls to residents 48 hours prior to the date of the scheduled appointment.

#### b. Emergency and Priority Notification

- (1) For services of a higher priority or urgent nature, where service is scheduled in less than 48 hours, the CCC informs the resident directly by phone of their appointment date and time.
- (2) For residents previously indicating health conditions (by marking “a life sustaining device” on annual recertification, approval of an asthma reasonable accommodation, or COTA violation since 2013) that result in elevated priority and faster response times, notification will follow the requirements as per the priority matrix in Appendix C - Maximo Pest Control Priority Table.
- (3) If a resident notifies property management office employees in advance that they are unable to keep an appointment, or they have arranged for someone else to let the exterminator into the apartment:
- (4) The property management office employees inform the exterminator and property maintenance supervisor of any alternate arrangements.
- (5) The resident is advised to contact the CCC and request to reschedule if no substitute can be arranged.

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### c. Resident Requests for IPM Service

- (1) Residents who observe pests in their apartments may request IPM services by contacting the CCC directly by phone or through the MyNYCHA app.
- (2) Property management employees distribute NYCHA Form 088.170, *Notice of Scheduled Appointment for Extermination Services*, to residents at least 48 hours prior to the scheduled appointment date. Unless it's a 24 hour priority work order (priority 7) then they are told that the Borough Planning Unit will contact them to schedule an appointment to be performed within 24 hours.

### d. Resident Non-Compliance, Refusal of Inspection and/or Treatment, or Unsafe Conditions

- (1) Residents who refuse to allow inspection and (if necessary) treatment of their apartment are in breach of the terms of their lease agreement.
- (2) If a resident refuses treatment, the exterminator must request permission to enter and inspect the apartment. If any of the following circumstances occur, the exterminator documents the observation in the work log on the handheld device:
  - (a) Resident permits inspection but refuses treatment and signs of infestation are present.
  - (b) Resident refuses inspection.

For each circumstance above, the exterminator must select the "refused" option on the handheld device.

### (3) Tenancy Action Determination

- (a) If there are unsafe conditions caused by the tenant, the decision to pursue tenancy action by enforcing the terms of NYCHA Form 040.507, *NYCHA Resident Lease Agreement – Public Housing*, is at the discretion of property management.
- (b) If there is more than one recorded instance of the resident refusing to allow the exterminator entry to the apartment or treatment, the property manager refers to *NYCHA Management Manual, Chapter IV, Termination of Tenancy*.
- (c) If evidence of a severe pest condition requires use of NYCHA's right of entry, property management employees distribute NYCHA Form 042.727, *48 Hour Notice of Health and Safety Repairs*, to the resident at least 48 hours prior to entering a resident's apartment. Refer to Standard Procedure 040:17:3, *Accessing Public Housing Apartments When Tenant Not Home to Address Deficiencies Related to Leaks, Mold and Lead-Based Paint*.

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- (d) Copies of all notices and correspondence with the resident must be kept in the resident's file for record keeping.

### B. Reasonable Accommodations

1. A reasonable accommodation is a change, modification, or alteration in a policy, procedure, practice or program which provides a qualified individual with a disability the same opportunity to participate in or benefit from such a policy, procedure, practice or program to the same extent as persons who do not have a disability. An accommodation is not considered reasonable if it would cause an undue financial or administrative burden on NYCHA or create a fundamental change in the policy, procedure, practice or program in question.
2. A reasonable accommodation may include the following:
  - a. Temporary relocation during pest treatment; or
  - b. Permanent relocation to other NYCHA housing if the apartment is uninhabitable and another suitable apartment of the appropriate size is available.

<b>NOTE:</b>	See Standard Procedure 040:12:1, <i>Reasonable Accommodations in Housing for Applicants, Public Housing Residents, and Section 8 Voucher Holders</i> , to learn more about the responsibilities of NYCHA employees to review reasonable accommodation requests, and the applicable terms, forms, and policies for reasonable accommodations.
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### C. Work Order Management

1. Creating and Scheduling Pest Service Requests
  - a. Parent pest work orders can be created in Maximo by:
    - (1) Resident Service Requests Submitted to the CCC
      - (a) When a resident submits a service request through the CCC, Maximo automatically creates a corrective maintenance (CM) work order, and routes it to the Borough Planning Unit for scheduling.
      - (b) The Borough Planning Unit schedules the appointment date based on the type of pest reported.
        - i. If the work order is assigned a priority level 7 in Maximo, a CCC employee informs the resident that they will be contacted by the Borough Planning Unit to schedule an appointment to be performed within 24 hours.

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- ii. Work orders with all other priority levels are scheduled and have residents contacted by the Borough Planning Unit based on the Maximo priority level assigned. See Appendix C - Maximo Pest Control Priority Table for more information on work order priority levels.
  - (c) Property management employees distribute NYCHA Form 088.170, *Notice of Scheduled Appointment for Extermination Services*, to residents at least 48 hours prior to the scheduled appointment date.
- (2) Resident Service Requests Submitted through the MyNYCHA App
- (a) When a resident submits a service request through the MyNYCHA App, Maximo automatically creates a CM work order, and routes it to the Borough Planning Unit for scheduling.
  - (b) The scheduled appointment date is determined by the type of pest reported.
    - i. If the work order is assigned a priority level 7 in Maximo, the Borough Planning Unit contacts the resident to schedule an appointment to be performed within 24 hours.
    - ii. Work orders with all other priority levels will be scheduled and have residents contacted by the Borough Planning Unit based on the Maximo priority level assigned. See Appendix C - Maximo Pest Control Priority Table for more information on work order priority levels.
  - (c) Property management employees distribute NYCHA Form 088.170, *Notice of Scheduled Appointment for Extermination Services*, to residents at least 48 hours prior to the scheduled appointment date.

<b>NOTE:</b>	Borough Planning Units schedule the appointment and notify the resident of the appointment date and time for NGO1 and Mixed Finance developments.
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### (3) Employee-Initiated Work Orders

- (a) When any NYCHA employee observes any pest activity, conditions conducive to pests, or harborage in any of the areas listed below while performing other work or an inspection, they must report it in person to the property manager, property maintenance supervisor, assistant property maintenance supervisor, or supervisor of caretakers so they can create a child work order. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
  - i. Apartments

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- ii. Employee offices and work spaces
  - iii. Public spaces
  - iv. Community centers
  - v. Hallways
  - vi. Compactor rooms
  - vii. Elevator pits
  - viii. Police Service Areas (PSA)
  - ix. Day care centers and sponsor centers
  - x. Development grounds
  - xi. Crawl spaces and limited access areas
  - xii. Places requiring the use of a ladder
- (b) The employee:
- i. Creates a parent work order in Maximo using the handheld device; **or** completes and submits a paper Maximo pest work order to the property management office the same day; and
  - ii. Attaches pictures of the area(s) in need of treatment to the work order; and
  - iii. Notes the area(s) requiring treatment on the work order.
- (c) The property maintenance supervisor or assistant property maintenance supervisor ensures that property management office employees immediately create a parent pest work order in Maximo from any submitted paper pest work order.
- (d) If property managers or property maintenance supervisors observe or are made aware of any pest conditions that require urgent attention, they must directly report the condition to the supervisor of exterminators and the Borough Planning Unit by phone and e-mail to schedule an immediate appointment.
- (e) Property management employees distribute NYCHA Form 088.170, *Notice of Scheduled Appointment for Extermination Services*, to residents at least 48 hours prior to the scheduled appointment date.

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- (f) Follow up within the guidelines outlined in Appendix C - Maximo Pest Control Priority Table and continue as often as necessary to correct the situation.
- (g) If during an inspection, an exterminator discovers any structural condition that could encourage infestation, they must report the condition to the property management office supervisory staff. The exterminator must take the following steps:
  - i. Enter what was observed and the actions taken in the IPM inspection questions and notes section of the work order.
  - ii. Take a picture and attach the photo(s) of the reported structural condition to the work order.
  - iii. Report the finding in person to their immediate supervisor and the property manager. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators. The property manager must generate the work order for any structural repair needed.

### 2. Rescheduling Work Orders and Follow Up Inspections

#### a. The Borough Planning Unit reschedules service requests when:

- (1) The resident or another adult 18 years of age or older is not home to provide access to the apartment at the time of the first scheduled appointment.
- (2) The resident contacts the CCC to reschedule an appointment.
- (3) The exterminator determines that the resident did not prepare the apartment for inspection or treatment.

<b>NOTE:</b>	It is expected that exterminators still perform tasks to the best of their abilities within the condition of the apartment. Any remaining tasks that cannot be performed are rescheduled.
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- (4) The exterminator finds hoarding conditions with a rating above a "3" on the clutter scale and determines the apartment cannot be treated properly. Refer below to Section VII.K., Clutter, Poor Housekeeping, and Hoarding.

<b>NOTE:</b>	It is expected that exterminators still perform tasks to the best of their abilities within the condition of the apartment. Any remaining tasks that cannot be performed are rescheduled.
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- (5) The exterminator or supervisory staff request to reschedule an appointment.
- (6) The exterminator determines that the apartment is unsafe.

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<b>NOTE:</b>	If the exterminator identifies a situation in the apartment that could be hazardous to the health or safety of the exterminator, such as an unsecured animal, or suspected illegal activity, the exterminator must stop work and immediately leave the apartment and alert the property maintenance supervisor by phone. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators. See Standard Procedure 001:15:3, <i>Make it Safe</i> , which establishes the process to resolve tasks stopped due to health and/or safety conditions that put employees at risk.
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- b. Borough Planning Units schedule follow up inspections based on pest type and infestation severity level outlined in Appendix C - Maximo Pest Control Priority Table.

### 3. Closing Exterminator Work Orders

The exterminator closes the work order in Maximo when:

- a. An exterminator successfully conducts IPM treatment.
- b. The exterminator indicates the resident is not home (TNH) for two separate appointment dates.
- c. The resident refuses IPM treatment. Only **one** refusal triggers closing the work order.

### 4. Supervisory Review of Work Orders

- a. The borough scheduler must review all exterminator work orders in their property management area in Maximo at least daily.
- b. If an exterminator work order is not scheduled, the borough scheduler must schedule the work order.

<b>NOTE:</b>	All pest work orders must be scheduled in accordance with the priority level of the Maximo work order. See Appendix C - Maximo Pest Control Priority Table for guidance.
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## D. Response Time for Pest Infestation Complaints

### 1. Initial Response and Follow-up to Pest Complaints

- a. When work orders are generated by the CCC, MyNYCHA App, or any other time where the reported pest type is known and the infestation severity level is unknown, the work orders must have the following initial priority setting:

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- (1) Complaints involving rats have a Maximo priority level of “7” indicating the initial response time must be within **24 hours**.
- (2) Complaints involving bed bugs, roaches, mice, and fleas have a Maximo priority level “4,” indicating the initial response time must be within **7 days**.
- (3) All other pest complaints have a Maximo priority level “3,” indicating the initial response time must be within **10 days**.

b. If both the reported pest type is known and the infestation severity level has been assessed, the Maximo priority level assigned to the work order is indicated in Appendix C - Maximo Pest Control Priority Table.

### 2. Maximo Priorities Table for Pest Prevention and Control

a. The following table represents the priority numbers for exterminator work orders in Maximo and the associated response times.

Priority Number	Current Maximo Priority
7	within 24 hours
5	within 48 hours
4	within 7 days
3	within 10 days

b. A priority number of 3, 4, or 5 for an exterminator response automatically increases by one if a resident previously reported a health condition that can be exacerbated by a pest condition, and it is recorded in Siebel.

<b>NOTE:</b>	An extermination corrective maintenance work order can have a priority number of 6 if it is generated as a child of a parent mold work order. These work orders must be completed within 15 calendar days, as per NYCHA Standard Procedure 040:14:1, <i>Mold/Mildew Control in NYCHA Residential Buildings</i> .
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## E. Expectations of Pest Management Professionals

### 1. Licensing Requirements

<b>NOTE:</b>	All employees who apply any type of pesticide must obtain and renew their license(s) every three years through the NYSDEC.
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a. Exterminators must have:

(1) A NYSDEC 7A commercial license

The NYSEC 7A commercial license is required to control rodents, roaches, ants, fleas, ticks, and stinging and biting insects within or associated with structures, excluding food processing areas and post construction wood destroying organisms. This category does not include termiticides.

(2) Other categories of certification required by NYSDEC for specialty applications, including:

3A	Ornamentals, Shade Trees, and Turf	Maintenance and production of ornamental and shade trees, shrubs, flowers, and turf.
7B	Fumigation	For rodent control in structures, elimination of experimental laboratory rodents, rodent and mole control (fumigation of burrows), pest control in raw food commodity storage, transportation facilities, trucks, railroad cars, vehicles, and food processing establishments.
7C	Termites	Identify and treat termite species.
7F	Food Processing	Required to treat areas, other than individual residences, where exposed food or food products are prepared, packaged or held for further distribution or consumption, including the use of fumigants to control appropriate food pests.

<b>NOTE:</b> Supervisors of grounds may have a NYSDEC 3A license described above.
---

b. All pest management employees or supervisors of grounds applying pesticides always must carry their license(s).

c. Pest management employees that qualify as certified commercial **technicians** per NYSDEC standards:

(1) May apply pesticides only when working under the supervision of an exterminator that qualifies as an applicator per NYSDEC standards, with the appropriate license category.

(2) Are permitted **limited** use of certain pesticides. **The certified commercial technician's supervisor or supervising certified pesticide applicator must authorize all pesticides applied by certified commercial technicians.**

(3) Must ask their immediate supervisor to provide the name of a qualified certified pesticide applicator if needed.

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- d. A supervising **certified pesticide applicator** must be on site when:
- (1) A pesticide label indicates it is a restricted use product (RUP); or
  - (2) A pesticide label requires the use of licensed applicators or direct supervision; or
  - (3) A certified commercial technician is applying termiticides.
- e. For other applications, a supervising certified pesticide applicator is not required to be at the development, but must be reachable by phone within a 30-minute timespan.

<b>NOTE:</b>	NYCHA requires that all exterminators maintain valid license(s). Exterminators may be demoted or terminated if they do not maintain a valid license. A Pest Control Department program manager notifies supervisors one month before employees need to renew their licenses prior to the expiration date and to provide the updated information. Employees are required to respond to these requests.
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### 2. Uniforms and Personal Protective Equipment (PPE)

- a. Exterminators must refer to NYCHA Standard Procedure 060:67:4, *Uniforms Issue & Care*, for guidance on uniforms.
- b. Exterminators must wear basic PPE for usual workplace hazards, in addition to any additional PPE as defined by a pesticide label.
- c. Exterminators must wear appropriate protective equipment when handling, mixing, applying, receiving, and transporting pesticides, and responding to pesticide spills, as specified on the pesticide label.
- d. Exterminators always must refer to the pesticide label for the appropriate PPE when handling the pesticide.
- e. Exterminators must wear air purifying cup-style or cartridge style dust/mist filtering respirators when appropriate. After each use, wash the face piece with detergent and warm water and thoroughly wipe dry with a clean cloth.
- f. All respirators must be fit-tested prior to use. Respirators include air purifying (cup-style or cartridge-style), HEPA, and N95 dust/mist filtering. See NYCHA Standard Procedure 001:17:2, *Respiratory Protection Safety Program*.
- g. Exterminators must wear unlined elbow length chemical resistant gloves (neoprene for dry application only) to prevent skin contact. Decontaminate gloves before storage or reuse.

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- h. Exterminators must wear shielded safety glasses or goggles. Use non-fogging goggles during mixing and application and thoroughly rinse the glasses or goggles after each use.
  - i. Closed-toe protective leather boots are appropriate when applying pesticides in areas where it is likely footwear will come into contact with newly applied liquid insecticides.
  - j. Unlined chemical resistant boots (nitrile and butyl type) with thick soles are recommended when applying pesticides in areas where it is likely footwear will come into contact with wet residues. It is also recommended the boots be 'non-slip' to avoid injury.
  - k. Exterminators must wear appropriate headgear such as chemical resistant rain hats, wide brimmed hats, and washable hard hats when appropriate. Wear a hard hat when treating areas directly near the building foundations, confined areas, or in crawl spaces.
  - l. Exterminators must follow emergency first aid procedures for skin or clothing contamination that are noted on the pesticide label. Extra clothing or protective suits are issued to employees to replace contaminated clothing.
  - m. Additional equipment may be necessary depending on work-site characteristics, (e.g., confined spaces) or the pesticide label (e.g., fumigation). See NYCHA Standard Procedure 060:94:1, *Confined Space Safety Procedure*, for additional guidance.
  - n. Contracted vendors also must follow PPE and situational requirements. This requirement is communicated in the relevant contract.
3. Exterminator Workload
- a. Apartments with evidence of pests require a full IPM treatment and can take approximately an hour and a half to complete.
  - b. The average time for an IPM inspection, even if no evidence of pests is found, is 30 minutes. Although this means fewer work orders will be serviced in a day, through IPM, fewer of these apartments will have repeat infestations which will reduce the workload over time.
  - c. Each exterminator is scheduled to complete approximately five to seven work orders per day, not including service refusals, unprepared units and tenant not home (TNH) situations.

