

**City and County of San Francisco  
Department of Public Health  
Environmental Health Section**



**1390 Market Street, Suite 210  
San Francisco, CA 94102  
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**<http://www.sfdph.org/dph/EH/ResidentialHotels/>**

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## **Tenant's Bed Bugs Control Guidelines**



**City and County of San Francisco  
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## How to Prepare a Room for Treatment and Prevent Transmitting Bed Bugs to Other Rooms

### What Are Bed Bugs?

Bed bugs are tiny insects that feed on the blood of humans, pets, birds and other animals. Bed bugs are parasites. Adult bed bugs are ¼” long (one fourth of an inch). They have no wings and do not fly. Their bodies are flat before eating (blood meal) and round afterwards. The newly born bed bugs are called “nymphs” and their tiny, white bodies are almost too small to see.

### Appearance



Bed Bugs Nesting in a Mattress



Adult Bed Bug

### How Do I Know I Have Bed Bugs?

If you have bed bugs, you will have itchy bumps where they have bitten you. You may also see live or dead bed bugs in your room. Look for blood or fecal stains (tiny black stains) on your mattress, sheets or pillow cases.

### How Do Bed Bugs Get Into Buildings?

Bedbugs get carried from place to place when people expose themselves or their belongings such as: luggage, clothing, furniture, or bedding, in areas that are infested with bed bugs. Bed bugs also can come from collecting items left on the street or used items of unknown origins, such as used furniture or second hand clothes.

## Can They Make Me Sick?

When bed bugs bite, the saliva from their mouths make people itch. If the itching causes people to scratch a lot, they can get other infections into their body. Bed bugs are not known to transmit disease in humans.

### Prevention: How Do I Get Rid of Bed Bugs

1. Tell the manager immediately when you see bed bugs or signs of bed bugs.
2. Notify the manager of bed bug bites or any evidence of bed bug activity in your room.
3. Allow the person who is going to help get rid of the bed bugs (pest control operator) to come into your room. Cooperate with manager and pest control operator for bed bug treatment.
4. Prepare your room prior to bed bug treatment. On the day the pest control operator comes to your room, seal all your clothing and bed covers in plastic bags and wash them at the Laundromat.
5. Wash all bedding and clothes in **HOT** water and dry on the **HOTTEST** setting. Do not return the clean clothing and bedding to your room until after your room treatment is finished or to a new room if you are relocated. Put all laundered clothes in new plastic bags.
6. Bathe and wash the clothes you are wearing and wear clean clothes you just washed.
7. Repeat the washing and drying of clothes for each bed bug treatment.
8. If your manager does not respond to your complaints about bed bugs, call the **San Francisco Department of Public Health** at: **Main: (415) 252-3800**

## BEDBUG ADDENDUM

This document is an Addendum and is part of the Rental/Lease Agreement, dated \_\_\_\_\_ between \_\_\_\_\_  
(Date)

West Coast Property Management Company, as authorized Agent for Owner "Owner/Agent" and  
(Name of Owner/Agent)

\_\_\_\_\_  
(List all Residents as listed on the Rental/Lease Agreement) "Resident" for the

premises located at \_\_\_\_\_.

It is our goal to maintain the highest quality living environment for our Residents. The Owner/Agent has inspected the unit prior to lease and knows of no bedbug infestation. Residents have an important role in preventing and controlling bed bugs. While the presence of bed bugs is not always related to personal cleanliness or housekeeping, good housekeeping will help control the problem by identifying bed bugs, minimizing an infestation, and limiting its spread. It is important to underscore that travelers are mainly responsible for the transfer of bed bugs.

Resident(s) represent(s) that all furnishings and other personal property that will be moved into the unit are free of bedbugs.

