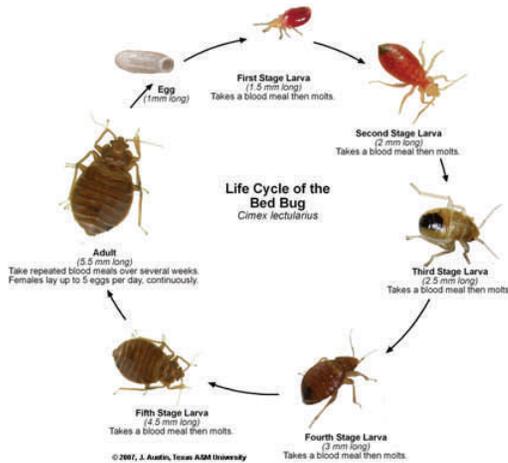


What are bed bugs?

Bed bugs are about 1/4 inch long, with reddish-brown, oval, flattened bodies. They are easily mistaken for ticks or roaches. They feed mostly at night on the blood of people and animals.



Bed bugs may be found in homes, apartments, hotels, motels, dorm rooms and modes of transportation.

Changes in modern pest control and the use of less effective chemicals are reasons for the increase of bed bugs.

Do bed bugs cause health problems?

- ó Bed bug bites can cause a skin rash in some cases
- ó Having bed bugs in your home may cause stress and embarrassment
- ó Bed bugs can cause some discomfort

Where do bed bugs live?

They can be found almost anywhere in your house or other buildings. They are found in fabric and wood, not metal or plastic. Places to look include:

- ó In mattresses and box springs (especially in the seams or creases)
- ó In bed frames and headboards
- ó Along and under the edge of the carpet (behind beds and furniture)
- ó In hardwood floors (check corners and cracks)
- ó In molding and baseboard cracks
- ó Behind picture frames and wall hangings
- ó In switch plates and outlets
- ó Under loose wallpaper and paneling
- ó In clothing stored in closets and drawers
- ó Inside clocks, phones, TV's, and smoke detectors
- ó In cloth chairs and sofas (check seams, skirts, and under cushions)

How to Prevent and Get RID of BED BUGS

If you need further information please contact your Management Office



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Bed Bugs



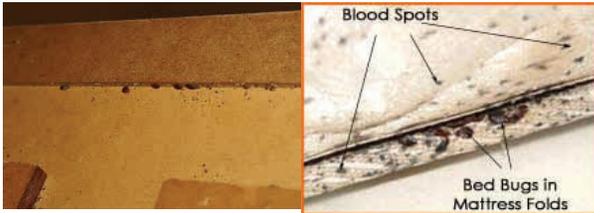
How to Prevent and Get RID of BED BUGS



340 N.11th Street
Las Vegas, NV 89101

How do you know if you have a bed bug problem?

Look closely at all bedding and bedroom furniture (mattress, box-springs, bed frame, headboard, etc.). Bed bugs may be difficult to find. You will need to look for blood or small dark spots especially in and around the seams of the mattress.



Look for any marks on your skin. You may see small bite marks in the morning. These bites may itch. Bed bugs usually bite during the night. Other bug bites can leave similar marks. Not all people who are bitten by bed bugs will have bite marks.



The chances of having bed bugs increases if you or someone in your family have traveled recently or received used furniture before noticing the bed bug marks.

Resident Policy When a resident discovers bed bugs in his/her apartment.

When a resident suspects their home may have a bed bug infestation they should do the following:

- 1) Call in a work order. (702) 922-6020
- 2) Respond to site manager call by setting up an inspection appointment.
- 3) Be present at time of appointment for exterminator inspection or give permission to enter the unit in your absence.

If it is confirmed the bed bugs exist in your apartment you must do the following:

1) Before home is sprayed for bed bugs:

- a) Vacuum all carpeting and furniture. Throw away vacuum cleaner bag when finished.
- b) Wash all clothing, linens, bedding and drapery two (2) times, using "HOT" cycle.
- c) Sweep and mop all floors (including, under beds, etc.) thoroughly.
- d) Take all items off floors (including closet floors)
- e) Remove pet food and litter box(es)
- f) Cover aquariums and turn off pump (fresh water only)
- g) Turn off air conditioning
- h) Follow any other additional instructions given to you by SNRHA staff or exterminator.

2) Leave home for 6 hours after treatment.

3) After home is sprayed for bed bugs:

- a) Do not wash floors for fourteen (14) days.
- b) Vacuum every day and change the vacuum cleaner bag after every use.
- c) Do not return infested upholstered furniture back to the apartment.
- d) Replace upholstered furniture (sofas, couches, beds, chairs) with properly tagged furniture made from new materials.
- e) Follow any other additional instructions given to you by SNRHA staff or exterminator.
- f) Any additional evidence of bedbugs must be reported immediately to SNRHA.

If this list is not followed, it could hinder the process of eliminating the bed bug problem!

How can bed bugs be prevented?

- ó Do not pick up any used furniture or mattress/box springs from the roadside or from garbage containers.
- ó If you have obtained furniture from a rental service, always check the seams and any creased areas for bed bugs.
- ó When traveling, check all motel rooms thoroughly before placing your luggage on the floor or bed.
- ó Do not sit on furniture or lay in beds where you think there may be a problem.
- ó While cleanliness is not a major factor in fighting bed bugs, it is a good idea not to have clutter around your home or in your room.
- ó Once bed bugs are in the building, they are often spread from room to room. Completely checking the problem is necessary so all areas can be treated to prevent spreading.

How to Prevent and Get RID of BED BUGS

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