## NYCHA STANDARD PROCEDURE MANUAL

- d. If the workload for extermination visits (scheduled appointments) cannot be fulfilled due to unforeseen circumstances the following steps must be completed:
  - (1) Exterminators notify their supervisor by phone. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
  - (2) Supervisors of exterminators ensure Property Management or Planning Unit employees contact residents to inform them of the change and schedule a new date.
- e. If in the course of a regularly scheduled IPM service, property management alerts the exterminator of a rat complaint in an apartment, the exterminator must:
  - (1) Stop their work assignment and call their supervisor to inform them of the rat activity. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
  - (2) Create a work order or have a property management employee create the work order immediately.
  - (3) After completing their task, close the work order on their handheld and e-mail their supervisor.

If any skilled trades need to be involved, the exterminator or the supervisor of exterminators contact a development supervisory employee in person to create a child work order to follow up with the corresponding trade. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators, if applicable.

#### 4. Infestation Level Indexing

- a. Exterminators must use the handheld during their inspection to record the severity of an infestation when applying pesticides in an apartment or observing evidence of pests.
- b. The exterminator indicates the infestation severity level by selecting "CAT" (corrective action taken) for the pest type they are treating in the list of IPM inspections on their handheld.

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- c. After selecting CAT, the exterminator is prompted to input the infestation level. The severity levels are the following:
  - (1) Low
  - (2) Mid-level
  - (3) High
- d. After the exterminator selects the severity level, a follow up work order to monitor the condition is generated automatically for monitoring and, if needed, additional extermination services.

<b>NOTE:</b>	See Appendix B – Severity Scale for Pests for further guidance on infestation severity levels per pest based on various conditions such as the number of pests in the area. The severity levels may differ depending on the type of pest.
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### F. Precautions and Preparations for Pesticide Use

Only NYCHA employees and vendors properly licensed by the NYSDEC may apply pesticides to reduce pests from NYCHA apartments and grounds. All licensed employees must comply with all City, State, and Federal laws and regulations when ordering, storing, and applying pesticides.

<b>NOTE:</b>	All NYCHA employees that qualify as commercial pesticide applicators per NYSDEC standards, must comply with the notification and posting regulations for lawn markers as stated in NYSDEC, Part 325.25 (Part 325 Pesticide Applicators Rules and Regulations Related to The Application of Pesticides).
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#### 1. Approved Pesticide Equipment and Chemicals

- a. Exterminators and other properly licensed employees only may use pesticide equipment and chemicals approved by NYCHA listed at the link on NYCHA Connect shown in Definition IV.N., Inspection Kit, or IV.N., Pesticide.
- b. New products, or other products not listed at the link on NYCHA Connect must be approved before use by a technical resource advisor.
- c. To request a product be added to the list, an e-mail must be submitted through the area supervisor of exterminators to a technical resource advisor and Pest Control director for review and addition if they agree with the recommendation.

#### 2. Pesticide Use

- a. Pesticides only can be applied by authorized NYCHA exterminators and vendors.

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- b. All pesticides used on NYCHA grounds must be registered and approved by the U.S. Environmental Protection Agency (EPA), NYSDEC, and NYCHA.
- c. Exterminators must:
  - (1) Strictly follow the directions for use on the label.
  - (2) Always carry a copy of the label of the pesticides they are currently applying.
  - (3) Follow prohibitions and cautions as presented on the label.
  - (4) Follow supplementary guidance and restrictions that NYCHA deems necessary for additional safety measures.
- d. It is expressly forbidden for exterminators to sell, give away, or unlawfully dispose of any equipment or pesticides to any person, including residents and other NYCHA personnel.

### 3. Pesticide Records and Information

- a. The *NYCHA-Approved Pesticide Equipment and Chemical List*, specimen labels, and safety data sheets (SDS) for the approved products must be kept in the property maintenance supervisor's office, exterminator shop, and near the time clock at each location.
- b. Pesticide label copies must be kept in the exterminator shop and at the property maintenance supervisor's office. They also can be found in the online operation toolkit where the list of supplies is.
- c. All pesticide applications must be recorded on the electronic work order on the handheld.
  - (1) In the event that the exterminator's handheld is inoperable, the pesticide application must be recorded on a paper work order for later transfer to the electronic database by a supervisor of exterminators or Development Planning Unit superintendent or assistant.
  - (2) Exterminators will be asked to select the following in the handheld:
    - (a) Pesticide product name.
    - (b) Dosage rate, if there is more than one option, the amount used (in grams, fluid ounces, or ounces). See *Figure 1* below.
      - i. For liquids, the dosage rate is the amount of pesticide added to the tank. For some pesticides there is one option and for some there are two options. These are listed on the product label.

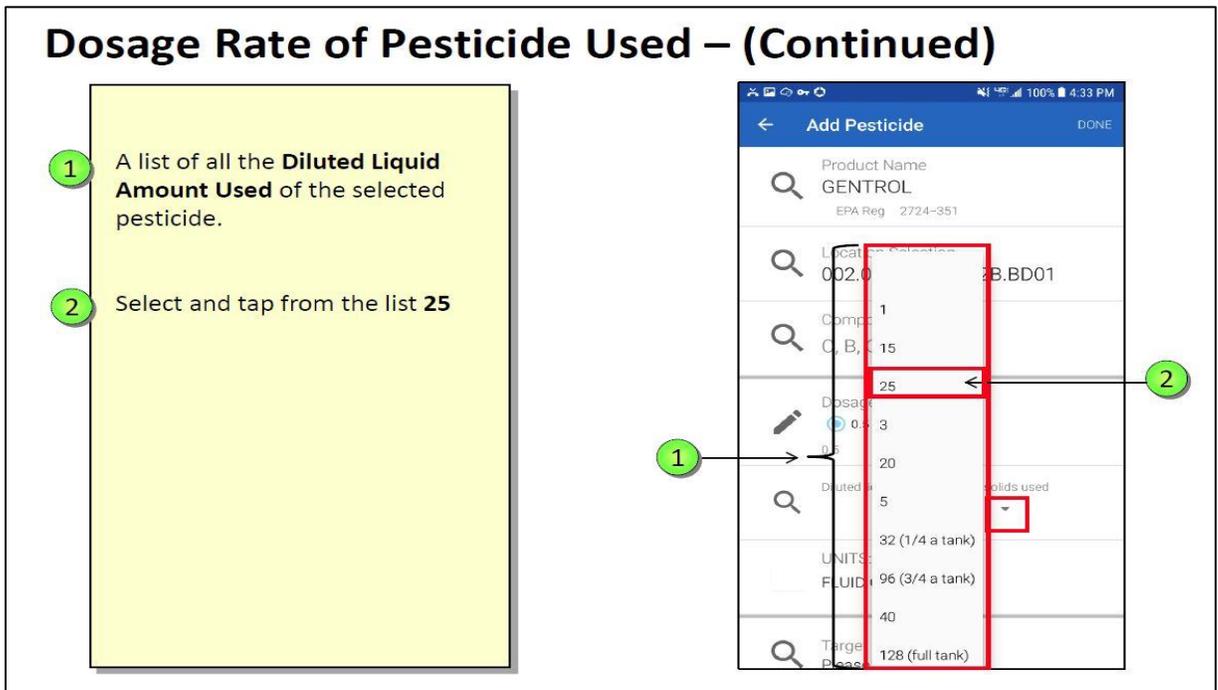
## NYCHA STANDARD PROCEDURE MANUAL

- ii. Pesticides that are mixed with water are reported in fluid ounces. Exterminators must select how much of the water and pesticide mixture they have used under the section called “diluted liquid used.” A full tank is 128 fluid ounces. A full tank very rarely is used for one work order. Most apartment work orders typically require less than 10 fluid ounces.

(c) The component (where the pesticide is used). See *Figure 2* below.

(d) The target organism (what type of pest the pesticide is being used for). See *Figure 3* below.

Figure 1



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Figure 2

### Pick The Component In The Room

The **PICK COMPONENT** screen displays with all the components possible in the affected apartment.

1 Tap on the appropriate component, for example, **closet, closet Door Buck, Baseboard**

**NOTE:** below each component, there is a corresponding abbreviation. For example, **Closet** has **C** below it.

2 Tap **DONE**

Component	Abbreviation	Selected
Bathtub	BAT	<input type="checkbox"/>
Closet	C	<input checked="" type="checkbox"/>
Bulletin Board	BB	<input type="checkbox"/>
Cabinet	CB	<input type="checkbox"/>
Closet Door Buck	CDB	<input checked="" type="checkbox"/>
Baseboard	B	<input checked="" type="checkbox"/>
Closet Floors	CLF	<input type="checkbox"/>
Ceiling Light Fixture		<input type="checkbox"/>

Figure 3

### Select Target Organism – (Continued)

1 Select one or more **Target Organism** per Product per room / location selected.

2 Tap **DONE**

Target Organism	Selected
BEDBUGS	<input checked="" type="checkbox"/>
ROACHES	<input checked="" type="checkbox"/>
ANTS	<input type="checkbox"/>
BEEES, WASPS, OR HORNETS	<input type="checkbox"/>
FLEAS	<input type="checkbox"/>
FLIES	<input checked="" type="checkbox"/>
LICE OR SCABIES	<input type="checkbox"/>
MITES	<input type="checkbox"/>
MOSQUITOES, ADULTS	<input type="checkbox"/>
MOSQUITOES, LARVAE	<input type="checkbox"/>
NEMATODES (WORMS)	<input type="checkbox"/>
OTHER CRAWLING INSECTS	<input type="checkbox"/>

#### 4. Transporting Pesticides

- a. All Pest Control vehicles that transport pesticides must have two NYSDEC decals, one on each side of the vehicle.

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- b. Under no circumstances can vehicles be used to transport pesticides without a decal displayed on each side of the vehicle.
- c. If a vehicle does not have two decals, the exterminator or supervisor of exterminators must contact a technical resource advisor to request decals.
- d. The decal is described as a white triangle that contains a large red triangle with the words “Registered” and “Business” on both sides of the triangle and “Pesticide” along the base of the inner perimeter. The expiration year is displayed horizontally along the center and the possible expiration months are listed along the perimeter of the triangle. See *Figure 4* below.

Figure 4



- e. Supervisors of exterminators must make sure that all vehicles used to transport pesticides have a spill kit and are inspected and maintained on a monthly basis.
5. Signage for Application of Pesticides in Public Areas
- a. NYSDEC Law (Article 33, Title 9 and 10) requires both written and visual notification when applying pesticides. Following these regulations, mandated by law, reduces the risk associated with the use of pesticides and increases protection to residents and employees. Employees must comply with the regulations, and all contracts must incorporate these requirements.
  - b. Prior to the application of any pesticide to lawns, shrub beds or trees, **vendors** certified to apply pesticides must notify the property manager and/or property maintenance supervisor in writing of the following:
    - (1) Date of application and alternate date if unable to apply on specified date.
    - (2) Number of applications.
    - (3) List of substances including brand names and generic names of active ingredients.

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- (4) All warnings that appear on the label(s).
- (5) The company's name, address, phone number, business registration number, and applicator certification identification card number.

The property manager or property maintenance supervisor maintains this information in a permanent file.

### c. Lawn Markers

Employees must use yellow lawn markers for all pesticide treatments on development grounds, such as direct rat burrow baiting. Bait boxes are visible to passersby and do not require a marker. See *Figure 5*.

Figure 5



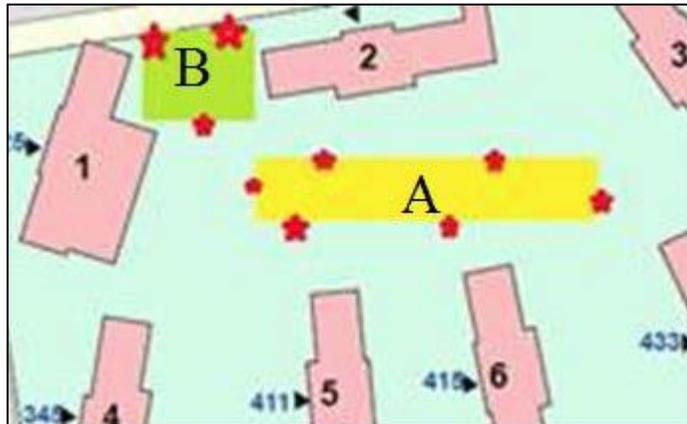
### (1) Guidance on How to Use Lawn Markers

- (a) Write the date and time of application on the lawn markers using a marker, put the lawn markers in the ground before you apply the pesticide, and leave the lawn markers in place for at least 24 hours after the treatment.
- (b) Place the lawn markers near the sidewalk so they are visible to pedestrians.
- (c) Write the building number where the application is made, so that if the marker is moved, the proper location can be determined.

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- (d) Place the lawn markers along the perimeter of the area which you are treating so that the lawn markers are no more than 50 feet apart.
- (e) Place at least two lawn markers at each treatment area.
- (f) Place lawn markers so that they are at least 12 inches above the ground.
- (g) As an example, in *Figure 6* pictured below:
  - i. **Box A** depicts where an exterminator is directly treating rat burrows on a lawn. The exterminator must place lawn markers (indicated by the stars) around the perimeter of the treatment area so that a marker is placed no more than 50 feet apart from another lawn marker.
  - ii. Place lawn markers at common points of entry to the treatment area such as driveways and walkways.
  - iii. **Box B** shows marker placement when the treatment area is near a sidewalk.

Figure 6



### (2) Guidance on Ordering Lawn Markers

Supervisors of exterminators ensure sufficient NYCHA lawn markers are ordered. For specific information regarding lawn markers, go to the link on NYCHA Connect shown in Definition IV.N., Inspection Kit, or IV.N., Pesticide.

<b>NOTE:</b>	See Section VII.H, Description of Properties to be Monitored, below, for details about additional signage and other notifications necessary.
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### G. Equipment and Pesticide Acquisition and Storage

<b>NOTE:</b>	The link on NYCHA Connect shown in Definition IV.N., Inspection Kit, or IV.N., Pesticide, contains a comprehensive list of materials, equipment and chemicals that must be made available to exterminators to complete their duties to the fullest extent possible.
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#### 1. Maintaining Pesticides

##### a. A Waste Management and Pest Control program manager:

- (1) Verifies with NYSPAD (New York State Pesticide Administration Database) that all pesticide products are registered with the State.
- (2) Periodically reviews and updates the list of equipment needed to perform effective IPM services. They also make training available for new products and equipment that are approved and become available for use in the IPM program.

##### b. A technical resource advisor:

- (1) Monitors availability of new pesticide products and for cancellation or non-renewal of pesticide products.
- (2) Notifies supervisors of exterminators when product registrations are set to expire in two months or less and offer alternative products and training materials to support proper product use directions.
- (3) Reviews pesticide orders made by property management or borough skilled trades employees.
- (4) Reviews the developments' orders before the order is released.

#### 2. Ordering and Procurement of Pesticides

All pesticide-related procurement is made through iProcurement, NYCHA's procurement system. All pesticides are restricted items and require the approval of a technical advisor for pest control.

##### c. Offline Manual Material Order Process

To order pesticide material for a development, the following off-line steps are followed:

- (1) The borough pest control supervisor completes and forwards NYCHA Form 146.001, *Requisition Form*, to the borough director or designee for approval.

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(2) After borough approval, the Skilled Trades Planning Unit sends copies of the form to the property manager, the borough pest control supervisor, and the technical advisor for pest control in technical services.

### d. Online - iProcurement Material Order Process

Pesticides are charged to the responsibility center where they will be applied. A responsibility center is the lowest organizational unit, such as a department or development, for budget allocation and monitoring purposes.

#### (1) Creating the Requisition

- (a) Borough employees initiate the request in iProcurement on behalf of the development. The request must include the following information:
  - i. Name of the requesting borough pest control supervisor and the name of the development in the "Comments" field.
  - ii. Identification number of the budget to be charged in the Responsibility Center field.
  - iii. For management jurisdictions that do not have a centrally managed account (CMA), the supervisor of exterminators submits NYCHA Form 146.001, *Requisition Form*, by e-mail to the Property Management staff and cc's the skilled trade deputy and administrator.
    - aa. The property manager reviews and ensures funds are available, then submits the order in iProcurement.
    - bb. If funds are needed, Property Management employees must contact the regional area manager (RAM) to request additional funds.
    - cc. The property manager may also consult with the RAM, skilled trade deputy, and administrator if there is a question on the amounts being ordered or for technical input.
    - dd. The borough pest control supervisor completes and forwards NYCHA Form 146.001, *Requisition Form*, to the property manager who processes the order in the iProcurement system.
- (b) The requisition is forwarded to the technical advisors for pest control for approval.
- (c) After approval by the technical advisors, the requisition is sent to the Materials Management Department for purchasing the material(s).

<b>NOTE:</b>	See Standard Procedure 008:03:01, <i>Procurement of Material and Services</i> , for more information on the NYCHA Procurement System.
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### (2) Entering Receival Data

- (a) Pesticide material is drop-shipped from the vendor directly to the development.
- (b) The property manager enters the receival into the iProcurement system.

