Massey Services Multi-Family PPP- IPM

Multi-Family Protocols · https://milo.masseyservices.com/docs/massey-services-multi-family-ppp-ipm/

Massey Services' Pest Prevention Programs are well rooted in the concepts of IPM, Integrated Pest Management. Integrated Pest Management puts emphasis on inspection, trapping, removal and exclusion which are major points of focus in all Massey Services' Pest Prevention Programs. Fundamentally, Pest Prevention is a holistic approach to insect and rodent pest management. Each pest program has been designed so that a Technician will be able to provide a customized service of a property based upon inspections throughout the entire interior and exterior of that property. Technicians are to begin each service with an inspection of the structure and property to identify Conditions that are conducive to pests, Avenues of entry for pests and Sources of pest activity. Technicians also identify cultural and environmental elements in and around the structure that contribute to the success of the pests and will communicate to the Customer ways to eliminate these issues. When baits, dusts, granular and/or liquid remedies are required, use of these materials is directed by Massey's Training & Technical Department. They have created and regularly review a seasonally adjusted annual material use program which includes environmentally responsible pest specific treatment protocols.

Massey Services Technicians are to be trained and equipped to follow service strategies that support their efforts to provide responsible Pest Prevention Services. This includes Inspection, Pest Removal, Population Reduction, Environmental Modification, Exclusion, Customer/Occupant Education and finally material application.

Massey Technicians are regularly equipped as follows:

Inspection

a. Flash Light
b. Small metal spatula
c. Extendable mirror
d. Screwdrivers
e. Pliers

Removal – Population Reduction

a. HEPA Vacuum
b. PrevenTech/Massey Insect Detection Traps (IDTs)
c. Rodent traps
d. Food scent & pheromone attractants

Rodent Removal & Prevention Materials

a. T-Rex & snap traps
b. Repeating mouse traps
c. Rodent glue trap
d. Secured rodent bait stations and baits where warranted on building exterior and perimeters.

Exclusion

a. Caulk and caulk gun
b. ¼ inch hardware cloth
c. Screen material
d. Staple gun & adhesive
e. Copper Stuf-Fit and/or foam

Material Application Tools & Equipment

a. Bait gun or syringe plunger, bait tube extensions
b. Hand duster – Pro Blow or Centro Bulb
c. Compressed air sprayer and backpack sprayer
d. Secured tamper resistant rodent bait stations

Service Documentation & Education Materials

a. Pest Prevention Service Report
b. Pest Prevention Graphs or Site Maps
c. Pest Specific Service Protocols
d. Pest Specific Fast Facts educational materials
e. Customer/Occupant Service Preparation Instructions and Checklists for in-depth services.

Approved Pest Prevention Materials

a. Seasonally adjusted material rotation plan
b. Low impact baits, dust and containerized materials utilized as materials choice

The **Service Procedures** detailed below are intended to first impact the pest population present at the time of service and then influence the environment through trapping, exclusion and/or other treatment strategies to prevent establishment of new pest populations. A thorough inspection is the foundation to providing a level of performance that will ensure results and customer satisfaction.

Service Procedures:

1. Service Overview: Frequency of inspections/services will be based on the service program purchased by the property management. See Service Agreement & Scope of Service.
    a. Interior – Service actions are directed by needs identified during inspections and the current level of pest activity. Crawling insect populations will be addressed through population reduction, trapping, and exclusion. When appropriate, residual dusts, containerized baits, gel baits, and/or crack & crevice residuals may be applied.
    b. Exterior – Crawling insect services include inspections to identify Sources of current and potential crawling insect populations and the available Avenues for their entry. Crawling insect populations will be addressed through exclusionary services and the application of approved baits, granules or contact materials. Frequency of rodent inspections/services will be established based upon the level of rodent activity.
    c. Perimeter – Perimeter services for multi-family include baiting of fire and colonies and foraging fire ant within 50 feet of each structure. Frequency of rodent inspections/services will be established based upon the level of rodent activity.

2. Interior Inspection & Service:
    a. Bathrooms/Water Closets/Utility Areas
        i. As required dust wall voids with boric acid based dust, seal cracks & crevices with caulk including where plumbing lines exit walls. Sealed voids are not to be reopened as part of the following regular inspection/service.
        ii. As required dust void spaces of counters with boric acid-based dust and seal cracks & crevices with caulk. Sealed voids are not to be reopened as part of the following regular

inspection/service.

iii. When pest activity warrants apply approved liquid material(s) as crack & crevice and/or spot applications.

iv. As needed place and date insect detection traps in concealed areas, such as in or behind cabinets and storage counters. Use food or pheromone attractants as appropriate.

v. When pest activity warrants, apply German cockroach baits into, under and behind equipment, cabinets and storage counters in accordance with the Massey German Roach Protocols.

b. Kitchen

i. As required dust wall voids with boric acid based dust, seal cracks & crevices with caulk including where plumbing lines exit walls. Sealed voids are not to be reopened as part of the following regular inspection/service.

ii. As required dust void spaces of counters with boric acid-based dust and seal cracks & crevices with caulk. Sealed voids are not to be reopened as part of the following regular inspection/service.

iii. When pest activity warrants apply approved liquid material(s) as crack & crevice and/or spot applications.

iv. As needed place and date insect detection traps in concealed areas, such as in or behind cabinets and storage counters. Use food or pheromone attractants as appropriate.

v. When pest activity warrants, apply German cockroach baits into, under and behind equipment, cabinets and storage counters in accordance with the Massey German Roach Protocols.

c. Bed rooms and living areas - When pest activity warrants

i. Inspect to identify pest species

ii. treat as appropriate for pest activity identified

3. Building Exterior

a. Locate Avenues and potential Avenues of pest entry (cracks, crevices or holes) into structure to be dusted and sealed. Note: large openings or structural deficiencies will be documented on the Service Report for the Customer to address.

b. Following the annual material rotation apply materials according to label directions to the exterior of the structure.
c. When rodent activity warrants, place secure rodent bait stations inside the dumpster corral area and/or the building exterior. Regularly adjust rodent equipment around the structure as dictated by rodent activity.

4. Perimeter
   a. Perimeter services for multi-family include baiting of fire and colonies and foraging fire ants within 50 feet of each structure.
   b. Frequency of rodent inspections/services will be established based upon the level of rodent activity.

5. Service Completion & Documentation
   a. Complete the Customer Service Report detailing:
      i. Actions taken and reason(s) why
      ii. Materials usedStructural or landscape issues that will contribute to insect or rodent pest activity
      iii. Recommendations for customer to further help prevent pests
      iv. Expectations following the treatment
   b. Complete entries in the account Service Log
      i. Completed units
      ii. Unit findings Service Codes
      iii. Schedule proactive services to be completed on the next service date
   c. Meet with the location management to review service results and date of the next scheduled service.

Specialty services for other pests and situations such as bed bugs and German cockroach clean outs are preformed following separate protocols and charges.

Downloads

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