

The Office of Housing Services is committed to an effective and efficient response to students who suspect they may have bed bugs. For the safety and comfort of all students living in the residence halls and apartments, our staff and occupants will adhere to the following guidelines:

1. **Suspected Case:** As soon as a student suspects that he/she may have bed bugs, they should contact the Office of Housing Services at (212) 5-HELP #2 or submit a Maintenance Request/Work Order via the CUIMC Housing Portal.
 - Please note that should a student notify the Office of Housing Services on a weekend or holiday, the Operations staff will be contacted on the next work day. It is recommended that students contact the Office of Housing Services or place a Maintenance Request as early on a regular business day as possible. The exterminator cannot be dispatched on weekends or holidays.
 - Students who report suspected bed bugs on a work day when the exterminator can be dispatched within 24 hours will NOT be granted an immediate temporary room change, nor will they be issued a new mattress. The exterminator must complete the inspection and submit the findings. This is CRUCIAL so that we can prevent the spread of bed bugs if they are found to be in the student's room and belongings.
 - Students may not, at any time, **deny** the exterminator or Operations staff access to their living space (including their bedroom, suite common space, kitchen, bathroom, etc).
2. **Exterminator Findings**
 - If the exterminator finds that there are no bedbugs present in the student's room or apartment, then no further action will be taken. The student will be asked to continue monitoring his/her living space, and to notify Housing immediately if there are further problems.
 - If the exterminator concludes that bed bugs are present in the room or suite, Housing Services will provide the affected student(s) with a detailed list of instructions for the removal and laundering of their personal items. Only the exterminator can confirm or deny the presence of bed bugs - **NOT** Health Services or any outside person.
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Bed bugs are a serious community issue, and **ALL** students are expected to comply with all instructions given to them within 24 hours once bed bugs have been confirmed within their living space. If the exterminator concludes that bed bugs are present in the room or suite, the Office of Housing Services will provide the affected student(s) with a detailed list of instructions for the removal and laundering of their personal items.

BEDBUG PREPARATION by the OCCUPANT

The following is a list of preparation items that must be done prior to a bedbug treatment by resident(s) of the infested rooms:

- All carpets and floors are to be vacuumed prior to treatment. When vacuuming, pay particular attention to seams, tufts and edges of mattresses and box springs, and the perimeter of wall-to-wall carpets. Afterwards, you must dispose of the vacuum contents in a sealed trash bag. Under certain circumstances, it may be necessary to un-tack the carpet and pull it away from the wall to provide access for treatment.
- Mattresses and box springs need to be removed from the bed frame and placed along the walls, since the frames will need to be treated also. In addition, undersides of box springs and mattress will be inspected and treated as necessary. Zippered mattress and box spring covers should be acquired. Bedframes (especially wood frames) are to be taken apart to the extent possible. You do NOT need to take apart any University owned furniture.
- All sheets, blankets, tenant clothing, etc. are to be removed in and laundered in a hot water cycle and then dried in a dryer for not less than 60 minutes. Do not overstuff the dryer, heat must reach all items. All personal belongings should be sealed in plastic bags or bins (DO NOT USE CARDBOARD BOXES). Once laundered, the clothing should be placed in **new** plastic bags. OHS is able to provide plastic bags at your request.
- All closets need to be emptied and clothing laundered in a hot water cycle and dried in a dryer for not less than 60 minutes.
- All furniture needs to be moved 3 feet from the walls.
- Dresser drawers need to be emptied and removed. Dressers and empty drawers will be treated.
- Anything a student wishes to dry clean is the responsibility of the student.
- The entire area to be treated **must** be free of clutter. Access to all walls, closets, drawers, beds, and sofas must be available for proper treatment. Accordingly, it is suggested that all personal items (i.e. clothing, books, computers, jewelry etc.) should be removed from the rooms to be treated and sealed in plastic bags or bins.
- The treated rooms must be vacated for not less than 4 hours after the treatment. Upon returning, the treated room should be ventilated for 30 minutes. This can be accomplished by opening an outdoor window.

I agree to comply with the above bed bug preparation requirements.

Tenant Signature

Date