BED BUG POLICY

What are bedbugs?

Bedbugs are small insects that often live on furniture and bedding. Their bites can be itchy but do not usually cause other health problems. Bedbugs can hide in many places, including on bed frames, mattresses, clothing and furniture. Travel is widely recognised as the most common source of bed bug infestation and as such, can be found in any city around the world.

Signs of bedbugs include:

- Bites – often on skin exposed while sleeping like the face, neck and arms
- Spots of blood on your bedding – from the bites or from squashing a bedbug
- Small brown spots on bedding or furniture (bedbug poo)

On white skin, bedbug bites usually look red. On black or brown skin, they may look purple and may be harder to see. Some people have a reaction to the bites. They may be very itchy and there may be painful swelling.

To reduce the risk of bed bugs we ask guests to:

- Eliminate clutter in your room to give bed bugs fewer places to hide
- Tidy all areas of your bedroom, especially the floor around/underneath your bed and beside cabinets
- Regularly vacuum your bedroom
- Regularly wash and heat dry your bed sheets, duvet covers and blankets
- Wash and dry clothes at the highest possible temperature

Tips when travelling or staying elsewhere:

- Check bed linen and mattresses for live bed bugs and small dark bloodspots
- Hang clothes in the wardrobe rather than leaving them on floors
- Avoid putting your suitcase on the bed

true Student bed bug monitoring

Our true Student accommodation teams, complete room inspections frequently throughout the academic year and are trained to identify signs of infestation and the presence of bedbugs. We work closely with a contracted pest control specialists to help safely eradicate any occurrence of bed bugs from our accommodations using a mixture of heat and chemical treatment.

What to do If you are concerned you have bed bugs

Any guest concerned that they may have bedbugs, must inform the onsite team **immediately without delay**. Rest assured; an outbreak does not reflect on your standards of cleanliness in any way.

DO NOT clean your room or belongings until an inspection is undertaken to determine if there are any signs of bed bugs present, If possible, you should try to retrieve a sample bug between clear tape and plain paper for pest control to examine.

Once reported to us, the onsite team will:

1. **Arrange for a team member to visit to inspect the bedroom without delay**

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- Once reported and inspected – A pest control specialist is usually in attendance within 24 hours.
- Guests are instructed **NOT** to relocate to any other room until their room can be inspected. This is **CRUCIAL** to prevent potential further spread of bed bugs if they are found to be in your room/belongings.
- While not required, tenants are encouraged to be present during the inspection by pest control.
- Guests may not, at any time, deny pest control or true team members access to their living spaces (including bedrooms, common area, kitchen, bathroom, etc.) Students will be given reasonable notice of any inspection/works required to be undertaken

2. If pest control cant find evidence of bed bugs

- Pest control will not treat your room if there is no evidence of bed bugs present; however, a glue card may be installed to monitor activity over a 5-7 day period. Guests will be asked to continue monitoring their living space, and to notify the true Student team immediately if there are further concerns. Pest control will re-visit after 5-7 days to inspect and remove the monitor If this has been installed.

3. If pest control confirms the presence of bed bugs

- If pest control confirms bed bugs are present in the bedroom, true Student will provide the affected guest(s) detailed instructions required for the treatment required and advice on the laundering of personal items.
- Guests should notify true Student of any allergies or medical conditions that could be aggravated by the treatment process
- Treatment will normally be actioned within 24 hours and in most cases, without a need to relocate affected guests.
- Bed bugs are a serious community issue, and early intervention is essential to control the spread of infestation.
- **ALL** guests are expected to comply with instructions given to them within 24 hours once bed bugs have been confirmed within their living space