### 3. Receiving Pesticides in Store Room

- a. Pest control products will be drop-shipped by vendors directly to developments.
- b. When pesticides are delivered to the development:
  - (1) The storeroom caretaker at the development must call an exterminator assigned to the location (or their supervisor of exterminators) to take the pesticides to the exterminator shop.
  - (2) If the exterminator or their supervisor are not available, the supervisor of grounds (if properly licensed) may be called to transport the pesticides to the exterminator shop.
  - (3) The property manager ensures:
    - (a) Submission of a receipt number in iProcurement system for the material(s).
    - (b) Verification of the quantity of material received and indicate the quantity in the receiving and inspection section of their purchase order.
    - (c) Communication by phone call to the Procurement Department if the development does not receive a copy of the purchase order.
    - (d) Employees forward a copy of the packing slip to the supervisor of exterminators upon receipt.

### 4. Exterminator Shops

Exterminators and supervisors of exterminators must adhere to the following requirements:

- a. The entrance door to the exterminator shop must have a warning sign indicating that pesticides are stored in that location.
  - (1) Exterminators must inform the property manager or property maintenance supervisor at the development to order a warning sign if the shop does not have a warning sign. This can be found in Oracle.
- b. All exterminator shops must be locked and secured.

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### c. All shops must have:

- (1) The approved products list, specimen labels, and safety data sheets (SDS) for the approved products.
- (2) Monthly Inventory List and Monthly Recap Report.
- (3) An anti-siphoning device attached to the sinks.
  - (a) If an anti-siphoning device does not fit on the sink, a clean bucket must be used to transfer water from the tap to fill the tank or container that will hold the diluted pesticide. This bucket must have the word 'water' written on it.
  - (b) At no point should the anti-siphon hose or clean bucket come into contact with the diluted (or concentrated) pesticide.
- (4) An eye-wash station with non-expired fluid.
- (5) A working smoke detector.
- (6) A first-aid kit near the closest securable exit door.
- (7) Detergent soap and hand cleaners.
- (8) Commercial spill kit and adsorbent.
- (9) Potable water.
- (10) Shovels, brooms, dust pans.
- (11) A properly charged, non-expired fire extinguisher located inside the shop and near the entrance doorway.

### d. Pesticide Storage

- (1) Pesticides must be stored in a cool, dry, airy room, or building which is fireproof.
- (2) The room must have ventilation such as forced or mechanical exhaust, with an outside switch or an explosion-proof light switch on the inside, to dissipate accumulated vapors before entry.
- (3) Inspect containers to see if they are damaged.
  - (a) Check for corrosion, leaks, loose caps, and bungs.

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- (b) If damaged, place the pesticide into a larger container and seal and hold the damaged container for disposal as outlined directly below in subsection 4.g., Disposal of Pesticides. Never use soda bottles, fruit jars, or milk cartons to store pesticides.
- (4) Ensure pesticides are labeled clearly and stored in their original containers.
- (5) Ensure outdated and unlabeled pesticides are set aside and held for disposal as outlined below in subsection 4.g., Disposal of Pesticides.
- (6) If pesticides need to be transferred to other containers, the new container should be clean and the label for that pesticide must be placed on the container.

<b>NOTE:</b>	Also refer to NYCHA Standard Procedure 158:02:1, <i>Hazard Communication Procedure (HAZCOM)</i> .
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### e. Responding to Leaks/Spills

- (1) All pesticide leaks and spills must be considered emergencies.
- (2) Employees discovering the leak or spill immediately must inform the property manager or property maintenance supervisor on the phone. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
- (3) The property manager or property maintenance supervisor must inspect the site to assess the extent of the leak or spill, and determine whether or not to notify additional agencies (such as Police, Fire, Hazmat) for immediate assistance or direct property management employees to begin removal.
- (4) When responding to a spill, PPE must be worn.
- (5) Liquid Spills

If there is a liquid spill, exterminators use the commercial spill kit to contain the entire spill area, and shovel the residue into a large drum.

### (6) Dry Spills

Employees shovel dust, granular, and powder spills into a large drum. A sweeping compound may be used for this purpose.

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### (7) All Spills

After completing the duties listed directly above in subsections f.(4) and f.(5), employees:

- (a) Apply an approved adsorbent to the affected area.
- (b) Rinse and wash to remove remaining poison.
- (c) Collect rinse water and hold for disposal.
- (d) Inspect the area for damaged containers, following the steps outlined above in subsection 4.d.(3), Pesticide Storage.
- (e) All rags, mop heads, and towels used to clean up spills must be held for disposal in plastic bags, as outlined below in subsection 4.g., Disposal of Pesticides.

<b>NOTE:</b>	Technical resource advisors must be contacted by phone and e-mail for guidance on addressing large spills.
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### f. Avoiding Overstocking of Pesticides

Pesticide disposal can be minimized by active management of stocked pesticides and avoiding overstocked situations.

- (1) Active management includes first-in, first-out use of products and checking the shelves for products stored for more than 12 months.
- (2) Overstocking can be avoided by ordering enough pesticide that can be foreseeably used for one to two months, or the amount of time required to re-order the product.
- (3) Avoid volume discounts on large shipments to developments, as the cost savings may be lost in the active management of excess product, storage risks, and subsequent disposal of old or obsolete product.

### g. Disposal of Pesticides

- (1) Exterminators contact their supervisor of exterminators to report expiring pesticides at least a month prior to the product expiration, or as soon as it is noticed.

<b>NOTE:</b>	Exterminators must inform the development property maintenance supervisor on the phone if any items need to be issued or ordered. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
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- (2) Exterminators rinse bottles three times before disposal and must puncture the bottom of the bottle.
- (3) Supervisors of exterminators notify the Fuel Oil Remediation Unit when one of their shops has expired materials by calling 718-707-5806 to request pick up.
- (4) The Fuel Oil Remediation Unit administrator arranges for the proper vendor to pick up the expired materials.
- (5) Exterminators must:
  - (a) Be present at the time of pesticide removal.
  - (b) Receive a copy of Bill of Lading (BOL), which is the receipt.
  - (c) Send the BOL copy or have their supervisor forward the copy to:  
Fuel Oil Remediation Unit  
24-02 49<sup>th</sup> Avenue, 4<sup>th</sup> Floor  
Long Island City, NY 11101
- (6) The Fuel Oil Remediation Unit handles payments. Payment without a BOL will not be processed.

### 5. Records Maintained in the Maximo Database System

- a. NYSDEC pesticide usage reports are kept digitally and can be found in the data warehouse system. Any request for reports from a NYSDEC inspector needs to be forwarded to the Pest Control Department or a borough supervisor of exterminators for immediate compliance.
- b. NYSDEC pesticide usage reports must be kept for three years at the development and must be available digitally for NYSDEC inspection when requested.
- c. During application, if the handheld is non-functional, a paper work order must be filled out and the supervisor of exterminators (or Development Planning Unit superintendent or assistant) enters it into the database.

### 6. Annual Reporting of Pesticide Applications

- a. Pesticides entered by exterminators in the handhelds or entered later into the Maximo system from a paper ticket are pulled automatically for the DEC annual report each year.

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- b. The borough office manager submits NYCHA Form 060.308, *Applicator/Technician Pesticide Annual Report*, to a technical resource advisor for any NYSDEC licensed employee in any title who:

- (1) Applied pesticides not directly entered into Maximo; or

- (2) Did not apply pesticides.

This form must be submitted by the end of each calendar year.

### H. Description of Properties to be Monitored

NYCHA exterminators and vendors shall inspect, monitor, and treat for pest problems regularly or upon request from a resident or NYCHA management. Prevention and control procedures of pests are performed in the following areas:

#### 1. Apartments

- a. NYCHA Form 040.507, *NYCHA Resident Lease Agreement*, states that residents must permit the "routine inspection and maintenance" of their apartments, which includes pest control.
- b. If a pest inspection reveals no infestation, an exterminator conducts IPM treatment (pest exclusion, resident education, monitor installation etc.) without applying pesticides in the apartment.
- c. If pests are found, the exterminator expands IPM treatments to include non-chemical and chemical removal of pests, and follow-up inspections to confirm that the infestation was eliminated successfully.
- d. Mandatory IPM inspection and control occurs with: a resident-generated request, employee-initiated request, adjacent apartment inspections, or move outs (vacant apartments are inspected after the resident has moved out).

#### e. Move Outs

- (1) Maximo automatically creates an extermination work order when the Property Management Office creates a move out work order.

The exterminator uses this work order to treat for any pest infestation as well as IPM exclusion work.

- (a) Seal any hole with metal mesh and sealant, paying attention to holes in the kitchen, bathroom, closets, and around baseboards. If possible, seal any holes behind the stove and refrigerator.

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- (b) Caulk around cabinets in the kitchen and bathroom – top, bottom, inside, and out.
- (c) Install escutcheon plates around any heat risers or pipes typically found in the bathroom or kitchen.

<b>NOTE:</b>	If an exterminator finds any pests, they select low, medium, or high on the infestation level prompt on the work order. This generates an automatic follow up that needs to be addressed within the seven-day timeline as shown in Appendix C - Maximo Pest Control Priority Table. Follow up continues until the exterminator selects satisfactory indicating there no longer is any signs of pests.
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- (2) After all skilled trade work is completed, Property Management Office employees inspect the work. The inspection includes ensuring no pests are found and that all of the exclusion work listed directly above in 1.e.(1)(a)-(c) are completed.
- (3) If an infestation is found or any of the exclusion work listed directly above in 1.e.(1)(a)-(c) is not completed, Property Management Office employees create a new extermination work order for an exterminator to revisit and complete the work.
- f. If a second or any subsequent IPM treatment(s) are performed, exterminators must HEPA vacuum all cracks and crevices and install exclusion materials around cabinets, electrical outlets and switches, and any plumbing penetrations.

### 2. Employee Offices

Any treatments in employee offices are conducted near the end of the work day. Development employees must create a work order when this is needed.

### 3. Public Spaces

- a. Property managers and property maintenance supervisors must inspect all public spaces in the developments every month.
- b. If pest activity is observed, a work order for exterminators must be created for treatment to be performed immediately after the inspection.
- c. These spaces include building basements, compactor rooms, tank rooms, boiler rooms, utility rooms, shop areas, storage rooms, slop sinks, hallways, community centers (including those managed by the Department of Youth and Community Development), NYCHA-managed senior centers, management offices, resident association rooms, hallways, and development grounds.

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### 4. Community Centers and Senior Centers

- a. Community and senior centers must receive 48-hour notice prior to any inspection.
- b. If pesticides are to be applied, the exterminator or supervisor of exterminators coordinates with employees to ensure that the center is closed, and additional label directions post-treatment can be followed.
- c. Supervisors of exterminators, center directors, and the property manager must schedule a monthly time and date for inspection, prevention measures, and treatment measures (if necessary).
- d. The assigned exterminator is responsible for maintaining the inspection schedule.
- e. Exterminators also must sign NYCHA Form 088.194, *NYCHA Extermination Service Report*, indicating that the center has been inspected (and treated, if necessary). This form must be posted in the center.

(1) If the exterminator is a vendor, they sign NYCHA Form 088.195, *Vendor Extermination Service Report*.

<b>NOTE:</b>	To treat community and senior centers with a kitchen, the Commercial Applicator must be licensed with a Category 7F (Food Processing) License and this person must be present to apply pesticides in food preparation and handling spaces.
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### 5. Hallways

- a. For hallways with newly installed conduit, the exterminator must seal the conduit or, if trained on how to correctly apply diatomaceous earth, treat the conduit with an insecticidal dust, because these wires lead into apartments.
- b. Priority for sealing conduit should occur with detection of pests in hallways.

### 6. Compactor Rooms

- (1) Exterminators must inspect compactor rooms at least once a month.
- (2) If the exterminator observes pest activity during the inspection, they must create a work order and treat and seal any small holes in the compactor room immediately after the inspection.
- (3) If hole repair requires special equipment or methods, the exterminator creates a child work order or reports it to the property maintenance supervisor for the appropriate trade to follow-up.

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- (a) Depending on the fix required, the exclusion fix may require additional work from plumbing, sheet metal, roofing, carpentry, or masonry.
- (4) If the exterminator observes unsanitary conditions or pest entry points, they notify their supervisor on the phone. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
- (5) The exterminator reports pest conducive conditions on the handheld.
- (6) Maximo automatically creates follow-up work orders until the pest activity no longer is detected.
- (7) The exterminator must follow proper lockout/tagout procedures found in NYCHA Standard Procedure 158:04:01, *Lockout/Tagout (LO/TO)*, when conducting pest management around the compactor and garbage chute.
- (8) Exterminators and supervisors of exterminators must complete NYCHA Form 060.244, *Quarterly Record of Compactor Room and Pest Control Operations Treatment*, on a monthly basis.
- (9) Caretakers using the space daily must:
  - (a) Inspect compactor room for holes that rodents or insects can use.
  - (b) Notify their supervisor in person of the first sign of a pest infestation, so a work order can be created.
  - (c) Stuff small holes with metal mesh and foam. Report larger holes to their supervisor so that follow up work orders can be created for maintenance or skilled trades employees.
  - (d) Report the presence of rats, mice, roaches, or water bugs through the work order management steps described above in Section VII.C., Work Order Management.
  - (e) Close doors and windows to exclude pests. During warm months, if airflow is required, request window or door screening be installed.
  - (f) Reduce clutter by placing stocked items on shelves, removing boxes and accumulated materials, and scheduling removal of old appliances and fixtures.
  - (g) Thoroughly clean compactor rooms with disinfectant, especially corners where materials will accumulate.

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- (h) Caretakers must complete NYCHA Form 060.244, *Quarterly Record of Compactor Room and Pest Control Operations Treatment*, on a daily basis. The form must be displayed in the compactor room.

### 7. Elevator Pits

- a. The exterminator and supervisor of exterminators coordinates with the Elevator, Repair, and Service Department (ERSD) for elevator pit inspections during preventive maintenance performed by elevator mechanics.
- b. If holes require special equipment or methods, the exterminator sets up a child work order or reports it to the property maintenance supervisor for the appropriate trade to follow up. These additional work orders are coordinated with the ERSD.
- c. The exterminator must follow the directions of the elevator mechanics for safety. Electrical lock-out may be required for service in and around control panels, electrical supply panels, and motors.

### 8. Police Service Areas (PSA)

The exterminator must routinely inspect and monitor PSAs to ensure pest removal. The PSA must be surveyed on sanitation conditions and any necessary corrective actions.

### 9. Day Care Centers (and Sponsor Centers)

- a. Inspection of day care and sponsor centers requires 48-hour notice.
- b. If pest control is required, treatments are coordinated with employees to ensure they are performed during non-business hours when members of the public are absent.
- c. NYCHA exterminators perform inspection and treatment of sponsor centers unless a vendor has been hired, as advised by the development's property maintenance supervisor.
- d. Supervisors of exterminators, center directors, and the development property manager schedule monthly times and dates for inspection.
- e. The assigned exterminator (or vendor) is responsible for maintaining the inspection schedule and providing reports of pest, exclusion, or sanitation issues.

### 10. Development Grounds

- a. If any development employee observes pest condition(s), they must create a work order to address the issue. If they do not have a handheld they must notify their supervisor who can create the work order. Any conditions requiring attention must be corrected within the timeframes noted in Appendix C - Maximo Pest Control Priority Table.

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- b. Caretakers assigned to a building must inspect the grounds and common areas of that building no less than once every 24 hours for cleaning and maintenance needs, including pests and trash.
- c. Caretakers assigned to a building must ensure that trash on the grounds or common areas of that building is collected and either removed from the premises or stored in a manner that prevents access by pests at least once every 24 hours.
- d. The exterminator performs routine inspections for rodents and rodent burrows.
- e. Exterminators must use lawn markers for all pesticide treatments on development grounds, such as direct rat burrow baiting, except when using bait boxes which are visible to passersby and do not need a marker. See lawn marker guidance above in Section VII.F.5.c., Lawn Markers.

### 11. Crawl Spaces and Limited Access Areas

Crawl spaces present particular challenges for inspections, monitoring, and prevention and control procedures. Employees must follow the guidance outlined in NYCHA Standard Procedure 060:94:1, *Confined Space Safety Procedure*, when accessing limited access and egress areas. Other areas of the buildings may require accompaniment by electricians or heating maintenance personnel.

### 12. Places Requiring the use of a Ladder

Exterminators must complete the “SafeNYCHA Ladder Safety” training program prior to using a ladder in pest management operations. See <http://connect/SAFE/Pages/Ladder%20Safety%20Training.aspx>

#### I. Preparing for the IPM Inspection

All exterminators must do the following at the start of their day:

1. Swipe in and out at their assigned location by their supervisor and sign NYCHA Form 060.254, *Skill Trades Daily Attendance Log*.
2. Have appropriate DEC license(s), NYCHA ID, and State-issued ID in their possession at all times.
3. Have NYCHA-issued handheld device (smartphone) prior to starting their work day. The handheld must be charged the night prior to ensure the battery is at full capacity on the next working day.
4. Ensure compliance with NYCHA Standard Procedure 060:67:4, *Uniform Issue and Care*.