\_\_\_\_\_ (Resident initials)

\_\_\_\_\_ (Resident initials)

\_\_\_\_\_ (Resident initials)

\_\_\_\_\_ (Resident initials)

Resident agrees to maintain the premises in a manner that prevents the occurrence of a bedbug infestation in the premises. Resident agrees to uphold this responsibility in part by complying with the following list of responsibilities:

1. Resident shall practice good housekeeping, including the following:

- Resident shall **check for hitch-hiking bedbugs**. If you stay in a hotel or another home, inspect your clothing, luggage, shoes, and belongings for signs of bed bugs *before* you enter your apartment. Check backpacks, shoes, and clothing after visits to friends or family, theaters, or after using public transportation. After guests visit, inspect beds, bedding, and upholstered furniture.
- Resident shall **remove clutter**. Bed bugs like dark, concealed places, such as in and around piles of clothing, shoes, stuffed animals, laundry, especially under the bed and in closets. Reducing clutter also makes it easier to carry out housekeeping.
- Resident shall **keep the unit clean**. Vacuum and dust regularly, particularly in the bedroom, being especially thorough around and under the bed, drapes, and furniture. Use a brush attachment to vacuum furniture legs, headboard, and in and around the nightstand. While cleaning, look for signs of bed bugs, and report these immediately.
- Resident shall **arrange furniture to minimize bed bug hiding places**. If possible, keep beds and upholstered furniture several inches away from the walls. Bed bugs can jump as far as three inches.
- Resident shall **cover mattresses and box springs with zippered covers that are impermeable to bed bugs**. These are relatively inexpensive, and can prevent bed bugs from getting inside the mattress, their favorite nesting spot. The covers will also prevent any bugs inside from getting out; they will eventually die inside the sealed cover (though this may take many months). Thicker covers will last longer.
- Resident shall **avoid using appliances, electronics and furnishings that have not been thoroughly inspected for the presence of bedbugs**. Make sure that the electronics, appliance, or furniture company has established procedures for the inspection and identification of bedbugs or other pests. This process should include inspection of trucks used to transport appliances, electronics, or furniture. Never accept an item that shows signs of bedbugs. Never take discarded items from the curbside.



2. Resident shall report any problems immediately. Specifically, Resident shall:

- **Report any signs of bed bugs immediately.** Do not wait. Even a few bugs can rapidly multiply to create a major infestation that can spread from unit to unit.
- **Report any maintenance needs immediately.** Bed bugs like cracks, crevices, holes, and other openings. Request that all openings be sealed to prevent the movement of bed bugs from room to room.

3. Resident shall cooperate with pest control efforts.

If your unit (or a neighbor's unit) is infested with bed bugs, a pest management professional may be called in to apply pesticides. The treatment is more likely to be effective if your unit is properly prepared. Resident shall comply with the recommendations from the pest management professional, including:

- **Removing all bedding** (bed skirts too), drapes, curtains, and small rugs; bag these for transport to the laundry or dry cleaner.
- **Checking mattresses carefully;** those with minimal infestation may be cleaned, encased in vinyl covers, and returned to service. Heavily infested mattresses are not salvageable; seal these in plastic and dispose of them properly.
- **Emptying dressers, nightstands, and closets.** Remove all items from floors and surfaces. Inspect every item for signs of bed bugs. Using sturdy plastic bags, bag all clothing, shoes, boxes, toys, stored goods, etc. Bag washable and non-washable items separately. Take care not to tear the bags, and seal them well. Used bags must be discarded properly.
- **Vacuuming floors,** including inside closets. Pay special attention to corners, cracks, and dark places.
- **Vacuuming all furniture,** including inside drawers and nightstands. Vacuum mattresses, box springs, and upholstered furniture, being sure to remove and vacuum all sides of loose cushions, as well as the undersides of furniture.
- **Carefully removing vacuum bags,** sealing bags in plastic, and discarding.
- **Cleaning all machine-washable bedding drapes, clothing, etc.** Use the hottest water the machine provides, and dry at highest heat setting. Take other items to a dry cleaner, but be sure to advise the dry cleaner that the items are infested. Discard any items that cannot be decontaminated.
- **Moving furniture toward the center of the room,** so that technicians can easily treat carpet edges where bed bugs congregate, as well as walls and furniture surfaces. Be sure to leave easy access to closets.

4. Resident agrees to indemnify and hold harmless the Owner/Agent from any actions, claims, losses, damages, and expenses, including, but not limited to, attorneys' fees that the Owner/Agent may sustain or incur as a result of the negligence of the Resident or any guest or other person living in, occupying, or using the premises.

