

Dear Tenant;

You may have read about or be aware that an epidemic of bed bugs infestations is occurring in our country. We strive to provide a safe and pest free environment for you and your family. To do this, we need your assistance. Bed bugs do not travel across land and enter your home. They were inadvertently brought in to your home or entered from a neighbouring property through adjacent wall openings. If you find bed bugs, please contact management immediately as quick action will prevent their spread. In order to prevent an infestation please take the following steps:

BED BUGS

- Do not bring infested items into your home. Closely check or inspect your luggage and clothing, and the luggage and clothing of your guests, especially after travel to other countries. Infestations can often be traced to international travel in Asia, South/Central America, Africa and Europe. Even something as simple as a children's sleep over can bring bed bugs. If a child brings blankets or pillows in and they have bed bugs in their home, the bugs can be transmitted to your home.
- Even the cleanest homes and hotels can have bed bugs. However, regular housecleaning, including vacuuming your mattress, can help to prevent bed bugs. Clean up clutter to help reduce the number of places bed bugs can hide.
- Check second-hand furniture and bedding before you bring them into your home. Furniture that has been thrown into the garbage was probably infested with bed bugs, hence the reason for throwing it out. Bringing such furniture into your home result in an infestation.
- Ensure cracks and crevices in the exterior of your home are repaired.
- Install or repair screens to prevent birds, bats or rodents from entering your home and serving as hosts for bed bugs.

COCKROACHES

Cockroaches are a very hardy and mobile pest. Unlike bed bugs, they can travel lengthy distances and enter your home through openings. They hitch rides on your pets and items brought into your home. They thrive in damp or wet areas and are attracted to food sources.

- Wipe off your kitchen counters and dining room table (or any other place where you eat) after every meal or snack.
- Don't leave dirty dishes on the kitchen counter overnight. If you need to soak a pot overnight, make sure it's filled with hot, soapy water. If you need to leave dishes overnight, rinse them first.
- If you use a dishwasher, make sure you don't leave dirty dishes in it overnight.
- Wipe any grease off the stove top and burners every night.
- Clean up all food spills promptly, especially on carpets and furniture.
- Garbage and compost should be kept in containers with lids and disposed of as often as possible.

- If your bathroom has a fan, use it after every bath or shower to reduce humidity.
- Vacuum and sweep your home regularly to help remove bits of food. Use the narrow, crevice attachment that comes with your vacuum cleaner to suck cockroaches out of cracks, from under your refrigerator and stove, from cupboards and off furniture.
- Hard-to-clean areas are probably the main sources of your cockroach problem and they need regular (monthly) attention: if possible, pull out refrigerators, stoves and freezers, and clean behind, beside and under them.
- Wash the outside of kitchen appliances and vacuum dusty areas around motors, such as at the back of the refrigerator.
- Regularly clean the inside of your oven and the air vent (fume hood) above your stove to remove grease.
- Regularly check water faucets for leaks and make sure there are no leaks in the plumbing underneath the kitchen or bathroom sink.
- Empty your dog's or cat's water bowl at night and fill it again in the morning. Empty and wash pet food dishes daily.
- All foods stored in the kitchen cupboards should be kept in sealed containers. Put store bought foods packaged in paper or plastic bags (such as sugar, flour, rice and cookies) in glass jars or plastic containers with tight lids.

After depriving cockroaches of food and water you need to reduce the number of hiding places they need for shelter in your home. Cockroaches like tight, small places. Try to remove as much clutter as you can:

- Don't stuff paper bags in the space between your refrigerator and a kitchen cupboard. Store them in a cupboard or drawer away from the kitchen or bathroom.
- Try to keep cupboards as tidy as possible, without a lot of clutter, so cockroaches don't have narrow, dark places to hide in.