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5. Get Exterminator Shop keys from the caretaker I to perform their duties. The shop keys include keys to access basement main door, compactor room door, gas and electric meter room, and slop sink rooms.
6. Report to property maintenance supervisor or assistant property maintenance supervisor for any pest control issues that need to be addressed and check in with them on the phone at 8:15 a.m., 12:30 p.m., and 3:15 p.m. for any additional needs that may arise during the day.
7. Arrive at the exterminator shop by 8:30 a.m. to prepare tools, equipment, pesticide labels, handheld assignments, or paper work orders.
8. Prepare to start assignments by 8:45 a.m. This includes CM (Corrective Maintenance), PM (Preventive Maintenance), IN (Inspection), VI (Violation), and assigned work orders on handheld.
9. Check handhelds for open work orders, as well as record completed services on this device. If the handheld is not functioning, exterminators must notify their supervisors in person and record services on a paper work order to be forwarded to the property management office or Property Management Department Planning Unit for entry. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
10. The exterminator must have pesticide labels in their possession to provide to the residents.

### J. Conducting Extermination Work Orders

While performing work and any corresponding treatment, exterminators must use IPM principles.

1. Interview the resident to regarding the pest history in the apartment.
2. Distribute *How to Keep your Home Pest-Free* flyer to residents. It is available for download on NYCHA's website at:  
<https://www1.nyc.gov/site/nycha/residents/extermination-visits.page>.
3. Assess the degree to which the unit is prepared for treatment.
  - a. Exterminators are required to provide IPM treatment to the best of their abilities when there is a hoarding condition, and/or the resident did not prepare the apartment for the appointment.
  - b. If the exterminator encounters clutter, poor housekeeping, or hoarding but it **does not** interfere with proper control measures, the exterminator:

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(1) Indicates on their handheld any hoarding condition above a level “3.” See Appendix D – Family Partnerships Department Referral Protocol and Clutter Guide for the Clutter Image Rating Scale.

(2) Fills cracks and seals holes that are accessible.

- c. If clutter, poor housekeeping, or hoarding **does** interfere with proper control measures, the exterminator refers below to Section VII.K., Clutter, Poor Housekeeping, and Hoarding.

<b>NOTE:</b>	It is expected that exterminators still perform tasks to the best of their abilities within the condition of the apartment. The development Property Management Office ensures any remaining tasks that cannot be performed are rescheduled.
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4. Inspect the space thoroughly to conduct a full assessment of the pest issue(s) and to determine the correct course of action.
5. Answer on the handheld if there are rats, mice, roaches, or bedbugs. The severity levels are **low**, **mid-level**, and **high**. See Section VII.E.4., Infestation Level Indexing.
- a. Choose ‘corrective action taken (CAT)’ if there are pests.
- b. Choose ‘satisfactory’ if there are no pests.
- c. Choose ‘unsatisfactory’ if there are pests but the exterminator cannot take corrective action.
- d. Choose ‘preventive’ if there are no pests but a small amount of pesticide is used preventatively.

<b>NOTE:</b>	Appendix B - Severity Scale for Pests outlines the infestation severity level per pest based on various conditions such as the number of pests in the area. Severity levels may differ depending on the type of pest involved.
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6. Identify pests beyond what the work order lists, if present, mark it on the work order and list the level of infestation.
- a. When the exterminator indicates evidence of additional pests on the parent work order, Maximo automatically generates a child work order to treat for the new pest(s).
7. Identify contributing factors for infestations such as holes, leaks, clutter, and food. If observed, exterminators must:
- a. Seal small holes in walls and baseboards and around cabinets to reduce any entry points.

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- b. Open a child work order or report it to the property maintenance supervisor for maintenance or skilled trades employees to address the issue if the holes are too large to seal or plug with metal mesh.
  - c. Open a child work order or report it to the property maintenance supervisor for maintenance or skilled trades employees to address any leaks discovered.
  - d. Follow guidance in Appendix D – Family Partnerships Department Referral Protocol and Clutter Guide utilizing the Clutter Image Scale.
  - e. Use monitoring devices (such as glue boards, insect roach monitors, and bed bug monitors) to better assess the severity of the infestation and track the progress of the treatment when follow-up visits are conducted.
8. Look for previously placed monitors to evaluate the following:
- a. Type of pest present
  - b. Location of pest activity
  - c. Severity levels
- Depending on the situation, exterminators must either:
- a. Discard the monitor and set a new monitor out with initials and date of installation; or
  - b. Initial and date the existing monitor.
9. Discard the monitor and place a new monitor if more than one type of insect is observed on the monitor. Exterminators must record on the handheld whether insect or bed bug monitors were placed.
10. Emphasize non-pesticide work including:
- a. Frass (insect larvae or excrement) removal.
  - b. HEPA vacuuming.
  - c. Exclusion work (Caulking, sealing holes, wire lath installation, gravel application to rat infested areas, metal mesh application).

<b>NOTE:</b>	The pest management methods above cover a range of pests. Sections VII.M.-VII.S. below provide specific guidance on mice, rats, German cockroaches and bed bugs.
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11. Create follow-up work orders or report it to the property maintenance supervisor for repairs, or follow-up with visits that are needed.
  - a. Follow-up visits are required when maintenance work or trades work (i.e. carpenters, bricklayers, or plumbers) is needed.
  - b. If the exterminator lists a pest infestation in the handheld with a severity level of low, mid-level, or high, a Maximo automatically generates a follow-up work order.
12. Generate a follow-up work order or report it to the property maintenance supervisor for all other work orders (corrective maintenance, preventive maintenance, routine inspections).
13. Conduct adjacent apartment inspections when needed.
  - a. Adjacent apartment inspections are required when:
    - (1) The exterminator verifies an apartment as having an infestation **and** the severity of the infestation based on which pest it is; or
    - (2) A control failure occurs.
  - b. Exterminators may attempt treatment of adjacent apartments (those on either side, above, and below the primary infested unit) the same day that the primary infested unit is treated.
    - (1) If an adjacent apartment **is** ready and available for treatment, the exterminator inputs the necessary information into the original work order.
    - (2) If an adjacent apartment **is not** ready or available for treatment, the exterminator must contact the property manager or property maintenance supervisor in person to create the work order and follow up with the borough planning unit for scheduling. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
  - c. If traps were placed, two weeks after trapping, arrange for collection and examination of traps.
  - d. If glue traps are missing, replace glue traps and provide instructions to the property manager to inform resident that traps must be picked up by the exterminator only.
  - e. If pests were found, arrange for follow-up treatment.
  - f. Schedule and carry out exclusion practices where holes are identified.

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<b>NOTE:</b>	Exterminators currently use a limited amount of pesticides listed at the link on NYCHA Connect shown in Definition IV.N., Inspection Kit, or IV.N., Pesticide. This will continue as part of IPM, however, exterminators <b>first</b> must use non-pesticide methods as discussed above.
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### 14. Refer resident mental health issues.

If the exterminator encounters a resident who appears to suffer from a mental health condition, they inform the development property manager or assistant property manager. The development property manager or assistant property manager refers the matter to the Department of Family Partnerships.

### 15. Follow the following process if a tenant is not home (TNH):

- a. If the resident or another adult 18 years of age or older is not home to provide access to the apartment at the time of the scheduled visit, the exterminator:
  - (1) Documents the resident was not at home in the work order.
  - (2) Takes a picture of the notice with their handheld device and attaches it to the work order.
  - (3) Provides the original NYCHA Form 042.745, *Notice of Missed Appointment for Extermination Services*, to the resident by placing it under the resident's door or taping it to the door.
  - (4) Returns the copy to the management office supervisory staff for filing in the resident's folder.
  - (5) Files a second copy in the exterminator shop for recordkeeping.
- b. The exterminator's second attempt to gain entry must be on a different day than the first attempt.
- c. The exterminator marks the work order as closed in Maximo after two results of tenant not home (TNH) for two separate appointment dates.
- d. NYCHA exercises its right of entry for the purposes of pest inspections and control of pests as a last resort when there is evidence of a severe pest condition. See Section VII.A.4., Resident Non-Compliance, Refusal of Inspection and/or Treatment, or Unsafe Conditions, above.

### K. Clutter, Poor Housekeeping, and Hoarding

<b>NOTE:</b>	It is expected that exterminators still perform tasks to the best of their abilities within the condition of an apartment. Any remaining tasks that cannot be performed are rescheduled.
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1. If an exterminator observes clutter, poor housekeeping, or hoarding, they enter the information on their handheld in the inspection section of the work order.
  - a. Use the Clutter Image Rating Scale to categorize the condition as shown in Appendix D – Family Partnerships Department Referral Protocol and Clutter Guide.
  - b. If conditions are present that rank at a level 4 or above, mark “yes” for hoarding.
  - c. If conditions are present that rank a level 1, 2, or 3, mark “no.”
  - d. Take photos of the condition and attach them to the work order.
2. If the level is marked as a 1, 2, or 3, but there are specific concerns regarding pest control, these concerns must be recorded in the notes. The exterminator advises the resident of the need to reschedule any remaining IPM work that could not be performed because of the condition of the apartment.
  - a. If the concerns regarding pest control remain during the rescheduled work order, proceed directly below to step K.3.
3. If the level is marked as a 4 or above, the exterminator notifies their supervisor and the property manager. The exterminator advises the resident of the need to reschedule any remaining IPM work that could not be performed because of the condition of the apartment. Reports of resident conditions must be kept confidential when submitted to the Property Management Office.
  - a. The property manager ensures NYCHA Form 040.185, *Termination of Tenancy & Possibly Subsidy – Call-In*, is sent to the resident for follow up and to verify the level of hoarding. When calling in a resident for the first time, the property manager must keep the identity of the employee who reported the hoarding condition confidential.
  - b. The property manager ensures a Property Management Office employee follows up with the resident two weeks after the call-in meeting to confirm if the resident addressed the situation. Also refer to *NYCHA Management Manual, Chapter IV, Termination of Tenancy*.
    - (1) If the resident has a disability, the property manager ensures a Property Management Office employee refers the matter to the Department of Family Partnerships. Refer to Appendix D – Family Partnerships Department Referral Protocol and Clutter Guide.
    - (2) If the resident does not have a disability, they refer the tenant to their lease requirements.

<b>NOTE:</b>	Any issues regarding resident non-compliance are the responsibility of property management.
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### L. Exclusion Strategies During Pest Control Activities

Exclusion includes patching or plugging all identifiable holes, cracks, and crevices so that pests cannot hide and avoid detection or treatments. These activities also prevent pests from moving among apartments through pipes, wires, and other infrastructure.

#### 1. Equipment and Materials

- a. Refer to the link on NYCHA Connect shown in Definition IV.N., Inspection Kit, or IV.N., Pesticide
- b. Inspection kit
- c. Exclusion kit
- d. Four-foot step ladder (critical for ceiling work and accessing the tops of cabinets)

#### 2. Exterminator Steps in Exclusion Service

- a. Enter premises, inspect for structural faults enabling pests to hide.
- b. Apply elastomeric sealant, closed cell foam and metal mesh, escutcheon plates, or combination of these.
- c. Identify and seal as many holes, cracks and crevices and pipe/wire penetrations as possible. As the locations of these can vary, the following instructions will cover the most common issues.
- d. Determine whether having plasterers and painters provide the repairs would be preferable if holes in walls or missing vinyl baseboards are found. If so, a child work order must be created on the handheld or report it to the property maintenance supervisor in person. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
- e. Spray foam plugs into any small holes and then push metal mesh into the foam.
- f. Report large holes (two inches by two inches or larger) to a supervisor so follow up work orders can be created for skilled trades employees.
- g. Apply all sealant as completely as possible. Incomplete or improperly sealed areas may make future pest control efforts harder.

#### 3. Common Issues in Apartments

- a. Cabinets: Following product directions, use a paintable elastomeric sealant to fill holes and gaps.

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Inside cabinets use a clear product.

- (1) Where cabinets contact the wall, use a color-matched or a white paintable elastomeric sealant product.
- (2) If there is a gap more than 1/4 inch, use a metal mesh as a backer/support surface.
- (3) If the gap is more than 1/2-3/4 inch, or one inch and hidden, consider using a foam-metal mesh-foam layering.
- (4) If the gap is more than one inch and/or easily visible, have a carpenter provide a wood filler strip.

### b. Heater Pipe Penetrations: Floor

- (1) Loosen or replace escutcheon plate.
  - (a) If freeing up the escutcheon plate does not require excessive work, remove plate and replace with a new escutcheon plate for existing pipe installations. Only perform this step if the plate is damaged and does not comply with step b.(3) directly below.
- (2) Seal plate to the floor with the NYCHA-approved fire stop (as per directions). Place the sealant bead inside the escutcheon plate and attach the plate to the surface.
- (3) Verify that the pipe has the ability to expand and contract, moving against the escutcheon plate. **Do not** attach pipe to the escutcheon plate.

### c. Heater Pipe Penetrations: Ceilings and Walls

- (1) If an escutcheon plate can be used, follow instructions for pipe penetrations through floor in subsection 3.b. directly above.
- (2) If an escutcheon plate cannot be used (because of space or aesthetics):
  - (a) Press metal mesh into the gap between pipe and the wall (or ceiling).
  - (b) For penetrations between apartments, use a NYCHA-approved fire stop sealant to adhere the mesh to the wall. Do not use the sealant to adhere the mesh to both wall and pipe.

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### d. Plumbing Penetrations and Gas Riser

- (1) For floor or wall applications, use the instructions for heater pipe penetrations in subsection 3.c. directly above. Escutcheon plates always are preferable and are appropriate in most cases.
- (2) For pipe through cabinet applications, where the hole is too large for an escutcheon plate, or where an escutcheon plate cannot fit, use a foam-mesh-foam layering. If a repair cannot be performed, report it to the property maintenance supervisor for follow up with the appropriate skilled trade.

### e. Bathroom Sink and Toilet

Seal gaps between fixture and wall (or floor) with 100% silicone sealant.

## 4. Treating Common Issues in Common Areas, Basements, and Compactor Rooms

- a. Maintenance employees must install a rodent-proof door sweep on **every basement exterior entry door** having a 1/4 inch gap or larger.
- b. Exterminators, maintenance workers, and caretakers with relevant duties:
  - (1) Plug holes in walls or around the pipes with rodent exclusion mesh and secure with foam or latex ready-to-use cement.
  - (2) Verify that all floor drains are in place.
  - (3) Check all crawlspaces and catch basin doors are properly sealed.
  - (4) Confirm all sump covers are properly screened.
  - (5) Report plumbing or boiler leaks in person to the property maintenance supervisor or assistant property maintenance supervisor so a work order can be created for repair. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
- c. Exterminators must follow up in hallways and adjacent apartments if pests previously were reported.

## 5. Follow-up Steps

Report to the Property Management Office any child work orders for skilled trades follow up required such as:

- a. Plastering and painting crew follow up with repairable holes and baseboard issues.
- b. Carpentry follow up with cabinet faults.

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- c. Masonry, plumbing, or welding required to resolve issues in common or mechanical areas.

### M. Prevention and Control of Rats in the Landscape

The goal and expectation is to eliminate rat burrows formed on NYCHA properties by inspecting the development properties for rat burrows, inspecting bait stations, and applying rodenticide to active burrows.

#### 1. Equipment and Materials

- a. Refer to the link on NYCHA Connect shown in Definition IV.N., Inspection Kit, or IV.N., Pesticide
- b. Inspection kit
- c. Rat burrow treatment equipment
  - (1) A long-handled (3-4 ft.) scoop
  - (2) Hose-and-funnel
  - (3) If required, and in the extreme event that current rodent management is not effective, exterminators must receive approval for use of a hand-bellows (or bulb) duster and application of tracking powder from their supervisor; and
  - (4) Rodent station treatment materials.

#### 2. Exterminator Steps to Control and Prevent Rats in the Landscape

- a. These steps are performed:
  - (1) During preventive maintenance.
  - (2) When a complaint is received.
  - (3) When an exterminator is on the grounds of a development, if there is time.
- b. Inspect landscape and exterior building area for signs of live and dead rodents, burrows, runways, droppings, rub marks, hair, oil spots, and harborage areas:
  - (1) Check around the bases of plants, under leaf litter and other litter caught in gardens
  - (2) Inspect the base of the building, garbage receptacles, curbs, and hardscaped items that would stimulate a rat to burrow into the ground

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(3) Upon finding burrows follow these baiting procedures:

- (a) Always follow application labels on the pesticide product.
- (b) Check the area to see if it accessed easily by children and pets (e.g. next to a playground or a non-fenced area where pets usually are walked).
  - i. If burrows are apparent in areas accessible to children or pets, contact the Pest Control technical advisor for further directions about using bait stations near runways (but at a distance to accessible areas) or alternative control methods.
- (c) Bait burrows with pellets that are placed into the burrow using:
  - i. A long-handled (3-4 ft.) scoop; or
  - ii. A hose-and-funnel.
- (d) To provide adequate protection against non-target animals gaining access to bait, place all baits down into the burrow so the bait is not visible from the entrance. Depending on the construction of the burrow, this will mean the bait will be inserted down from about 1-3 feet into the burrow.
- (e) Use maximal amount of bait recommended for severe infestations. Use the minimal dosages for minor infestations.
- (f) **Do not** block or cave in the burrow after baiting. Correctly baited burrows should remain open and undisturbed for at least 7-10 days.