The undersigned Resident(s) acknowledge(s) having read and understood the foregoing:

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident

**Note:** For information about bedbug identification and infestation, please visit:  
<http://www.cdph.ca.gov/HealthInfo/discond/Documents/bedbugsbite.pdf>



## Tenant Guidelines For Unit Preparation Prior To Bed Bug Treatment

Expectations <sup>1, 2, 3, 4</sup>	What Do I Have To Do?	Need Help? Refer to “Resources to Assist Tenants with Unit preparation” or “Resource for Resolution of Housing Dispute”:
1. Cooperate with owner, operator or property manager and pest control operators (PCO) to access your unit	<ul style="list-style-type: none"> <li>You must grant entry to the owner or operator or property manager or PCO upon receiving notification of intent to inspect or treat for bed bugs.</li> </ul>	<ul style="list-style-type: none"> <li>Behavioral/Mental health support: Page 5. Or</li> <li>Handout, “Resources for Resolution of Housing Disputes”.</li> </ul>
2. Making space for PCO to treat unit	<ul style="list-style-type: none"> <li>You must move items away from the wall and clear clutter to provide access.</li> </ul>	<ul style="list-style-type: none"> <li>Home help and house cleaning assistance: Page 4 (A, B).</li> </ul>
3. Complete required treatment before discarding items	<ul style="list-style-type: none"> <li>You should not remove any item from the unit until treated and advised by PCO to do so. Items to be discarded must be treated first, then bagged and labeled as bed bug infested.</li> <li>You should leave items - such as TV’s, radios - in the room for alternative treatment methods by the PCO.</li> </ul>	<ul style="list-style-type: none"> <li>Assistance with big item collection: Page 7.</li> </ul>
4. Launder clothing and bedding	<ul style="list-style-type: none"> <li>On the day of the unit treatment, you should seal all clothing and bed covers in plastic bags<sup>5</sup>, which must be provided by owner, operator or property manager, and then take sealed bags to laundromat for washing, or to area designated for pick up by laundry service.</li> <li>You must wash all clothes and bedding in HOT water and dry them in a dryer using the HOTTEST dryer heat setting.</li> <li>Make sure to wash all clothing that will be worn after bathing.</li> </ul>	<ul style="list-style-type: none"> <li>Home help and house cleaning assistance: Page 4 (A, B).</li> <li>Laundry assistance: Page 6.</li> </ul>

	<ul style="list-style-type: none"> <li>• Keep laundered clothes in new, clean and sealed plastic bags<sup>5</sup>.</li> <li>• For each subsequent treatment cycle, you must repeat the washing and drying cycle for any clothing that was not kept in sealed bags<sup>5</sup>.</li> <li>• You will return the sealed bags of your laundered clothing and bedding to your assigned unit after each treatment is completed.</li> </ul>	
5. Follow personal hygiene recommendation	<ul style="list-style-type: none"> <li>• Bathe before returning to your unit after treatment, or before entering a new unit if provided.</li> </ul>	
6. PCO instruction	<ul style="list-style-type: none"> <li>• You must not reoccupy the unit until cleared to do so by the PCO.</li> <li>• You must follow instructions provided by PCO, if different from the above, because specific treatment methods may require different preparation steps.</li> </ul>	
7. Request assistance when needed	<ul style="list-style-type: none"> <li>• You must request help from the owner, operator or property manager if there are things that you are unable to complete<sup>6,7</sup>.</li> </ul>	<ul style="list-style-type: none"> <li>• “Resources to Assist Tenants with Unit preparation”.</li> <li>Or</li> <li>• Handout, “Resources for Resolution of Housing Disputes”.</li> </ul>

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Source: *San Francisco Department of Public Health Director’s Rules and Regulations for Prevention and Control of Bed Bugs<sup>8</sup>* – Preparation for Treatment Subsequent to Confirmation of Infestation.

