

## Ainslie Village – Bed Bug Treatment Procedure

<b>Location</b>	Ainslie Village, ACT
<b>Policy Type</b>	Social Housing Policy
<b>Version</b>	4.1
<b>Issue Date</b>	January 2022
<b>National Regulatory Code</b>	Performance Outcome 1- Tenant and housing services

### 1. OBJECTIVE

- 1.1. Ainslie Village Management will work with residents and Pest Control professionals to ensure that any Bed Bug infestation is managed in a timely and effective manner.

### 2. BACKGROUND AND SCOPE

- 2.1. Ainslie Village is a caring, non-violent and tolerant community that employs principles to maintain harmony among residents and with those who support them.
- 2.2. Argyle Housing's Ainslie Village program promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to tenants in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD).
- 2.3. Argyle Housing's Ainslie Village program is compliant with the ACT Human Rights Act.
- 2.4. Argyle Housing's Ainslie Village program supports and encourages a person-centered and culturally sensitive approach to service delivery.
- 2.5. Argyle Housing's Ainslie Village program promotes and respects the rights and freedoms of Aboriginal and Torres Strait Islander peoples.

### 3. DEFINITIONS

- 3.1 Refer Argyle Housing Policy: Policy Definitions.

### 4. POLICY DETAIL

- 4.1 Ainslie Village management has an obligation to residents to:
  - Provide information to Residents that assists in reducing risk of bed bug infestations.
  - In the first case to physically investigate a room or common area to substantiate a claim of bed bugs.
  - Call a professional pest controller to conduct an investigation with expertise to confirm bed bugs.
  - In conjunction with the resident's consent, commence treatment (spraying of room) at resident cost.



- 4.2 On occasions Bed Bugs may be found in rooms or common areas within Ainslie Village. Management and residents will be required to adhere to a strict procedure to ensure timely eradication of this insect. If a resident suspects that they may have Bed Bugs in their room they need to immediately notify management upon the suspicion of infestation. Management will investigate and physically check the room. Management will then advise the next action to be taken.
- 4.3 Should management determine that Bed Bugs are present, management will arrange for professional pest control to assess the room and determine the treatment plan. The treatment plan generally consists of 1 to 4 spray treatments over a period of 1-4 weeks. All costs of this process are considered tenant responsible maintenance and need to be paid immediately by the resident.
- 4.4 Residents may be allocated a temporary room within the Village to live in while the treatment of the infested room is undertaken. Residents will be responsible for additional treatments should they be responsible for transporting bed bugs to their interim room. This would only occur should they not have followed treatment instructions.
- 4.5 Should Bed Bugs be discovered in a vacant room, management will seal the room until a professional Pest Controller can confirm their presence. The room and any abandon goods left in the room will be treated and then disposed of. Any associated costs such as spray treatment and goods removal will be added to the previous resident's non-rent account.
- 4.6 Prior to professional spray treatments, residents must undertake the steps outlined in Ainslie Villages Bed Bug Fact Sheet to assist in the eradication of the Bed Bugs. Failure to follow these steps may negate the eradication process and residents may have to repeat the full process and incur additional associated costs.

## 5. MANAGEMENT

- 5.1 It is a high risk to management to enter rooms infested by bed bugs. Transfer of bed bugs via direct contact (attachment to clothes) is a serious risk. Transfer may result in management taking bed bugs home, in-turn causing an infestation in their own home.
  - Argyle Housing will, provided it can be reasonably established that the cause of the infestation was Ainslie Village (i.e., there are known cases currently being treated), will take responsibility for the treatment of the infestation.
  - Whilst each case would be treated on its individual need, this is likely to include spraying of the property (your home). In severe cases other appropriate measures will be taken to resolve the issue.
  - Should this occur, please advise the Team Leaders as soon as you are made aware of an issue.



## 6. RELATED POLICIES AND DOCUMENTS

- 6.1. Delegation of Authority
- 6.2. Argyle Policy Definitions
- 6.3. Ainslie Village Procedures
- 6.4. Property-specific Complaints Policies, Procedures and Tools
- 6.5. National Community Housing Standards Reference 1.2 Establishing and maintaining tenancies

## Version Control

Version No.	Review Date	Author	Position	Next Review Date
1.0	01/05/2014	J. Irwin	Acting CEO	30/04/2015
2.0	03/02/2015	T Stiller	Operations Manager ACT	
3.0	08/05/2015	T. Stiller	Operations Manager ACT	07/05/2016
3.1	01/05/2016	M., Ward	GM Operations	01/05/2017
4.0	30/08/2019	C.Tizzoni	Team Leader ACT	30/09/2021
4.1	13/01/2022	C.Tizzoni	Operations Manager	30/01/2023