<b>NOTE:</b>	When burrows are baited, it takes 3-7 days for rats to die. Immediately caving-in burrows after bait application will cause any rats surviving during that time to clear any blockages from burrows. Rats clearing burrow entrances can result in unintended bait exposure (by kick out) to children, pets, birds, etc.
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- (g) Place a flag or other notifying device nearby the treated burrow area as instructed above in Section VII.D.5.
  - (h) Record pesticide application on handheld.
- (4) Steps for Monitoring and Closing the Burrows
- (a) Exterminators or caretakers with relevant duties collapse the previously baited burrows with soil 7-10 days after the initial baiting.

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- (b) Exterminators or the supervisor of grounds must re-inspect the closed burrows one to three days later. Re-opened burrows indicate that burrows are still active and require re-baiting. Create a rebaiting work order.
- (c) The exterminator must re-bait any reopened (i.e. still active) burrows. The certified commercial applicator should assume that there are fewer rats per burrow, so approximately one-half as much bait as was used on the initial baiting can be used per burrow for the follow-up baiting.
- (d) Seven to 14 days later, repeat the process until control of the rat colony is complete.
- (e) Exterminators confirm that all flags were removed from the area after it is confirmed control of the rat colony is complete.

### 3. Follow-up Steps

- a. The Property Management Office must continue to routinely check for continued activity through burrow destruction.
- b. Follow-up is required if a control failure occurs and the burrows still are active. Burrows may be active for the following reasons:
  - (1) Under-baiting the burrow and no bait remains.
  - (2) Bait resistance and no bait remains. This is a rarer condition and likely there would be control failures with multiple colonies in the area.
  - (3) Behavioral issues with bait rejection or an abundance of alternative food sources and bait still is present.
- c. When a control failure occurs, a more detailed inspection may be required including:
  - (1) Examination of possible off-site sources of neighborhood rats (request assistance from NYC Department of Health and Mental Health (DOHMH));
  - (2) Rebaiting of the burrows with a different bait product (and active ingredient); or
  - (3) Use rat ice, which only can be used as per the label and 10 feet or more from a building foundation.
- d. If a secondary control effort fails and rats are not accepting bait (bait shy), contact the supervisor of exterminators for the possible use of tracking powder. The supervisor of exterminators must approve any use of tracking powder in an exterior.
  - (1) All tracking powders are **restricted use pesticides**. Exterminators must follow all label directions and use the proper equipment and dosing instructions.

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- e. In extreme circumstances, part of the burrows may be located off NYCHA property and associated with roadways, sidewalks, storm drains, or other infrastructure features. NYC DOHMH will have to be involved with the prevention and control process.

### N. Prevention and Control of Rats in Common and Mechanical Areas

The goal and expectation is monitoring, inspection, and early detection of rat activity inside building (non-apartment) areas, and elimination of rat activity within buildings within three visits. This includes inspecting bait stations, traps, and applying prevention and control measures when necessary.

#### 1. Equipment and Materials

- a. See the link on NYCHA Connect shown in Definition IV.N., Inspection Kit, or IV.N., Pesticide
- b. Inspection kit
- c. Exclusion kit
- d. Rodent control equipment as needed

#### 2. Exterminator Steps in Prevention and Control of Rats in Common Areas, Basements, Compactor Rooms, and Mechanical Areas

- a. Enter premises, inspect for structural faults enabling pests to hide.
- b. Apply exclusion measures, including elastomeric sealant, closed cell foam, metal mesh, escutcheon plates, or a combination.
- c. Refer above to Section VII.L., Exclusion Strategies During Pest Control Activities, for guidance on entry point elimination.
- d. Eliminate common issues in basements and compactor rooms by:
  - (1) Plugging holes in walls or around the pipes with rodent exclusion mesh and secure with foam or latex RTU cement.
  - (2) Verifying that all floor drains are in place. If they are not, report it to the property maintenance supervisor on the phone. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
  - (3) Ensuring all crawlspace and catch basin doors are properly sealed. If they are not, report it to the property maintenance supervisor on the phone. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.

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- (4) Confirming all sump covers are screened properly. If they are not, report it to the property maintenance supervisor on the phone. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
- (5) Reporting plumbing or boiler leaks for repair to the property maintenance supervisor on the phone. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
- (6) Reducing clutter.

<b>NOTE:</b>	<ul style="list-style-type: none"><li>• Supervisors of grounds, supervisors of caretakers, and caretakers with relevant duties must store cleaning supplies properly and remove boxes or any other piles of materials that provide rodents with protection. Old equipment and appliances must be removed and necessary equipment stored on shelves. All items kept in the compactor room must be on shelving.</li><li>• Maintenance employees must install rodent-proof door sweeps on <b>every</b> exterior door having a 1/4 inch gap or larger.</li></ul>
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### e. Inspecting and monitoring

- (1) Exterminators must complete inspections of common areas periodically as assigned by work order. Exterminators look for and report on the presence of live and dead rodents, droppings, rub marks, and other signs of infestation. If the evidence of infestation is old, these signs should be removed to enable detection of new pest activity.
- (2) Inspect corners and edges of rooms, especially under and behind equipment.
- (3) Inspect elevated areas where rats may move around.
- (4) Inspect false ceilings for rats, especially if there are complaints of “rat noises” in the walls/ceilings.
- (5) Inspect dirt crawl spaces of apartment buildings. If the area is considered a confined space, exterminators must follow Standard Procedure 060:94:1, *Confined Space Safety Procedure*, for entry, then inspect the area for burrows, rat droppings, and runways.

### f. When live rats are present and need to be captured or removed, exterminators must:

- (1) Work in teams of two. Additional personnel may be required if the apartment is large, cluttered, or there are multiple possible escape routes for the rodent.

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- (2) Interview the employees and residents to determine:
  - (a) Where rats have been seen and if there are any holes that require filling.
  - (b) The presence of any food items, boxes, or other items that the rats may be using for harborage.
- (3) Make employees and residents remain outside the area before starting the inspection.
- (4) Wear appropriate safety equipment. Be prepared for rats and mice attempting to run or escape.
- (5) Move methodically through the area checking all materials and equipment. Verify that all materials and boxes have been inspected, not only for live rodents, but also for droppings indicating a harborage point. Work systematically to gradually expose rats.
- (6) Seal holes and treat. See subsection N.2.g, directly below.
- (7) Follow up with the property maintenance supervisor for follow up with the appropriate skilled trade(s).

<b>NOTE:</b>	<ul style="list-style-type: none"><li>• To prebait traps to capture rats, use existing food byproducts such as bacon grease, tuna fish with mayo, chicken, or bagels with butter. Leave the trap unset. If no food byproducts are available, use rodent attractive gel.</li><li>• Use the non-toxic bait that will be replaced with the toxic bait product.</li><li>• Never put non-toxic and toxic bait in the same station at the same time.</li><li>• Look for evidence of rats using the station, and then put toxic bait in the bait station or set the snap traps.</li><li>• Depending on the situation, leave the food for one week. Exterminators are expected to set traps during the follow up visit, if there is evidence the rodents are using the food bait in the trap.</li></ul>
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- g. For rats living in walls, voids, ceilings or floors inside or nearby areas, but **not** present during service, exterminators:
  - (1) Inspect for holes leading to the area that obviously are being used by rats to gain entry into the apartment (e.g., the presence of grease marks, hair, gnawed holes through sheetrock, fresh droppings near holes, etc.)
  - (2) If the area is free of infants or children, install rat snap traps underneath cabinets, behind equipment, and on shelves and other areas out of reach. Lock bait (tamper resistant) stations to secure traps. If there are infants or children, do not put the traps anywhere they can reach.

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- (3) Install at least two snap traps unset, but baited, and other traps further along the same wall or area being set in the same way with the same bait. This is done to trick rats to "trust traps first" and then be captured on the set traps.
  - (4) Install inside trap stations (locking bait tamper resistant) to secure traps from any contact in areas where people may encounter snap traps. Use stations that require the rat to go around corners. Rat-size high-top bait stations may be used for this purpose.
  - (5) For each area use approximately three to six traps or trap stations and check for captures daily. Record the work orders as 'CAT' to autogenerate a follow-up to check the traps.
  - (6) For areas with sheetrock walls in which rats have chewed through the sheet rock, do not seal the holes until all rats have been exterminated. If holes are repaired before rats have been exterminated, rats often will chew new holes through sheetrock panels and emerge through these new holes.
  - (7) Schedule effective rat-proofing with the appropriate skilled trade after rats are exterminated by reporting the conditions to the property maintenance supervisor on the phone.
  - (8) For safety reasons, **do not** install glue traps for these types of rat infestations
- h. Use rodenticide tracking powders in unoccupied basements only, and **only as a last resort**.
- (1) A technical resource advisor must approve any internal use of tracking powder.
  - (2) A supervisor of exterminators must be present for the application of any tracking powder. If they encounter any problems, they must inform a technical resource advisor.
  - (3) All tracking powders are **restricted use pesticides**. Exterminators must follow all label directions and use the proper equipment and dosing instructions.
  - (4) Place tracking powder within removable tamper resistant bait stations in limited and defined areas.
  - (5) Tracking powders must never be used:
    - (a) In wall voids or where excess cannot be removed, and only can be applied where it can be removed safely.
    - (b) Where rats will track the powder from a treated area to areas and surfaces in which it can be encountered by people or pets.

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(c) Near wet walls or electrical outlets or components.

### 3. Follow up

- a. Exterminators must inspect adjacent rooms, corridors, and apartments.
- b. Exterminators must perform exclusion if necessary and report any needed follow up to the property maintenance supervisor.

## O. Prevention and Control of Rats Inside Apartments

This section includes physical removal of rats from an apartment and follow up measures to prevent reoccurrence. Exterminators should expect to conduct two to three visits.

### 1. Equipment and materials

- a. Refer to the link on NYCHA Connect shown in Definition IV.N., Inspection Kit, or IV.N., Pesticide
- b. Inspection kit
- c. Flashlight / black light
- d. For active capture:
  - (1) Heavy gloves
  - (2) Animal grab stick
  - (3) Five-gallon bucket/lid (with glue board) for any captured rats
  - (4) Face shield
  - (5) Spray bottle of disinfectant (and rags/wipes)
  - (6) Two Masonite panels (36 inches by 48 inches)
  - (7) Rat barrier (Rat boards or Boundary glue rat strips)
  - (8) Can of compressed air
  - (9) Stapler (furniture underside dust cover replacement)
- e. For treatment, trapping and follow up:
  - (1) Rat bait stations with traps

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- (2) Bait stations (look for confined configuration)
- (3) Rodent station treatment materials
- (4) Exclusion kit

### 2. Exterminator Steps for Prevention and Control of Rats Inside Apartments

- a. When live rats are present and need to be captured or removed, exterminators:
  - (1) Work in teams of two. Additional personnel may be required if the apartment is large, cluttered, or there are multiple possible escape routes for the rodent.
  - (2) Interview the resident to determine:
    - (a) Where rats have been seen and if there are any holes that require filling.
    - (b) The presence of any food items, boxes or other items that the rats may be using for harborage.
  - (3) Make residents remain outside the area before starting the inspection.
  - (4) Wear appropriate safety equipment. Be prepared for rats and mice attempting to run or escape.
    - (a) Place glue boards to surround the items to be inspected.
    - (b) If a large area is being inspected, place glue boards in a barrier between where rats are suspected to hide and places where they may escape to. Use a wide barrier glue trap or make double lines of glue boards to capture rats that may jump over the first barrier.
  - (5) Move methodically through the area checking all appliances and furniture. Verify that all furniture, boxes, and suitcases have been inspected, not only for live rodents, but also for droppings indicating a harborage point. Move clothing, clutter, and other items that have accumulated on the floor or in the closet. Dismantle piles gradually to expose rats.
  - (6) Seal holes and treat. See subsection O.2.b, directly below.
  - (7) Follow up with the property maintenance supervisor on the phone for follow up with the appropriate skilled trade(s).

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<b>NOTE:</b>	<ul style="list-style-type: none"><li>• To prebait bait stations or traps to capture rats, use existing food. If no food byproducts are available, use rodent attractive gel.</li><li>• Never put food and bait in the same bait station or snap trap at the same time.</li><li>• Look for evidence of rats, and then put bait in a bait station or snap trap.</li><li>• Leave the food for one week.</li></ul>
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- b. For responding to rats living in walls, ceilings, or floors inside or nearby apartments, but not present during service, exterminators must:
- (1) Inspect for any holes leading into the apartment that **obviously** are being used by rats to enter the apartment (e.g., the presence of grease marks, hair, gnawed holes through sheetrock, fresh droppings near holes, etc.).
  - (2) Install rat snap traps underneath cabinets and behind furniture and appliances and other areas out-of-reach, if the apartment does not contain any infants or children. Lock bait (tamper resistant) stations to secure traps.
  - (3) When using traps, only use snap traps within a tamper resistant bait station (for hands and finger safety).
  - (4) Install traps into tamper-resistant stations when safety or accidental set offs are a concern.
  - (5) Install a few baited, but unset snap traps, while other traps further along the same wall or area are set in the same way with the same bait. Using this method, exterminators can trick apartment rats to "trust traps first" and then be captured on the set kill traps.
  - (6) In apartments with children, snap traps **must** be installed inside tamper resistant stations to protect the children and others from any trapped rats or accidental contact with the traps.
  - (7) For trap effectiveness, only use the rat-size high-top bait stations (measurements: 11 1/2 inches by 12 inches by 6 1/2 inches), that allows the rat to enter, explore, and interact with this style trap.
  - (8) For each apartment, use about three to six traps or trap stations and check for captures during the follow-up work orders.
  - (9) For apartments with sheetrock walls, in which rats have chewed through the sheet rock, **do not** seal the holes until all rats have been exterminated. If holes are repaired before rats have been exterminated, rats often will chew new holes through sheetrock panels and emerge through these new holes.

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- (10) After rats are exterminated, the development Property Management Office must schedule effective rat-proofing with carpenters, plumbers, etc.
- (11) For safety reasons, **do not** leave glue traps remaining in the apartment for these types of rat infestations. It is not uncommon for rats to be captured and alive on glue traps and quite dangerous for biting when the trap is approached or handled. **The glue traps are used only to trap live rats while the exterminator actively is inspecting the area.**
- (12) Do not ever use tracking powders inside apartments.

### 3. Additional Steps Outside the Apartment

#### a. Adjacent Apartment Inspections

If the exterminator determines that the apartment has a high-level infestation, adjacent apartment inspections and treatment with additional control activities are recommended. The exterminator or pest control aide must inspect for droppings, gnaw marks, and other activity. If droppings are found, use rags or disinfecting wipes to remove droppings and place bait stations beside any identifiable holes.

### 4. Follow Up Steps

Exterminators must:

- a. Conduct a PH4 inspection for all four important public health pests (rats, mice, roaches, and bed bugs), and check all apartment rooms and closets for possible entry points.
- b. Perform exclusion and report any necessary skilled trades follow up to the property maintenance supervisor.
- c. Re-inspect and conduct follow up treatments within **7 days**.

### 5. Responding to Control Failures

- a. If rats refuse to accept the traps or bait, exterminators must inform their supervisor immediately on the phone. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators. Additional visits and more restrictive measures may be necessary.
- b. Exterminators also may contact a technical resource advisor for additional guidance.
- c. If the exterminator finds hoarding conditions with a rating above a "3" on the clutter scale and determines the apartment cannot be treated properly, they refer above to Section VII.K., Clutter, Poor Housekeeping, and Hoarding.

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<b>NOTE:</b>	It is expected that exterminators still perform tasks to the best of their abilities within the condition of the apartment. Any remaining tasks that cannot be performed are rescheduled.
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### P. Prevention and Control of Mice in Apartments

The goal and expectation of treatment is complete removal of mice from the apartment and interior spaces, followed up with prevention practices. Exterminators should expect to conduct at least two visits for low-level infestations (one to three mice); or three to four visits for mid-level or high infestations.

#### 1. Equipment and Materials

- a. Inspection kit
- b. Traps and bait stations (**no** sticky traps, unless isolating and dismantling a known infested area)
- c. Bait for traps
- d. Rodenticide baits and tamper resistant bait stations

#### 2. Exterminator Steps for Prevention and Control of Mice in Apartments

- a. Check the work order to determine whether it was created as a result of rodent droppings, or if the resident reported a mouse (or rat) sighting in the apartment.
- b. Enter the premises, as per instructions above in Section VII.J., Conducting IPM Inspections.
- c. Inspect the apartment for the following:
  - (1) Food sources that rodents might be using. Look in all rooms for food crumbs, food packaging, used plates, and other utensils. Look for peanut butter, chocolate syrup, oatmeal, bacon bits, bread, or snack foods. Also inspect pantry for packaging that has been chewed.
  - (2) Inspect under and behind furniture for holes and torn fabric. The rodents may be using the furniture to hide.
- e. Pre-bait traps with pre-existing food sources if available.
  - (1) Never put food and bait in the same bait station or snap trap at the same time.
  - (2) Look for evidence of rodents, and then put bait in a bait station or snap trap.

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(3) Leave the food for one week.

- f. Place three sets of mouse control devices (sticky traps, paired snap traps, and bait stations) along sebum trails (see Figure 7): Snap trap sets must be placed against the walls in pairs (or sets of three), with the triggers against the wall **inside a tamper-resistant bait station** (see Figure 8).

