

## Pest Control

*Keeping your home pest-free is important for the health and wellbeing of your family, your neighbours, and your community.*

### What is a pest?

A pest is an insect or animal that can cause harm or damage to people and property. Pests may include insects such as bed bugs, cockroaches, ants or wasps, or animals such as mice or pigeons. Most pests are attracted to food or open containers of juice or pop.

### How can I prevent pests from getting into my home?

Preventing access to food, water, and shelter, and keeping your home clean are important steps in preventing any pest infestation.

- Clean up spills immediately and keep kitchen counter tops clean.
- Keep food in tightly sealed plastic or glass containers, rather than in paper or cardboard that pests can chew through and lay eggs in.
- Do not leave pet water and food out 24 hours a day.
- Do not allow dirty dishes to pile up, especially overnight. If you cannot wash them immediately, leave them to soak in detergent and water.

- Regularly clean dark and/or damp areas close to a food source (for example beneath and behind appliances).
- Sweep or vacuum the floor often, especially around pet dishes and under and behind beds and furniture.
- Rinse containers before putting them in the garbage or in recycling bins.
- Store garbage and recycling in sealed plastic containers and dispose of it daily.
- Keep your yard, patio, or balcony free of food and garbage to avoid attracting pests such as wasps and ants.
- Keep the grass short to help prevent pest infestations.
- Please do not feed pigeons – this encourages them to flock to the site.

### Extra tips for bedbugs

- Reduce places where bedbugs can hide by cleaning clutter and throwing away old items.
- Never bring used furniture, mattresses, or beds from the outside area such as garbage bins into your home.
- Check items for signs of bedbugs before you bring them into your home, such as in furniture and mattresses.
- Check your bags and clothes for bedbugs after travelling.

## What should I do if I find a pest in my home?

Do not try to eliminate pests with chemicals or pesticides on your own as these can be dangerous. Do not use gas of any kind.

**Report Pests to Site Manager.** If you find any kind of pest in your home, report it immediately to your Site Manager. You cannot be evicted for reporting pests. It is important to report pests as soon as you find them so we can start the treatment process.

**Civida's Responsibility.** It is Civida's responsibility to get rid of the pests in a safe and effective way. We work with a specialized pest control contractor to come to your home and remove the pests.

**Tenant Responsibility.** It is your responsibility to cooperate with Civida and our contractors to prepare your home for pest control treatment. Follow the instructions provided on the notice if a pest control contractor is coming to your home.

Civida will work with tenants to ensure they understand their responsibilities in preventing pests and preparing for pest control treatment.

## How do we get rid of pests?

- After we are notified of pests, the Site Manager will provide a Notice to Enter to inspect your home for the pests.

- If the Site Manager finds your home free of pests, they will let you know.

- If the Site Manager finds pests, they will schedule a pest control treatment.

- It is your responsibility to follow the instructions provided by your Site Manager to prepare your home for pest treatment.

Do not treat pests such as bed bugs or cockroaches yourself. Please call the Maintenance Department if you need assistance.

## Tenant charges

Civida may charge tenants who do not comply with requests to prepare and maintain their home for pest control measures. This is considered a breach of your tenancy agreement and section 21 of the *Residential Tenancies Act*.