



Interior Pest Control Policy

Resolution 03-18-39; Adopted March 23, 2018

WHEREAS, it is the resident's responsibility to eradicate pests in an individual manor; however, there is no formal policy in place to address such matters; and,

WHEREAS, establishing a policy would enable staff to efficiently and effectively administer pest eradication measures should the need arise, including multi-unit building infestation, as well as effectively set an expectation level for residents regarding responsibilities on pest control issues in their manors.

NOW THEREFORE BE IT RESOLVED, March 23, 2018, that the Board of Directors of this Corporation adopts an Interior Pest Control Policy as attached to the official minutes of this meeting; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.



Interior Pest Control Policy
Resolution 03-18-39; Adopted March 23, 2018

1.0 PURPOSE & SCOPE

1.1 PURPOSE

The purpose of this document is to define the policies of Third Laguna Hills Mutual (TLHM) regarding the treatment and control of pests within the dwelling units.

1.2 SCOPE

Interior pests within the dwelling units incorporated within this policy include, but are not limited to, ants, bed bugs, cockroaches, spiders, fleas, and ticks “interior vermin”. Exterior pests include, but are not limited to, termites, bees, wasps, and rodents “exterior vermin”.

2.0 RESPONSIBILITIES

2.1 INTERIOR PESTS – Individual Manors

Members shall be responsible for controlling pests inside of the manor and interior vermin. Members must comply when a 72-hour eradication notice is sent by the Maintenance and Construction Division (M&C Division). Member(s) must provide proof of eradication from a certified pest control company.

2.2 INTERIOR PESTS – Multiple Manors

In the event of multiple unit interior infestations in a building which requires to have all pests eliminated simultaneously, TLHM may take responsibility for administration, scheduling, and execution of the treatment(s); however, the individual Member(s) determined to be the source of the infestation shall reimburse TLHM for costs incurred to perform treatment(s).

2.3 INTERIOR PESTS – Wood-destroying insects

TLHM shall continue to take responsibility for the treatment of termites affecting Mutual-controlled property within Manors.

2.4 EXTERIOR PESTS

TLHM shall continue to be responsible for controlling exterior vermin inhabiting Mutual-controlled property.

3.0 PROCEDURE

3.1 Residents are required to report any possible pest issue to the Resident Services Department at 949-597-4600.

- 3.2** The M&C Division will receive the information and schedule an inspection as soon as reasonably possible.
- 3.3** The M&C Division will inspect and determine if the pests are contained in the manor.
- 3.4** If the pests are contained in the manor:
- 3.4.1** The Member will contact, hire, and schedule treatment from a professional company that specializes in interior pests within 72 hours.
 - 3.4.2** The Member will need to provide the M&C Division confirmation that the treatment was performed.
 - 3.4.3** The M&C Division will follow up on eradication with an inspection.
 - 3.4.4** If the Member does not have the pest eradication completed within 5 business days, the M&C Department will take action to have the infestation eradicated professionally and the information forwarded to the Compliance Division for disciplinary action.
- 3.5** If the pests have extended beyond the manor:
- 3.5.1** The M&C Division will take action to schedule and coordinate a whole-structure tenting.
 - 3.5.2** The M&C Division will determine if the building's regularly scheduled termite tenting is within the year and have both treatments done at the same time.
 - 3.5.3** The M&C Division will follow the same notice requirements as outlined in the Pest Control for Termites Program.
 - 3.5.4** The Member who is determined to be the source of the infestation shall be noticed for a disciplinary hearing and may be held responsible for all costs associated with the whole-structure tenting treatment.

4.0 Enforcement

TLHM is authorized to take disciplinary action against a Member found to be in violation of this Policy. The Board of Directors has the authority to impose monetary fines, suspend privileges, and/or bring forth legal action upon Member who is in violation of the Governing Documents and rules. The Board of Directors also has the authority to require that the Member reimburse TLHM for any and all associated costs incurred with the eradication of interior pests.

Member is personally responsible for ensuring that the rules, regulations, and policies are followed by anyone they allow into the community. This includes any co-occupant, lessee, guest, care provider, vendor, invitee or contractor.

A complaint may be registered by calling the Security Department at 949-580-1400 or anonymously via the Compliance Division at 949-268-CALL or compliance@vmsinc.org.