Figure 7

### Examples of rodent device placements for NYCHA SP

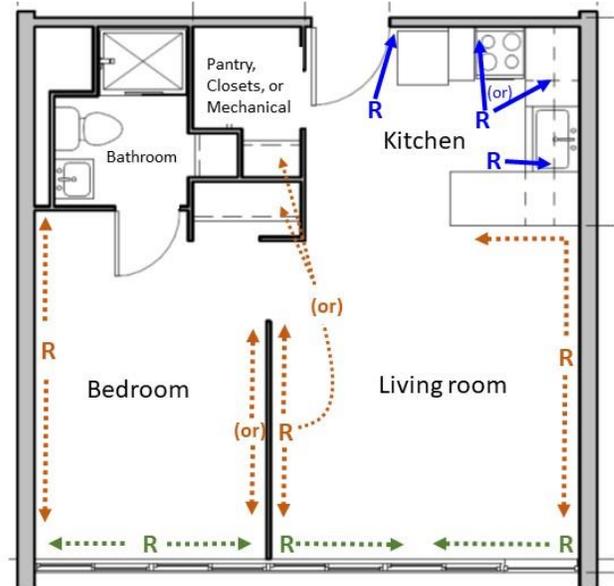
Exterior wall      Interior wall      Kitchen

R: rodent control site, 1 of each:  
a pair of traps  
a bait station, or  
a sticky trap

(or): Options for placement  
depending on site and  
rodent activity

→ Specific site of placement

..... Placement occurs in this range  
or general area



#### Requirements

Exterminator to assess rodent activity and risks(s) for residents to determine  
best device placement

Second (or third) visit(s) to apartment to assess continued rodent activity

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Figure 8



- (1) Place one double set of traps behind the refrigerator, one double set behind the stove, and one double set underneath the kitchen sink beneath the pipes that enter the wall.
  - (2) Also set traps in corners in the living room by heat registers in each of the main areas where mouse activity was detected, including a set of each in the kitchen, living room, and bedroom.
  - (3) If mouse activity is observed or reported in other areas, place additional sets (one sticky trap, one snap trap pair and one bait station) in those areas.
- g. Every effort should be made to seal holes in walls on the same day. If they cannot be sealed on the same day, Masonite is required to be installed by maintenance employees before the end of the day, until a permanent fix can be completed.
- h. Exterminators must contact their supervisor and the property maintenance supervisor or property manager on the phone immediately after the complaint is verified. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.
- (1) Supervisors of exterminators are responsible for ensuring follow-up skilled trades work and/or NYCHA Form 040.180C, *Follow-Up Visits on Violations*, is provided to the development Property Management Office if a resident issue arises.
- i. When large holes (two inches by two inches or greater) in walls or leaks are found, exterminators must contact property management supervisory staff in person to create a follow-up work order for skilled trades to complete. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators.

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### 3. Additional Steps Outside the Apartment

#### a. Exterminators must do the following outside of the apartment:

- (1) Note holes that mice may be using and perform an adjacent apartment inspection and inspect common areas.
- (2) Follow the pathways: Keep in mind that proximate apartments for rodents may be two or three apartments away from the primary infested unit.
- (3) Wipe the area with rags or disinfectant wipes to remove droppings and re-inspect one week later for fresh droppings (indicating active rodent activity) if rodent droppings do not appear fresh. If rodents are active in the area, follow up with control and exclusion in that area.

#### b. Adjacent Apartment Inspections

If the exterminator determines that the apartment has a high-level infestation, adjacent apartment inspections and treatment with additional control activities are recommended. The exterminator or pest control aide must take the following steps in adjacent apartments:

- (1) Inspect for droppings, gnaw marks, and other activity. If droppings are found, use rags or disinfecting wipes to remove droppings and place bait stations beside any identifiable holes.

#### c. Follow-up Steps

- (1) After one to two weeks of trapping and/or baiting, exterminators must perform exclusion measures against pests to prevent rodent movement through the apartments.
- (2) Exterminators also must perform the above follow-up actions in adjacent apartments.

### 4. Responding to Control Failures

- a. If mice refuse to accept the traps or bait, exterminators must inform their supervisor on the phone immediately. They then send an e-mail summarizing the conversation to the property manager and supervisor of exterminators. Additional and more restrictive measures may be necessary.
- b. Exterminators may contact a technical resource advisor for support.
- c. If the exterminator finds hoarding conditions with a rating above a "3" on the clutter scale and determines the apartment cannot be treated properly, they refer above to Section VII.K., Clutter, Poor Housekeeping, and Hoarding.

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<b>NOTE:</b>	It is expected that exterminators still perform tasks to the best of their abilities within the condition of the apartment. Any remaining tasks that cannot be performed are rescheduled.
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### Q. Prevention and Control of German Cockroaches in Apartments

The expectation and goal is a one-time treatment against German Cockroaches that disinfests an apartment.

#### 1. Equipment and Materials:

- a. Safety kit
- b. Inspection kit
- c. Insect monitors
- d. HEPA vacuum and cleaning kit
- e. One-gallon sprayer for IGR application
- f. Cockroach bait insecticide and application equipment
- g. Insect Growth Regulator (IGR)
- h. Four foot step ladder (4-in-1 cart/ladder)
- i. Exclusion kit

#### 2. Exterminator Steps for Prevention and Control of German Cockroaches in Apartments

This protocol assumes that German cockroaches (roaches) or evidence of infestation has been confirmed.

<b>NOTE:</b>	Exterminators and supervisors must ensure that all insecticide label instructions are followed. Use insecticides thoroughly and to the fullest extent that the label allows.
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- a. Enter the premises, as per guidance in Section VII.J., Conducting IPM Inspections.
- b. Conduct a PH4 inspection for all four important public health pests.
- c. If glue traps **were** placed during a previous inspection:
  - (1) Look at the traps to see if roaches were found.
  - (2) Record any roaches found and their location.

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- d. If glue traps **were not** previously placed:
- (1) Follow the same instructions as in subsections 2.a. and 2.b. directly above, however, inspections will have to be more thorough and include more areas within the kitchen and bathroom.
  - (2) Use an inspection mirror to check areas above and under counter areas, and behind appliances.
- e. Vacuum all areas where live and dead cockroaches have been found. Remove caste skins and frass.
- f. Wipe down vacuumed areas with cleaner.
- g. Seal all cracks and crevices around the cabinets with the approved sealant and caulking gun. Be careful not to miss cracks and crevices that may enable cockroaches to hide. Use a beader tool to smooth the sealant so there are no gaps, folds or air bubbles.
- h. Treat all remaining open cracks and crevices that could not be sealed with IGR as per label.
- i. If the tops of cabinets are exposed, use a step ladder to check the tops of cabinets and treat any gaps behind or between the cabinet units.
- j. Treat under and behind the refrigerator, stove, and microwave. If not possible, include the reason why in the work order notes.
- k. In the bathroom, treat under the sink and toilet, as well as behind, under and inside any cabinets. **Do not** treat inside medicine cabinets or food contact surfaces – vacuum and clean only.
- l. Once the IGR has dried, apply bait as per label to areas in, under, and behind cabinets, the stove, and the refrigerator. In the bathroom, apply bait as per label under the sink and behind the toilet.
- m. Apply the amount of bait based on the severity scale (Appendix B):
- (1) Low-Level – 7.5g-16.5g (1/2 tube)
  - (2) Mid-Level or High-Level – 15 g-33g (one tube)

Specific placement of bait (intervals and locations) must follow the product label. This application procedure also assumes the use of a vacuum to immediately reduce numbers of cockroaches and infestation debris, as well as an IGR to prevent further development of adults.

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<b>NOTE:</b>	Experts recommend using two tubes of bait when cockroach numbers exceed 500 live individuals within an apartment. This would be considered an <b>extreme</b> infestation.
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### 3. Additional Steps Outside the Apartment

- a. Vacuum and treat the door threshold, the top of the door frame and one to three feet along the baseboard.
- b. If there is a hallway access port, slop sink area, and conduit, vacuum and treat with an IGR and bait.
- c. Seal any pipe, conduit, or utility penetrations. Discrete placement of bait will reduce roach movement in hallways

<b>NOTE:</b>	Do not treat places where people may come into contact with surfaces.
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- d. Conduct adjacent apartment inspections if a high-level infestation is reported.

If an exterminator determines that an apartment has a high-level infestation, adjacent apartment inspections and treatment with additional control activities are recommended. The exterminator or pest control aide must take the following steps in adjacent apartments:

- (1) Check the cabinets in the kitchen and under the bathroom sink and toilet. If cockroaches are absent, then deploy glue traps.
  - (2) Place insect monitor glue traps under the sink in the kitchen, by the stove, and beside or behind the refrigerator.
  - (3) Place an insect monitor under the bathroom sink.
- e. Follow the steps above in Section Q.2., Exterminator Steps for Prevention and Control of German Cockroaches in Apartments, directly above, and continue treatment until issue is corrected.

### 4. Responding to Control Failures

- a. Continued presence of roaches indicate that these pests may have:
  - (1) Avoided the first treatment.
  - (2) Dispersed from another apartment, the elevator shaft, or the garbage chute.
  - (3) Hitchhiked from a common area in the building or another place, especially if cardboard boxes are involved.

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- b. The exterminator asks the resident about their workplace, and if they use a locker room to store items while at work.
- c. If the exterminator finds hoarding conditions with a rating above a “3” on the clutter scale and determines the apartment cannot be treated properly, they refer above to Section VII.K., Clutter, Poor Housekeeping, and Hoarding.

<b>NOTE:</b>	It is expected that exterminators still perform tasks to the best of their abilities within the condition of the apartment. Any remaining tasks that cannot be performed are rescheduled.
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### R. Prevention and Control of Bed Bugs in Apartments

The expectation and goal is a one-time treatment against bed bugs that disinfests an apartment.

#### 1. Equipment and Materials:

- a. Inspection kit
- b. Climbup-type interceptor traps
- c. HEPA vacuum
- d. One-gallon sprayer or aerosol cans (depending on product used)
- e. Bed bug monitor – glue trap
- f. Dust application equipment (bulb duster or cyclone duster, etc.)
- g. Three formulations of insecticide (a **short-acting** formulation, a **residual** formulation, and a **dust**) as listed at the link on NYCHA Connect shown in Definition IV.N., Inspection Kit, or IV.N., Pesticide.

#### 2. Exterminator Steps for Prevention and Control of Bed Bugs in Apartments

- a. Check with property management whether traps were placed and if the resident reported the location in the apartment where they were bitten.
- b. Enter the premises, as per guidance in Section VII.J., Conducting IPM Inspections.
- c. If traps **were** previously placed:
  - (1) Look at the traps to see if bed bugs were found.
  - (2) Record any bed bugs found and location of the bugs.
  - (3) Inspect and vacuum while treating.

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- (4) Use vacuum to remove bed bugs found.
  - (5) Vacuum any aggregation sites to remove cast skins, live and dead bed bugs, and reduce numbers of eggs.
- d. If traps **were not** previously placed:
- (1) Follow the same instructions in 2.a. and 2.b. directly above, however, inspections will have to be more thorough and include more items in the room.
- e. Within each room, start with a clean zone where you can place items after they have been inspected and treated.
- (1) Vacuum the floor, and if the area is near a resting surface, treat the floor and wall areas with a crack and crevice **residual** insecticide.
  - (2) Treat floor areas away from the walls with a **short-acting** insecticide.
  - (3) Treat furniture, bed frame, box spring (foundation), and mattress with an approved insecticide. Once treated, move each item for drying into the clean zone.
  - (4) Treat areas with possibility of regular contact by people and pets using a **short-acting** insecticide.
  - (5) Treat areas unlikely to be in contact by people and pets using a **residual** insecticide.
  - (6) Treat areas that create inaccessible voids by applying a **dust**.
- f. Carefully inspect items that cannot be treated with insecticides and are not addressed by the pre-treatment instructions contained in NYCHA Form 088.169, *Notice of Scheduled Appointment for Bed Bug Treatment Services*.
- (1) If infested, isolate these items and arrange for alternate treatment or disposal of these items.
  - (2) If infestation is not suspected, place a climbup-type intercept trap by the item for a post-treatment inspection.
- g. Once the clean zone begins to fill up, expand the zone by vacuuming and treating with the appropriate insecticide.
- h. Continue to fill the clean zone with treated items, and then expand the clean zone until the whole room and all contents are treated (or scheduled for monitoring).

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- i. For items that cannot be easily moved, such as a heavy dresser or other piece of furniture, clean and treat around and/or within the item if appropriate.

### 3. Additional Steps Outside the Apartment

- a. Treat the door threshold, the top of the door frame and one to three feet along the baseboard, on either side of entry door.
- b. Conduct adjacent apartment inspections if a high-level infestation is reported.
- c. Briefly check the beds and couches. If bed bugs are absent, then use traps.

(1) Place climbup-type interceptor traps under the bed legs.

(2) Place two additional intercept traps in the living room, one on a wall that has a window and one on an inside wall.

(3) If the apartment is a two-bedroom style, place an additional trap under the bed, or two in either corner of the room.

### 4. Responding to Control Failures

- a. The continued presence of bed bugs indicates that bed bugs may have:

(1) Avoided the first treatment. Check items that may have been removed from the apartment without consideration that these items may have been infested, such as clothes, shoes, purses, backpacks, other bags, wheel chairs, canes, walkers, prosthetics, wigs.

(2) Dispersed from another apartment. It may be necessary to expand adjacent apartment inspection.

(3) Hitchhiked from a common area in the building.

(4) Hitchhiked from another apartment that residents visited.

- b. The property manager ensures the use of Appendix E - Question Sheet for Continued Bed Bug Infestations, to determine any factors that may help identify and address other bed bug source(s), including offsite sources (other homes visited and workplace – especially the use of lockers).

- c. If the exterminator finds hoarding conditions with a rating above a “3” on the clutter scale and determines the apartment cannot be treated properly, they refer above to Section VII.K., Clutter, Poor Housekeeping, and Hoarding.

<b>NOTE:</b>	It is expected that exterminators still perform tasks to the best of their abilities within the condition of the apartment. Any remaining tasks that cannot be performed are rescheduled.
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### S. Prevention and Control of General Insect (and Arthropod) Pests in Apartment Buildings

The goal and expectation is a one-time treatment against other (non-PH4) pests that may be present in apartments, common areas, mechanical, and office spaces.

#### 1. Equipment and Materials:

- a. Safety kit
- b. Inspection kit
- c. Insect monitors (if pest evidence is not available)
- d. HEPA vacuum and cleaning kit
- e. Approved insecticide and related equipment
- f. Exclusion kit

#### 2. Exterminator Steps for Prevention and Control of General Insect (and Arthropod) Pests in Apartment Buildings

- a. Interview the resident to see what problems they are having and where the pests are occurring.
- b. Place insect monitors to see where pests may be occurring and the type of pests encountered if evidence of pests are not available.
- c. Determine if there are any issues that are helping pests including:
- d. Moisture
  - (1) Open windows (without screens)
  - (2) Decaying food, pet feces, or other materials that may attract pests; or
  - (3) For lower floors, bushes, trees, and landscaping immediately outside the building.
- e. Remove evidence of infestation, including webbing, dead insects, and other materials with a HEPA vacuum.
- f. Apply residual insecticides where pest sources may be identified.
- g. Additionally, verify that any of the PH4 pests are not present.

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h. Report the need for any structural or plumbing fixes that may be supporting pests to the property maintenance supervisor. The property maintenance supervisor is responsible for generating the corresponding child work order.

### 3. Responding to Control Failures

a. Common control failures include:

(1) A source or contributing factor may have been missed.

(2) For pests related to outdoors, another generation of pests may have occurred.

(3) Another species of pest may have become a problem.

b. For all three cases above, re-inspect the area and treat as necessary. Adjacent areas also must be re-inspected.

c. If the exterminator finds hoarding conditions with a rating above a "3" on the clutter scale and determines the apartment cannot be treated properly, they refer above to Section VII.K., Clutter, Poor Housekeeping, and Hoarding.

<b>NOTE:</b>	It is expected that exterminators still perform tasks to the best of their abilities within the condition of the apartment. Any remaining tasks that cannot be performed are rescheduled.
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### T. Handling and Disposal of Known or Presumed Insect-Infested Bulk Items

<b>NOTE:</b>	A resident must approve of NYCHA employees disposing of bulk items. The employee must make note of the removal in the Maximo work order, and the resident must sign the work order. If a vendor performs the removal, the employee who manages the vendor ensures these steps are taken.
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1. The expectation and goal is removal and disposal of known or presumed insect-infested bulk items take place in a manner that eliminates further spread of pests while materials are being removed from the building.
2. Items of particular concern include residential furnishings such as mattresses, carpeting, dressers, and sofas. If there is a suspicion of these items being infested, or they are being removed from an infested apartment, these items must be bagged, wrapped, and sealed with plastic sheeting and duct tape.
3. Property maintenance supervisors ensure caretakers are informed about how to perform their duties in this section.

