

IMPORTANT NOTIFICATION PLEASE DO NOT IGNORE

RE: TREATMENT OF BED BUGS AT YOUR PROPERTY:

This leaflet is designed to offer some help and guidance prior to your treatment.

Identification:



Adult bed bugs are normally a grey brown colour and about 4-8mm long. The body is notably flat and the legs and antennae are clearly visible. Once they have fed, they turn to a dark red (due to the blood meal) and swell up considerably, almost to the size of a small pea. A picture of a bed bug is on this letter to help with identification. If this is NOT what you are finding in your property please phone the call **0208 726 6200** so an alternative appointment can be made for you.

Habitat:

In an infested property, bed bugs can be found hiding in any small crevices. ie. in the joints of the bed and headboard, drawer runners of bedside units, under dado rails, under peeling wallpaper, behind skirting boards etc. When apparent in sufficient numbers they will emit a slightly 'almond' smell.

What do I look for?

When bed bugs are present either some or all of the following clues will be apparent;

- Small blood spots on the bed.
- Dark brown droppings in and around the areas of habitat (see above).
- Discarded skins.
- You may have small red welts which may be itchy (not all people react to bed bug bites).
- And, of course, physically seeing them.

What do I have to do before treatment?

On the day of your treatment, the following should be carried out before we arrive.

- ALL bedding, bed clothing, curtains, soft furnishings etc. must be removed. It is best to place all these items in sealed black bin sacks. Keep the sealed bags in affected rooms until washing can take place. Wardrobes and drawers will only need emptying if advised.
- ALL these items must be washed at a temperature of 60° ideally but, read the labels on clothing as some will need to be washed at a lower temperature. This is not ideal but, do not damage your clothes. Some items will need to be taken for dry cleaning.
- Move all furniture away from the walls to allow the technicians access to as much of the affected room(s) as possible, this will allow maximum treatment area, therefore helping the treatment process.
- Removing old/worn carpets would be advantageous.
- Electrical equipment should be unplugged and should not be left on the floor.
- Do not replace beds unless advised.
- Multi-occupied premises **MUST** allow access to all bedrooms. If this is not possible **NO** treatment will take place.
- Try to ascertain where you might have come into contact with bed bugs. This may prevent further problems in the future.
- Following the initial assessment further advice may be given depending on the level of infestation.

IT IS IMPERATIVE THESE REQUESTS ARE COMPLETED OTHERWISE TREATMENT WILL NOT BE CARRIED OUT AND ANOTHER APPOINTMENT WILL HAVE TO BE MADE.

Missed Appointments

Should you miss your appointment, we will leave a no access sheet. It is your responsibility to contact the above number to arrange a new appointment. All payable jobs that miss more than 2 appointments are liable to be re-charged.

The technician will spray all affected areas using a residual insecticide which is approved under the Control of Pesticide Regulations (COPR). Although safe for use in domestic properties, it is advisable, to leave the property for about 2 hours following treatment. Normally, a follow up treatment will be necessary, depending on the severity of the infestation.

If you do have any questions about bed bugs, or the treatment of them, please ask the technician on their arrival.

Place Department
Croydon Council

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