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BEDBUG SERVICE PREPARATIONS CHECKLIST FOR TENANTS

As a tenant, you have the responsibility to properly prepare your space or unit for a bedbug treatment. Living with bedbugs is not a desirable way to live and our goal is that with your cooperation, we will successfully eliminate your bedbug infestation.

NOTE: If your Property Manager **only** allows treatment to properly prepped units, a minimum \$100.00 fee will be incurred on those units which are not fully prepped at the time of service.

In some cases, it may be necessary to discard heavily infested or heavily worn/soiled items such as furniture, toys etc. If you are fully aware of such items existing in your unit, you may discard those in compliance with your Lease Agreement; (in other words, if your Lease Agreement prohibits discarding such items in dumpster, please discard in an alternate and legal way.) It is customary to destroy infested items by removing them from the unit and then destroying them in some fashion rendering them useless. This prevents unwanted “dumpster divers” from obtaining infested items and spreading the bedbug problem.

WHAT YOU, THE TENANT MUST DO TO PREPARE FOR A BEDBUG TREATMENT

HELPFUL NOTE: The bathroom (especially the bathtub) is an excellent place to store items which have been boxed/bagged for the treatment. The Kitchen table (as odd as it sounds) is also another good place to stack/store items which are bagged/boxed. Center of the room is also a good place for furniture items. Allow a 3 foot space against all walls for our technicians to perform thorough treatment. DO NOT clutter a room unnecessarily. We will need room to maneuver around and move/flip and turn furniture for proper treatment. ALWAYS use caution when stacking/storing items and remember that we are only suggesting the use of these areas. You must make your own calculations and assume all liability for any mishaps which might occur.

BEDDING: Mattresses and box springs that cannot be treated must be discarded. Any mattresses and box springs that are treated **MUST** be placed in one of OUR bed bug approved mattress and box spring encasements (this varies and not all Property Management Firms permit or require this. Check with your Property Manager). All bedding including: sheets, pillows, bed skirts and dust ruffles must be removed and laundered or discarded prior to our treatment. Launder by washing as recommended on the article itself and drying on hottest heat article instructions will allow. We are not responsible for damage to any laundered items.

FURNITURE AND CLOSETS: Upholstered furniture or other that cannot be treated should be discarded prior to or just after our treatment. Closets, dressers, chests, nightstands and tables must be emptied of ALL items both inside, on top and beneath. These items must be placed in plastic containers or sealed garbage bags and stored out of the way of the treatment area(s) (Utilize our “Helpful Note” above). Discard all unneeded items to eliminate clutter.

WINDOW TREATMENTS: All draperies, curtains and valances must be removed and laundered including any fabric blinds. Other blinds shall remain. After Laundering, place in sealed containers and leave until all treatments have finished and known bed bug infestation is eliminated. Utilize our “Helpful Note” above.

CLOTHING: All clothing including stuffed toys and any other washable items must be washed in hot water and dried in a heated dryer. After cleaning, items should be placed in sealed containers or plastic bags to help prevent possible re-infestation until problem is known to be eliminated. This means ALL, not SOME. Utilize our "Helpful Note" above.

PERSONAL ITEMS: Personal items, toys and all other children's items that are washable must be cleaned and put in sealed containers or sealed plastic bags to help prevent re-infestation. Items which are not washable need to be placed also in sealed containers or plastic bags.

FLOORS: Vacuum all carpet including under all beds and furniture. Clean other floors of any and all kinds. Immediately after vacuuming place vacuum contents including bag into a tightly sealed bag and dispose away from structure. The bag will likely contain live bed bugs. Hard floors should be cleaned with a solution of lemon, orange or pine oil soaps.

WALLS: All items on walls must be removed. Pictures and other mirrors may need to be treated or discarded. Remember that treatment may ruin some items, especially pictures so removing the pictures from their frames and discarding the frames may be necessary. Place pictures in sealed containers and store. Wash walls down with a practical solution of some approved cleaning agent.

PETS: Pets must be removed prior to service. Aquatic species must have no running filters or pumps and tanks must be covered. Reptilian species must be removed as with all mammal species. It is recommended that fish also be removed.

YOU: You may NOT be present during the treatment. Plan to be out of your unit for up to 4 hours AFTER treatment is complete (or as your Property Manager requires.) Immediately upon the arrival of our technician, you MUST leave the unit and not return until the prescribed time.

FINAL PREPPED RESULTS: When finished with the prep work, your unit should appear as though you have moved out and left only your furniture behind. Anything less is unacceptable and will affect the final results of treatment. Call your Property Manager if you are unsure of anything on this list.

POST TREATMENT EXPECTATIONS: Bed bugs will likely still be present and active after treatment due to habitat and harborage disruption. This is normal for up to two weeks, although movement and visible insects should be very minimal. If insects are still active/visibly alive after 2 weeks, contact and report to your Property Manager. DO NOT WAIT MORE THAN TWO WEEKS.

NOTICE: Four Seasons reserves the right to refuse service for any reason, including unprepared structures. You MUST follow these guidelines to receive service. A minimum \$100.00 service fee will be applied to residents not properly prepared EVEN IF WE REFUSE TO PERFORM SERVICE BECAUSE OF EVEN THE SIMPLEST OF NONCOMPLIANCE. (this varies and not all Property Management Firms permit or require this.)

TENANT/RESIDENT:

Printed Name: _____

UNIT #: _____

Telephone number: _____

Signature: _____

Date: _____



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MANAGERS, MAINTENANCE and/or GROUNDSMAN RESPONSIBILITIES

Managers agree to and acknowledge their key role in our bedbug preparations. It is crucial that all guidelines are followed completely to ensure success of treatments and avoid unwanted re-treatments which can be costly. Failure to do so may impair our ability to eliminate known infestations. Non-compliance will result in one of two things: At your discretion we can proceed with treatment even on units not properly prepped and fees will remain the same OR if you strictly prohibit treating un-prepped units, a \$100.00 minimum service fee will be incurred if we are not permitted to treat upon arrival. Otherwise, a minimum 48 hour notification MUST be made to our office to avoid service fee.

Your Duties in the Program:

1. Supply tenant/resident with a copy of their portion of this document. Leave one with tenant and have one copy signed and retrieve for your records.
2. Sign your portion of this document for your records.
3. Remove all electric plates, phone jack covers and light switch plates. Place in plastic bag to be treated.
4. Place our bed bug and electric shock warning sign on the exterior door. (If such is your policy)
5. Prior to but no later than 1 week after our treatment has been made, maintenance staff must repair or have repaired, any holes or damages to walls, floors or ceilings in the unit(s) treated and repair any peeling paint or wall coverings and all cracks/crevices in trim works sealed with caulking. This is TO YOUR OWN ADVANTAGE.
6. All cracks need to be sealed with a caulking which has elasticity to allow for expanding and contracting of the structure. ALL cracks need to be sealed. This is a service that can be performed by Four Seasons Pest Solutions, Inc., for an additional fee and may be the best route as our technicians are trained to recognize and properly seal all potential threat areas.
7. Verify unit is properly prepped the day before our scheduled arrival.
8. Managers must understand that bed bug infestations are extremely hard to control and eliminate and that complete compliance from all parties is necessary for a bed bug program to be effective.

Manager on duty/Authorized personnel:

Facility Name: _____

Facility Address: _____

City: _____ State: _____ Zip: _____

Facility Telephone number: _____

Manager's Signature: _____

Date of completion of Manager duties: _____