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4. Materials and Equipment
  - a. Disposable coverall suit with foot and head covering
  - b. Puncture resistant gloves
  - c. Latex disposable gloves
  - d. Stretch wrap or plastic sheeting
  - e. Mattress/furniture bag
  - f. Utility knife
  - g. Duct tape
  - h. Garbage bags
5. Caretaker Steps in Handling and Disposal of Known or Presumed Insect-Infested Bulk Items
  - a. Wearing Personal Protective Equipment (PPE)

Caretakers must wear PPE at all times while disposing of infected bulk debris. To ensure proper protection, put on PPE as follows:

### (1) Disposable Coverall Suit

- (a) Unfasten ties and lower zipper.
- (b) Roll up the legs of the suit to make sufficient space for feet to reach the ground.
- (c) Step into the suit one leg at a time.
- (d) Pull the suit up gently over legs and to your waist.
- (e) Pull the upper portion of the suit up gently one arm at a time.
- (f) Fasten ties and raise the zipper.
- (g) Use duct tape to tape around ankles at the boot covering to eliminate a potential tripping hazard. Duct tape may be used to modify the fit of the suit in other areas as well.

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### (2) Gloves

- (a) Put on latex disposable gloves after putting on the disposable coveralls.
- (b) Put on puncture resistant gloves over the latex disposable gloves.

### b. Wrapping Bulk Items

<b>NOTE:</b>	Do not move items from the room or area where the bulk item is located until it has been fully encased.
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After putting on PPE, development caretakers must wrap the infested bulk item as follows:

- (1) Utilize disposable stretch wrap, plastic sheeting, mattress bag, or furniture bags to completely and closely cover the item. Use a minimum of one layer of covering.
- (2) Secure all seams with duct tape.

### c. Disposal of Wrapped Items

The City of New York Department of Sanitation (DSNY) rules mandate that all discarded mattresses and box springs must be fully encased within a sealed plastic bag for collection by the DSNY. Refer to the link on NYCHA Connect shown in Definition IV.N., Inspection Kit, or IV.N., Pesticide, for HA numbers for disposable mattress covers.

General Instructions:

- (1) Pre-plan the removal of bulk items, particularly from an apartment or hallway, to ensure that the shortest and easiest path is followed and that there is nothing restricting egress. Removal methods include, but are not limited to, the use of transport dollies or cardboard to slide item(s) into elevators.
- (2) Follow safe lifting techniques, such as using your legs to lift the object.
- (3) Request additional assistance from supervisors of caretakers or supervisors of grounds if necessary.
- (4) Use a mechanical device to lift heavy objects (e.g., hand truck or dolly) whenever possible.
- (5) Take care when handling the infested items to avoid tearing the plastic barrier.

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### d. Disposal Methods

(1) For developments **with** bulk containers on-site:

(a) Proceed directly with the infected item to the bulk debris site and place the item in the bulk debris container.

(2) For developments **without** bulk containers on-site or requiring transport on-site:

(a) Move infested bulk item to staging area or drop sites.

(b) Ensure all plastic barriers are intact. If plastic wrap is damaged, repair with duct tape for small tears, or use new sheets of plastic or new bags for larger damaged areas.

(c) If feasible, stage material in a manner to make it less appealing to pedestrians that may want to recycle these bulk items (e.g., lay bulky items on their side, position other debris in front/on top).

### e. Removal of Personal Protective Equipment (PPE)

After the completion of disposal, caretakers with relevant duties carefully remove the disposable coverall suit and gloves, and place into a garbage bag in order to avoid recontamination as follows:

(1) Removal of Gloves

(a) Grasp outside edge near wrist.

(b) Peel away one puncture resistant glove at a time from hand, and inspect glove for insects.

(c) If there are signs of insects, discard puncture resistant gloves into a plastic garbage bag. If there are no visible signs of insects, gloves may be re-used.

(d) Peel off the latex glove from inside.

(e) Discard latex gloves into a plastic garbage bag with the disposable coverall suit.

(2) Removal of Disposable Coverall Suit

(a) Remove duct tape.

(b) Unfasten ties and lower zipper.

(c) Peel suit away from neck and shoulder.

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- (d) Remove suit ensuring it is turned inside out.
  - (e) Fold or roll into a bundle.
  - (f) Discard into a plastic garbage bag.
- (3) Disposal of Personal Protective Equipment (PPE)
- (a) Plastic garbage bags with the discarded disposable coverall suit and gloves must be sealed with duct tape and disposed of in a dumpster or exterior compactor.
  - (b) Do not place PPE in an interior compactor or interior garbage receptacle on development grounds.

### U. Monitoring

The Pest Control Department, Compliance Department, Environmental Health and Safety Department, and Quality Assurance Department monitor NYCHA's IPM activities.

#### 1. Pest Control

Supervisors of exterminators:

- a. Oversee inspections and remediations.
- b. Review the inspection and remediation checklists that are filled out by exterminators on their handhelds.
- c. Complete NYCHA Form 088.193, *Exterminator Shop Inventory*, to track the use of equipment.
- d. If they observe non-compliant actions, verbally instruct the employee and/or apply progressive disciplinary action, as appropriate.

#### 2. Compliance

Compliance monitors observe pest conditions in the course of performing other monitoring duties.

#### 3. Environmental Health and Safety

Environmental Health and Safety specialists:

- a. Perform periodic oversight inspections of pest conditions and implementation of IPM controls and protocols throughout NYCHA locations.

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- b. Investigate health and safety complaints or incidents related to pest conditions impacting NYCHA residents, employees, or members of the public.
- c. Communicate investigation findings to the property manager, property maintenance supervisor, and supervisor of exterminators to implement recommended corrective actions and abate any hazards identified.

### 4. Quality Assurance

The Quality Assurance Department reviews randomly selected IPM work to ensure that industry standards are being met. Refer to NYCHA Standard Procedure 059:17:1, *Public Housing Quality Assurance Program*.

## VIII. OUTPUTS, REPORTS, AND RECORDKEEPING

### A. Outputs

1. Pests in NYCHA apartments are remediated and the contributing factors are identified and corrected within the required timeframes.

### B. Reports

1. Maximo Compliance Dashboard – Exceptions List generated by Pest Control department monthly.
2. Applicator/Technician Pesticide Annual Report

### C. Recordkeeping

1. The IT Business Solutions Technology Department's Maximo Team retains electronically created and stored completed work orders for at least seven years.

## IX. TRAINING REQUIREMENTS

The Human Resources Department's Learning and Development Unit, in conjunction with the Department of Operations and Pest Control Department, provide or contract to provide the following training on Integrated Pest Management (IPM), as applicable. The training is provided when an employee starts work in an applicable title.

- A. IPM Webinar for all property level employees.
- B. Trainings for exterminators on specific pests and interaction with residents.
- C. Training on inspection tools and methods and conducting and documenting inspections.
- D. Training for all new exterminators.

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- E. Training employees on new Standard Procedures and Quick Reference Guides.
- F. Vendor Training

When a vendor is procured, NYCHA requires that all vendor employees who will be performing work view the above-described IPM webinar. Each vendor's employee also needs to take the test associated with the webinar and get at least 80 percent of the questions correct.

### X. PERFORMANCE METRICS

**NOTE:** NYCHA also compiles all metrics as stated in the federal Agreement.

- A. Average number of days to complete inspection/treatment and close exterminator work orders.
- B. Average number of days to complete initial inspections appointments (days from assignment to completion).
- C. Percent of exterminator work orders for follow up treatments.

### XI. NON-COMPLIANCE

- A. If unsatisfactory work is identified, supervisory staff must take one or more of the following actions:
  - 1. Identify areas for follow up training for the employee and ensure training is scheduled and provided.
  - 2. Reinforce with the employee(s) the job expectations, accountabilities, and the progressive discipline process.
- B. When necessary, the appropriate borough vice-president of operations will follow up with Pest Control to provide a strategy to achieve compliance. If a consolidation, borough, or other units continue to have a large number of exceptions over time, then the applicable Operations employees responsible for that workflow (e.g. the Regional Asset Manager, VP of Operations, etc.) will submit a corrective action plan to be reviewed by the General Manager's Office, the Waste Management Department, and the Compliance Department.
- C. Failure to comply with the requirements of this Standard Procedure may result in disciplinary actions.

### XII. FORMS

- A. NYCHA Form 022.008, *Procedure Development Request*

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- B. NYCHA Form 040.180C, *Follow-Up Visits on Violations*
- C. NYCHA Form 040.185, *Termination of Tenancy & Possibly Subsidy – Call-In*
- D. NYCHA Form 040.507, *NYCHA Resident Lease Agreement*
- E. NYCHA Form 040.687, *Mental Competence Evaluation Request*
- F. NYCHA Form 042.727, *48 Hour Notice of Health and Safety Repairs*
- G. NYCHA Form 042.745 *Notice of Missed Appointment for Extermination Services*
- H. NYCHA Form 042.748, *Routine Extermination Tenant Notice*
- I. NYCHA Form 060.244, *Quarterly Record of Compactor Room and Pest Control Operations Treatment*
- J. NYCHA Form 060.254, *Skill Trades Daily Attendance log*
- K. NYCHA Form 060.308, *Applicator/Technician Pesticide Annual Report*
- L. NYCHA Form 088.169, *Notice of Scheduled Appointment for Bed Bug Treatment Services*
- M. NYCHA Form 088.170, *Notice of Scheduled Appointment for Extermination Services*
- N. NYCHA Form 088.193, *Exterminator Shop Inventory*
- O. NYCHA Form 088.194, *NYCHA Extermination Service Report*
- P. NYCHA Form 088.195, *Vendor Extermination Service Report*
- Q. NYCHA Form 146.001, *Requisition Form*

### **XIII. WORKFLOW**

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**XIV. REVIEW/REVISION HISTORY PAGE**

**PEST PREVENTION AND CONTROL IN NYCHA RESIDENTIAL BUILDINGS**

**040:49:6**

<b>Review/ Revision</b>	<b>Review/ Revision Date</b>	<b>Sections Amended</b>
1.	12/17/20	Updated Banner Page
2.	12/17/20	Updated Section I., Purpose
3.	12/17/20	Updated Section II., Policy
4.	12/17/20	Added Section III., Applicability
5.	12/17/20	Added Section IV., Definitions
6.	12/17/20	Added Section V., Review Cycle
7.	12/17/20	Added Section VI., Responsibilities
8.	12/17/20	Updated Section VII., Procedure (previously Section III.)
9.	12/17/20	Added Section VIII., Outputs, Reports, and Recordkeeping
10.	12/17/20	Added Section IX., Training Requirements
11.	12/17/20	Added Section X., Performance Metrics
12.	12/17/20	Added Section XI., Non-Compliance
13.	12/17/20	Added Section XII., Forms (previously Section III.F.)
14.	12/17/20	Added Section XIII., Workflow
15.	12/17/20	Added Section XIV., Review/Revision Page
16.	12/17/20	Added Section XV., Appendices, including Appendix A – Position Duty Statements, Appendix B – Severity Scale for Pests, Appendix C – Maximo Pest Control Priority Table, Appendix D – Family Partnerships Department Referral Protocol and Clutter Guide, Appendix E – Question Sheet for Continued Bed Bug Infestations, Appendix F – Removal of Wildlife and Other Feral Animals

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### XV. APPENDICES

#### A. Appendix A – Position Duty Statements

##### 1. Waste Management and Pest Control

###### a. Waste Management and Pest Control Department vice-president

(1) Delegate for resolution any pest management issues escalated to this title's level.

##### 2. Pest Control Department

###### a. Pest Control director

(1) Delegate for resolution any pest management issues escalated to this title's level.

###### b. Pest Control deputy director

(1) Delegate for resolution any pest management issues escalated to this title's level.

###### c. Technical resource advisor

(1) Review and approve developments' pesticide orders before orders are released.

(2) Provide guidance on addressing large spills.

(3) Approve any use of tracking powder in an inside location.

(4) Provide support on any control failures

###### d. Program managers

(1) Notify supervisors when employees need to renew their licenses prior to the expiration date.

(2) Verify with NYSPAD that all pesticide products are registered with the State.

(3) Periodically review and update the list of equipment needed to perform effective IPM services.

###### e. Supervisors of exterminators

(1) Ensure Property Management or Planning Unit employees contact residents to inform them of any schedule changes.

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- (2) Ensure sufficient NYCHA lawn markers are ordered.
- (3) Notify the Fuel Oil Remediation Unit when one of their shops has expired materials to request pick up.
- (4) Ensure employees print and file NYSDEC pesticide usage reports in the exterminator shop at the end of each week.
- (5) Schedule inspections, prevention measures, and treatment measures (if necessary) at community and day care centers.
- (6) Complete NYCHA Form 060.244, *Quarterly Record of Compactor Room and Pest Control Operations Treatment*, on a monthly basis.
- (7) Ensure immediate action is taken to remediate complaints of live rodents in apartments.
- (8) Monitor exterminators' inspections and treatments.

### f. Exterminators

- (1) Perform extermination work orders using IPM.
- (2) Perform tasks to the best of their abilities within the condition of an apartment that has a clutter, poor housekeeping, or hoarding situation. Take photos of any conditions that prevent them from performing a full IPM inspection and attach to the work order.
- (3) Follow all PPE guidelines and requirements.
- (4) Only may use pesticide equipment and chemicals approved by NYSDEC and NYCHA, and following all safety requirements and precautions.
- (5) Properly dispose of pesticides.

### g. Pest Control aides

- (1) Conduct adjacent apartment inspections if a high-level infestation is reported.
- (2) Conduct same duties as exterminators, but must adhere to restrictions of their 7A technicians license.

## 3. Waste Management Department

### a. Waste Management director

- (1) Delegate for resolution any pest management issues escalated to this title's level.

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### 4. Resident Engagement Department

#### a. Director

- (1) Collaborate with the Pest Control Department on resident engagement programs that improve pest reductions.

### 5. Department of Family Partnerships

#### a. Director

- (1) Ensures the department responds to any residents referred to them who have a disability that causes a clutter, poor housekeeping, or hoarding situation.

### 6. Operations Departments

#### a. Property Management Borough Planning Unit deputy directors

- (1) Ensure work orders associated with this Standard Procedure are scheduled.

#### b. Property Management Borough Planning Unit administrators

- (1) Schedule work orders associated with this Standard Procedure.

#### c. Property managers

- (1) Ensure resident communications regarding pest control.
- (2) Ensure Property Management Office employees immediately create a parent pest work order in Maximo from any submitted paper pest work order.
- (3) Manage purchase and receipt of pesticides.
- (4) Inspect leaks and spills, and determine whether or not to notify additional agencies (such as Police, Fire, Hazmat) for immediate assistance or direct project staff to begin removal.
- (5) Inspect all development public spaces monthly.
- (6) Manage the follow-up process with residents referred to the Property Management Office for clutter, poor housekeeping, or hoarding situations.

#### d. Property maintenance supervisors

- (1) Ensure Property Management Office employees immediately create a parent pest work order in Maximo from any submitted paper pest work order.

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- (2) Inspect leaks and spills, and determine whether or not to notify additional agencies (such as Police, Fire, Hazmat) for immediate assistance or direct project staff to begin removal.
  - (3) Inspect all development public spaces monthly.
  - (4) Schedule follow up work with skilled trades reported to them by exterminators.
- e. Assistant property maintenance supervisors
- (1) Ensure Property Management Office employees immediately create a parent pest work order in Maximo from any submitted paper pest work order.
- f. Maintenance workers
- (1) Address maintenance issues that affect pest control in common areas, basements, and compactor rooms.
  - (2) Proactively seal holes and gaps around pipes and cabinets that pests use.
- g. Housing assistants
- (1) Complete NYCHA Form 040.687, *Mental Competence Evaluation Request*, when a resident is referred to them.
- h. Supervisors of caretakers
- (1) Delegate for resolution any pest management issues escalated to this title's level.
- i. Caretakers Assigned to a Building
- (1) Distribute NYCHA Form 042.748, *Routine Extermination Tenant Notice*, to residents at least 48 hours prior to scheduled routine inspections and treatment.
  - (2) Fill small holes that affect pest control in compactor rooms.
  - (3) Ensure that trash on the grounds or common areas of each NYCHA building is collected and either removed from the premises or stored in a manner that prevents access by pests at least once every 24 hours.
  - (4) Disposal of known or presumed insect-infested bulk items using the proper PPE.
7. Environmental Health and Safety Department
- a. Specialists
- (1) Monitor extermination services.

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### 8. Compliance

#### a. Compliance monitors

(1) Observe pest conditions in the course of performing other monitoring duties.

### 9. Human Resources Department

#### a. Deputy director of Learning and Development Unit

(1) Manages the department's provision of or contracting for training on Integrated Pest Management.

### 10. All NYCHA Employees Performing Work in Apartments

- a. If they observe any pest activity, conditions conducive to pests, or harborage while performing other work or an inspection, report it to the property manager, property maintenance supervisor, assistant property maintenance supervisor, or supervisor of caretakers.
- b. Create a parent work order in Maximo using the handheld device; or complete and submit a paper Maximo pest work order to the property management office the same day.