1. **Tenants 3.1:** “Tenants shall be responsible for fulfilling tenant-responsibilities for unit preparation before the scheduled treatment, as described in the Pest Control Operator - provided pre-treatment checklist. Tenants shall be responsible for management of their belongings, including but not limited to clothing and personal furnishings.”
2. **Tenant 3.2:** “Tenants who are not able to fulfill their unit preparation responsibilities shall promptly notify the Owner, Operator or Property Manager to request reasonable accommodation, to the extent that is required by local, state or federal law. These tenants may require assistance from the Owner, Operator or Property Manager or from public service agencies to prepare their unit or launder their clothes. Inadequate unit preparation will undermine Pest Control Operator (PCO) efforts to identify the presence of bed bugs and control an infestation.”
3. **Tenant 3.3:** “Tenants shall not remove any infested items from unit before treatment, except for bagged clothing to be laundered or specific items the PCO has ordered bagged and removed for offsite treatment.”

4. **Tenant 3.4:** "Tenants shall be responsible for laundering all clothing stored in the unit. When the PCO is ready to begin treatment, the tenant shall remove bagged clothing to be laundered. Clothes must be dried on the highest dryer heat setting for at least 30 minutes, or washed in hot water and dried for at least 30 minutes on the highest dryer heat setting and then store in a clean and sealable bag. Clean clothes can remain sealed tight in bags as long as feasible inside of the unit during subsequent treatments."
5. **Owner 3.3:** "The Owner, Operator or Property Manager shall provide tenants with durable and sealable plastic bags to be used for separate bagging of pre- and post- laundered clothing. Water dissolvable laundry bags are available for transporting infested items to the laundry room. Laundered clothing placed in a new clean plastic sealed bag will prevent re-infestation of the items. To optimize effectiveness, tenants should be advised to keep all but essential items in the sealed bags for as long as practical during the multiple treatment period."
6. **Owner 3.4:** "Owner, Operator or Property Manager shall provide all tenants, as needed, with a list of publicly supported and low-cost resources that can potentially assist with unit preparation and laundry services (see DPH-provided listing at <http://www.sfdph.org/dph/EH/Housing/BedBugs.asp>).
7. **Owner 3.5:** "Owner, Operator or Property Manager shall arrange for necessary assistance to provide reasonable accommodations (e.g. assistance with room preparation, alternative pest treatments) to tenants with medically-documented disabilities, to the extent required by applicable City and County, State and Federal law. Time extensions may be granted to Owners, Operators or Property Managers as needed for reasonable accommodation services."
8. [http://www.sfdph.org/dph/files/EHSDocs/Vector/BedBug/BedBugRegs\\_070112.pdf](http://www.sfdph.org/dph/files/EHSDocs/Vector/BedBug/BedBugRegs_070112.pdf)



## Resources to Assist Tenants with Unit Preparation

I. Home Help and House Cleaning Assistance		
AGENCIES/PROGRAMS	SERVICES	CONTACT
A. Free or share-cost program:		
Department of Aging and Adult Services: In-Home Supportive Services (IHSS) <a href="http://www.sfhhsa.org/137.htm">http://www.sfhhsa.org/137.htm</a>	<ul style="list-style-type: none"> <li>Pays home help workers to do a wide variety of home-based services - including house cleaning and domestic services - for low-income eligible families or individuals, such as seniors or disabled adults.</li> </ul> <p><u>Note:</u> Seniors or disabled adults who meet the Supplemental Security Income (SSI) asset limits but whose income exceed the SSI standard may be eligible for IHSS with a share of cost.</p>	415-355-6700
B. Fee-based cleaning programs operated by non-profit social service agencies:		
1. La Raza Day Labor Women's Collective <a href="http://www.lacolectivasf.org">www.lacolectivasf.org</a>	<ul style="list-style-type: none"> <li>Provides house cleaning service (minimum three hours per visit).</li> </ul>	415-253-5375
2. Jewish Family and Children Service Cleanerific <a href="http://www.cleanerific.org">www.cleanerific.org</a>	<ul style="list-style-type: none"> <li>Provides light or customized (light + full) cleaning.</li> </ul>	415-820-7230
3. Maintrain <a href="http://www.maintrain.org">www.maintrain.org</a>	<ul style="list-style-type: none"> <li>Provides residential vacancy and common area cleaning.</li> </ul>	415-398-3353
4. Self-Help for the Elderly <a href="http://www.selfhelpelderly.org/services/house_cleaning/index.php">http://www.selfhelpelderly.org/services/house_cleaning/index.php</a>	<ul style="list-style-type: none"> <li>Provides house cleaning service on a weekly or bi-weekly basis (minimum 4 hours per visit) or temporary one-time service (minimum four hours and pay MUNI transportation fare).</li> </ul>	415-677-7600



