

REPORTS OF PESTS

You suspect a pest of some kind is in your apartment. What happens now?

Western Housing takes reports of any potential insect infestation seriously. While no landlord can guarantee that you will never experience an infestation, Western is committed to addressing any complaints promptly. We encourage tenants to report any problems immediately to prevent them from getting worse. We will investigate your complaint and involve an independent, licensed pest control company to treat any problems. Depending on the type of pest or the severity of infestation, this may include the inspection of adjacent rooms/apartments in order to reduce the likelihood of the problem spreading and to ensure quicker resolution.

Your cooperation and active participation in dealing with the treatment is essential to eradicating the problem. In order for treatment to be most effective, tenants may be required to clear items from kitchen/bathroom countertops & cupboards (including under the sink), remove drawers, launder clothing or linen, and move furniture away from the walls. The Rental Office will provide you with pre-treatment preparation sheets that indicate what is required depending on the type of treatment being conducted.

All Pest Control companies in Ontario are licensed and heavily regulated. The type of treatment they provide will be safe, effective, and based on the best industry practices. Treatment may involve using baited gels, liquid sprays, monitoring traps or a combination thereof. In order to ensure eradication, multiple treatments are usually required. Once a professional treatment program begins, we ask tenants not to use store bought pesticides on their own (many common household products such as Raid will repel insects making the professionally applied bait products less effective).

Ensuring that there are no readily available food sources for insects is the best method of preventing common types of infestations from occurring. Cleaning the counters/stovetop & walls of grease, regular prompt removal of garbage and ensuring that food containers are sealed can make a huge difference. Where conditions that promote infestations exist, the Rental Office will ask tenant cooperation in cleaning up. Housing Services reserves the right to take action through the Landlord and Tenant Board where tenants refuse to cooperate with treatment or improve conditions within their apartment that may be attracting pests.

The following page answers the most common questions that Rentokil, our Pest Control company, encounters from its many customers.

My unit was just treated. Why do I still see roaches?

Your unit has been treated with a high quality residual spray, residual dust, gel bait or a combination of these products. These products have been applied into cracks and crevices where roaches hide. The goal of the technician is to treat as many of these “harborage” or hiding places as possible. In doing so, the areas that roaches generally “hide” in now contain products that “drive” them out of those areas. You will likely continue to see roaches initially after treatment.

This is because the roaches no longer will hide in the harborage areas that have been treated. In fact, the more a roach moves around within your unit following treatment, the more residual product it will come into contact with, resulting in its death. Roach sightings should decrease dramatically several days following treatment. The treatment will not, however, kill the roach eggs that are inside the egg cases of the females. Mother roaches carry this case, which protects the eggs, right up until the point of emergence.

Each one of these cases produces up to forty young roaches or nymphs. These cases may remain viable up to 2-3 weeks following treatment and, as such, you may see a slight increase in the appearance of small roaches as egg cases emerge. Rest assured, these small roaches simply need to contact the residually treated areas, or find and consume the gel bait, to eliminate them as well. If you continue to see activity after three weeks, please contact the office to schedule a follow up visit.

Why am I being told to clean my unit?

Sanitation is pest control. By eliminating or minimizing the food, water and harborage areas that a dirty or cluttered unit provides, you eliminate or minimize the conditions under which pests thrive and multiply. Regardless of how the pests entered your unit, the sanitation within your unit is the single greatest influence on the level of infestation or potential infestation. Additionally, when it comes to treatment, surfaces need to be clean for an effective application. Insecticides applied to dirty or greasy surfaces are dramatically less effective. In order to make treatment most effective, roaches need to ingest the baits used to treat your unit. If the unsanitary conditions in your unit provide significant alternate sources of food for the cockroaches, the treatment can be negatively impacted.

Why do I have to do all this work in preparation for the treatment in my unit?

Preparation of your unit is a critically important step in the control process. The removal of all items from the cabinetry and cleaning of these areas prior to service provides the technician with a clear and complete view of, and access to, the problem areas. Canadian laws that govern pest control companies severely restrict what can and cannot be used around food areas. Full preparation of your unit allows the technician to approach your particular unit with all the skills, tools and treatment options at his/her disposal. By choosing to not prepare the unit prior to treatment you are, in effect, dramatically reducing the chances of a successful treatment.