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B. Appendix B – Severity Scale for Pests

**Pest Infestation Index (PII) Severity Indices**

**Severity of Rodent Infestation in Interiors**

1. Interior Rats	Estimated # of rats present			
	<u>None</u>	<u>Low Level</u>	<u>Mid-Level</u>	<u>High</u>
Observed by NYCHA Pest Infestation Index NPII specialist	<u>None</u>	<u>Low Level</u>	<u>Mid-Level</u>	<u>High</u>
Actual rats seen or estimated	0	1	2 - 3	More than 3
Fresh droppings	None	None or a few groupings observed	1-9 easily seen in several different areas.	More than 10 droppings in most locations
Active rat runs	None	None or few and not easily seen	Several distinct; one or more indicating heavy travel	Runs very easily seen in most areas and rooms; several show signs of heavy travel.
Fresh gnawing damage to packages, etc.	None	None or few nightly	Usually several instances nightly	Many and extensive instances of gnawing nightly
Live rats seen by resident	None	Occasional; once a week	One or more rats sighted once or twice per week	Sightings and/or signs are ongoing and daily

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<b>2. Mice</b>	<b>Estimated # of Mice Present</b>			
Observed by NPII specialist or resident feedback	<b><u>N</u>one</b>	<b><u>L</u>ow Level</b>	<b><u>M</u>id-Level</b>	<b><u>H</u>igh</b>
Actual mice seen or estimated	0	1	2 - 8	More than 8 or multiple mice in different rooms
Fresh droppings	None	None-or-a-few groupings observed	1-9 easily seen in several different areas.	More than 10 droppings in different apartment rooms and areas
Active mouse runs	None	None-or-few and not easily seen	Several distinct; one or more runs indicating heavy travel	Runs easily seen in most areas and rooms; several runs show signs of heavy travel.
Fresh gnawing damage to packages, etc.	None	None-or-few nightly	Usually several instances nightly	Many and extensive instances nightly
Live mice seen by resident	None	Occasional; once or twice each week	Several sighted on most days.	Sightings and/or signs are ongoing and daily

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**Severity of Insect Infestation**

<b>3. Cockroaches</b>		<b>Estimated # of German Cockroaches Present</b>		
Observed by NPII specialist or resident feedback	<u><b>N</b></u> one	<u><b>L</b></u> ow-Level	<u><b>M</b></u> id-Level	<u><b>H</b></u> igh
Visual flashlight counts in kitchen, bath; pantry /cabinets /closets	None	1-10 cockroaches	11 - 50	More than 50 cockroaches
Cockroach sticky monitor traps (2-week count)	None	1-10 cockroaches	11 - 50	More than 50 cockroaches
Live cockroaches seen by resident	None	Occasional cockroach seen once or twice each week.	Several sighted of on most days in the kitchen or bathroom	Sightings of multiple cockroaches in most rooms and activity is seen daily

## NYCHA STANDARD PROCEDURE MANUAL

<b>4. Bed Bugs</b>		<b>Estimated # Bedbugs Present</b>		
Observed by NPII specialist or resident feedback	<b><u>N</u>one</b>	<b><u>L</u>ow-Level</b>	<b><u>M</u>id-Level</b>	<b><u>H</u>igh</b>
Visual flashlight counts in bedrooms, living room couches and chairs	None	1 - 10 bedbugs	11 - 100	More than 100
Bedbugs in bed and furniture interceptors (2-week count)	None	1 - 10 bedbugs	11 - 100	More than 100
Bites reported by resident and live bedbugs seen	None	Occasional bedbug and/or bite seen/occurring once or twice each week	Several bedbugs sighted on most days in bedroom or living room; bites are intermittent but regular	Sightings of multiple bedbugs in most rooms, hiding at a distance from the bed or couch; bites are on-going each night

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<b>Severity of Rat Infestation on Exterior Grounds and in Basements</b>				
<b>5. Rats along exterior building perimeter and in landscape</b>		<b>Estimated # of Rats Present</b>		
Observed by NPII specialist during inspection	<u>N</u> one	<u>L</u> ow-Level	<u>M</u> id-Level	<u>H</u> igh
Actual rats seen or estimated	0	1 – 20	21 - 50	More than 50
Tracks	None	Few in number; Usually all of one size.	Moderate in number usually of two or more distinct sizes.	Many; two or more sizes; runways usually slick and not dusty
Fresh droppings (Feces)	None	None-or-a-few groupings observed; droppings mostly the same size	Easily seen in several different areas; typically, two or more distinct sizes of droppings	Many in most locations; dropping sizes range from small to large
Visible ground burrow holes (if rats are burrowing into soil)	None	1 - 6 burrow holes	Approx. 7 - 15 burrow holes	Many burrow holes; in several areas; soil may be soft and undermined with tunnels
Active runs as rats travel	None	None-or-a-few runs present and not easily seen	Several distinct runs; one or more runs indicating heavy travel	Many active runs that are very easily seen; several show signs of heavy travel.
Fresh gnawing on objects	None	None-or-a-few new gnaw marks nightly	Usually several instances of gnawing appearing nightly	Many and extensive instances of fresh gnawing appearing nightly
Live rats seen by building management and staff	None	None seen by day; except occasionally during clean-up and harborage removal	A couple by day often during clean up and harborage disturbance	Few-to-several rats seen during quiet close observation, even during day. Groups of rats easily spotted during evening inspections (1hr. after sunset)

C. Appendix C – Maximo Pest Control Priority Table

(Adjusted to fit Maximo Priorities Codes 4/14/2020)

Pest	Initial Response (based on Pest Severity Rating) not to exceed...			Re-inspection events and follow-up treatments should occur within...		
	Low	Mid-Level	High	1	2	3
<b>Public Health Pests</b>						
Indoor Rats	24 hours	24 hours	24 hours	7 days	7 days	7 days <sup>1</sup>
Exterior Rats	7 days	7 days	48 hours	7 days	7 days	7 days <sup>1</sup>
Mice	7 days	7 days	24 hours	7 days	7 days	7 days <sup>1</sup>
G. Cockroaches	7 days	7 days	48 hours	14 days	14 days <sup>1</sup>	7 days <sup>1</sup>
Bed Bugs	7 days	7 days	48 hours	14 days	14 days	7 days <sup>1</sup>
<b>Non-Public Health or Incidental Pests</b>						
Am. Cockroaches	7 days	7 days	48 hours	14 days	14 days <sup>1</sup>	7 days <sup>1</sup>
Fleas or other biting pest – with pet treated by vet	7 days	48 hours	48 hours	☎ 14 days	--	--
Ants	7 days	7 days	48 hours	☎ 14 days	--	--
Wasps and bees*	48 hours	48 hours	24 hours	☎ 48 hours	--	--
Bat in living space	Always high severity - 4 hours			☎ 48 hours	--	--
Other pests	7 days	7 days	48 hours	☎ 14 days	--	--

<sup>1</sup> – If necessary, decide during the previous visit if there is still ongoing activity, and continue this frequency until problem resolved.

☎ – Actual visit is likely unnecessary, check with the resident via a call or text that the problem was resolved. The CCC will confirm the resident’s contact information, but if the resident cannot be contacted, an on-site visit is required.

\* – Assumes a nest has established, a swarm has formed, or wasps are actively foraging in garbage bins and there is an interference with human activities – there is a risk of injury from stings. Initial response would be to immediately cordon the area off (within 2 hours). The response times refer to control of the nest, removal of swarm, or cleaning the area where the wasps are active

## NYCHA STANDARD PROCEDURE MANUAL

### D. Appendix D – Family Partnerships Department Referral Protocol and Clutter Guide



#### COMMUNITY ENGAGEMENT AND PARTNERSHIPS Family Partnerships Department Hoarding Referral Protocol

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Compulsive hoarding/ hoarding disorder is a major concern for New York City Housing Authority (NYCHA). Compulsive hoarding/ hoarding disorder is a behavioral pattern characterized by excessive acquisition of and an inability or unwillingness to discard large quantities of objects that cover the living areas of the home. Hoarders tend to be isolated, and they restrict others from entering their homes.

In accordance with the HUD agreement and in order to fulfill NYCHA's mission to provide decent, safe, and sanitary conditions, NYCHA will be implementing a series of new initiatives and standards to address mold, heat, elevator, and pest conditions. Consequently, NYCHA staff, contractors, and vendors will likely observe an increase in hoarding conditions. Therefore, it is important that the appropriate steps be followed in order to assist these residents.

1. **Poor Housekeeping vs. Hoarding** - Not all poor housekeeping is hoarding. It is required that the Clutter Image Rating Scale be used to assess the conditions of the apartment.
2. **Clutter Image Rating Scale** – (See attached) Apartments that have a rating of 2 or 3 are considered poor housekeeping, 4 - 9 is hoarding.
3. **Photos** – Housekeeping practices can be largely subjective, and a picture is worth a thousand words. If possible, take photos of the apartment, with the resident's consent and share them with Property Management/Family Partnerships staff.
4. **Verification** – Since Property Management staff are largely responsible for submitting FPD referrals, the staff should verify the conditions of the apartment. This is where use of the Clutter Image Rating Scale and photos are key. This may require Property Management to make a home visit to see the conditions and subsequently, call the residents in for a meeting.
5. **Resident Meeting** – Once the conditions of the apartment are verified, Property Management staff should send a 185 call in letter to meet with the resident(s) to address the hoarding situation and explain how it is a lease violation. Property Management staff should provide a reasonable timeline for resident(s) to address the concerns (e.g. reducing the clutter or curing the breach) before taking further action.
6. **When to submit an FPD referral** – The decision to submit a referral should be based on one's professional judgement, previous interactions and/or the meeting with the resident(s).
  - a. Submit for residents who have a 4-7 rating on the Clutter Image Rating Scale.
  - b. Submit after meeting with the resident or after multiple failed meeting attempts (e.g. multiple no shows).

## NYCHA STANDARD PROCEDURE MANUAL

### 7. How to Submit an FPD referral

- a. Indicate the rating from the Clutter Image Rating Scale, 4-7 only.
- b. Provide a detailed description on the condition of the apartment.
- c. Explain why this is an issue including TOR's at-risk factors.
- d. Indicate what Property Management has done to address the issue. For example, there has been no response from the resident etc.
  - i. Sent 185 call-in letter(s) and follow up.
  - ii. If a meeting took place, provide a detailed description of the outcomes.
- e. Provide Family Partnerships Department with photos.

### 8. When NOT to submit an FPD referral – To be addressed by Property Management Office.

- a. If the rating scale is less than 4.

### 9. Extreme Hoarding - where there is a rating scale of 8 or above and meets APS eligibility criteria, Property Management is to send the folder to OTA, and make referral to APS <https://a069-apscris.nyc.gov/cris/>. Please note: APS is more likely to accept and open a case when TOR is facing termination.

### 10. Termination – Sending the folder down to OTA can sometimes be NYCHA's best tool in getting residents to change their behavior. The Adult Protective Services (APS) Heavy Duty Cleaning (HDC) services are voluntary. If the residents do not want to comply with the HDC services, they are still held accountable to the terms of their lease.

### 11. Heavy Duty Cleaning Vendors – As previously stated, APS and HDC services are voluntary, and tenants can refuse them at any time. Similarly, the HDC process is often lengthy and traumatic. Therefore, Property Management may employ the services of one of their approved cleaning vendors to assist the resident with cleaning the apartment. Consult with the RAM or Borough.

### 12. Case by Case – Some cases are not clear cut and therefore may require some guidance. Please feel free to reach out to the respective Family Partnerships Department's borough office for additional guidance.

<b>Manhattan</b> Phone: 212-306-6717 45 Allen Street, New York, NY 10002	<b>Bronx</b> Phone: 718-409-8647 1200 Waters Place, Bronx, NY 10461
<b>Brooklyn</b> Phone: 212-306-6720 90 Church Street, New York, NY 10007	<b>Queens and Staten Island</b> Phone: 718-969-6240 70-30 Parsons Blvd., Flushing, NY 11365

# NYCHA STANDARD PROCEDURE MANUAL

## CLUTTER IMAGE RATING SCALE

### Clutter Image Rating: Bedroom

Please select the photo that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8



9

# NYCHA STANDARD PROCEDURE MANUAL

## Clutter Image Rating: Living Room

Please select the photo below that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8



9

# NYCHA STANDARD PROCEDURE MANUAL

## Clutter Image Rating Scale: Kitchen

Please select the photo below that most accurately reflects the amount of clutter in your room.



1



2



3



4



5



6



7



8



9

# NYCHA STANDARD PROCEDURE MANUAL

## E. Appendix E – Question Sheet for Continued Bed Bug Infestations

### Bed Bug Interview Form

*In the event of a re-occurring bed bug infestation in an apartment, use this form to determine if there are any remaining infestation sources that require attention.*

<b>Did bed bugs escape the treatment? In the Apartment, were there any...</b>	<b>Yes</b>	<b>No</b>
1. ...items or furniture that could not be thoroughly inspected (or treated) with the previous treatment?	<input type="checkbox"/>	<input type="checkbox"/>
2. ...gaps in the baseboards or nearby unsealed plumbing or heating wall penetrations?	<input type="checkbox"/>	<input type="checkbox"/>
3. ...smoke detectors, thermostats, switches and outlet plates that were missed?	<input type="checkbox"/>	<input type="checkbox"/>
4. ...clothes stored in the room(s) or closet(s) that were previously worn, and that were <i>not</i> bagged and cleaned?	<input type="checkbox"/>	<input type="checkbox"/>
5. ...items removed from – and returned to – the apartment that were not inspected (Examples: purses or backpacks, shoes?)	<input type="checkbox"/>	<input type="checkbox"/>
6. ...new items, boxes, or furniture, in the apartment since the last treatment?	<input type="checkbox"/>	<input type="checkbox"/>
7. ...personal items that are placed by the bed (or resting places), and then worn when out in public? (Examples: wigs, hair pieces, belts, coats)	<input type="checkbox"/>	<input type="checkbox"/>
8. ...any external medical devices that were not checked? (Example: wheelchairs, scooters, CPAP machines, oxygen generators, prosthetic limbs)	<input type="checkbox"/>	<input type="checkbox"/>

### **Are there nearby sources of bed bugs not in the treated apartment?**

- |   |                          |                          |
|---|--------------------------|--------------------------|
| 1. Were adjacent apartment inspections completed?                                     | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Did the resident visit any common areas in the building, and were these inspected? | <input type="checkbox"/> | <input type="checkbox"/> |

### **Enabling bed bugs to hitchhike to the apartment, are (or were) there any...**

- |   |                          |                          |
|---|--------------------------|--------------------------|
| 1. ...places the resident regularly visits and sits (or rests) for a time? (Examples: friends or neighbors apartments, coffee shops, restaurants, transit, community centers, schools or libraries) | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. ...storage units used by the resident  | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. ...cars or other vehicles used by the resident   | <input type="checkbox"/> | <input type="checkbox"/> |

*If these issues (and locations) do not result in bed bugs being found and bed bugs continue to reoccur, use an endoscope to inspect inside the walls, close to sources of heat. Besides the obvious heat sources, also check the wall voids next to where people typically rest or sleep. If bed bugs are found inside the wall(s), a more thorough treatment of these places will be necessary.*

## NYCHA STANDARD PROCEDURE MANUAL

### F. Appendix F – Removal of Wildlife and Other Feral Animals

The expectation and goal is a one-time trapping of wildlife and other animals which may be living in and around buildings.

<b>NOTE:</b>	Trapping of wildlife and feral (wild or un-managed) companion animals can result in negative feelings by some in the community. Make sure there is a plan to minimize stress caused to the animal and plan for quick removal of those captured in traps.
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#### 1. Person(s) responsible:

##### a. Supervisor of exterminators

- (1) Verifies that the animal to be removed is considered wildlife or a domesticated species.
- (2) If the animal is a domesticated species, verify that the animal is not someone's pet. If the animal is someone's pet, notify apartment management to change resident's behavior about letting the pet run free (work with NYC ASPCA).
- (3) Follows up with building management.
- (4) Reports non-compliance.

##### b. Property manager

Ensures fielding of questions from residents and communicating these questions to the supervisor of exterminators, if needed, and if the issue might affect prevention and control efforts.

##### c. Vendor

- (1) Traps and removes wild animals.
- (2) Must have appropriate licensing for wildlife removal.

##### d. NYC ASPCA

- (1) Captures feral dogs.

##### e. Cat Rescue Volunteers

- (1) Capture and spay/neuter for feral cats.

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(2) Refer to: <https://www1.nyc.gov/site/doh/health/health-topics/trap-neuter-return-of-feral-cats-in-nyc.page> for up-to-date information.

(3) Contact technical resource advisors for additional information.

### 2. Steps in the Service

- a. Verify whether it is a wild animal species or a feral domesticated species. If a feral domesticated species, verify with area residents that this animal is not owned by a resident – it might be a matter of how the resident manages the animal.
- b. Contact the vendor, ASPCA, or a recognized cat rescue service depending on the animal.
- c. Report on resources that may be attracting the animal into the area.
  - (1) Check for presence of food or structural harborage nearby in need of management.
  - (2) Check for overgrown and unmanaged areas that enable the animals to hide.
  - (3) Resources will have to be addressed to prevent re-occurrence.

### 3. Additional Steps near Service Areas:

- a. For wild animals, arrange for removal or alterations to resources that the wild animal could be using.
- b. For domesticated animals owned by residents, remind resident about proper management of their pets.

### 4. Responding to Control Failures

- a. If the animals are still present, there may be more than one animal in the area or the animal is reluctant to enter the trap.
- b. Verify with animal control that population reduction practices are being used in neighboring areas.