## II. Behavioral/Mental Health Support

AGENCIES/PROGRAMS	SERVICES	CONTACT
<p>A. Community Behavioral Health Services (CBHS), San Francisco Department of Public Health <a href="http://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/default.asp">www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/default.asp</a></p>	<ul style="list-style-type: none"> <li>Offers a full range of specialty behavioral health services provided by a culturally diverse network of community behavioral health programs, clinics and private psychiatrists, psychologists, and therapists.</li> </ul> <p><b>Other helpful information:</b>  <b>Psychiatric Emergency Services:</b>  Provides psychiatric crisis intervention, medical and counseling services.</p> <p><b>DPH- Mobile Crisis (adults 18 &amp; over):</b>  Provides psychiatric crisis intervention.</p> <p><b>Comprehensive Child Crisis:</b>  Provides psychiatric crisis intervention, medical and counseling services.</p>	<p>24-Hour Access Hotline: 415- 255-3737 888-246-3333 TDD (888) 484-7200</p> <p>415-206-8125</p> <p>415-355-8300</p> <p>415-970-3800</p>
<p>B. Mental Health Association of San Francisco <a href="http://www.mentalhealthsf.org">www.mentalhealthsf.org</a></p>	<ul style="list-style-type: none"> <li>Provides information and referrals on mental health including information on cluttering issues as well as referrals to independent clutter organizers.</li> <li>Provides one-on-one conversation and support through responders of <b>Peer Response Team</b> who have personal experience with collecting and difficulty discarding objects.</li> </ul>	<p>415-421-2926 (Main)</p> <p>415-421-2926 ext. 314 email: <a href="mailto:john@mha-sf.org">john@mha-sf.org</a></p>

### III. Laundry Assistance

AGENCIES/PROGRAMS	SERVICES	CONTACT
A. SRO Collaborative :	<ul style="list-style-type: none"> <li>Provides free laundry services for SRO tenants.</li> </ul> <p><u>Note</u>: Laundry services have not been guaranteed for future funding.</p>	
1. Central City SRO Collaborative <a href="http://www.ccsro.org">www.ccsro.org</a>		415- 775-7110
2. Chinatown SRO Collaborative <a href="http://www.chinatowncdc.org">www.chinatowncdc.org</a>		415-984-1457
3. Mission SRO Collaborative <a href="http://www.dscs.org">www.dscs.org</a>		415-282-6209 415- 282-3078 (Spanish)
4. SRO Families United Collaborative <a href="http://www.chinatowncdc.org">www.chinatowncdc.org</a>		415- 346-3740, ext. 316

#### IV. Assistance with Curbside Big Item Collection (BIC)

AGENCY/PROGRAM	SERVICES	CONTACT
<p>Recology SF  <a href="http://www.recologysf.com">www.recologysf.com</a></p>	<ul style="list-style-type: none"> <li>Provides residential customers two no charge curbside BIC per calendar year.</li> <li>Provides multi-family owners/operators one no charge residential curbside BIC for each building per calendar year.</li> <li>Provides each unit within a multi-family apartment building one no charge residential curbside BIC per calendar year.</li> </ul> <p><u>Notes:</u></p> <ol style="list-style-type: none"> <li>Owner or operator or property manager must contact Recology to manage disposal.</li> <li>Recology has different BIC policies for residential rate and commercial rate customers.</li> <li>Tenants of Single Residential Occupancy (SRO) Hotels may also contact Recology for instructions and advice.</li> </ol>	<p>Customers of Recology Sunset Scavenger: 415-330-1300</p> <p>Customers of Recology Golden Gate: 415- 626-4000</p>