

Estates and Facilities Bed Bug Protocol

In the last several years the UK, London in particular, has seen a rise in the occurrence of bed bugs. Unfortunately our campus is not immune to this problem. While dealing with bed bugs can be frustrating and exhausting, it is possible to rid them from your residence. St Marys University works closely with a contracted pest control specialist to help safely eradicate any occurrence of bed bugs from our campus using a mixture of heat and chemical treatment.

Any student concerned about his or her residence having bed bugs should contact Estates & Facilities on 020 8240 4036 (Email fmhelp@stmarys.ac.uk) Monday – Friday 8:00 – 5:00 or the Accommodation Service on **020 8240 4034**(Email: accommodation@stmarys.ac.uk) ,Out of normal working hours and at weekends please contact the Resident Mentor for your location or Security on **020 8240 4335**

Students suspecting bed bugs should not clean their room or belongings until an inspector can determine if there are any signs of bed bugs present, If possible, students should try to retrieve a sample bug between clear tape and plain paper for pest control to examine.

1. The University's Pest Controller should inspect the residence.

- Once reported to Estates & Facilities, pest control is usually in attendance within 24hrs. Students are therefore asked not to relocate to any other room until their room can be inspected. This is **CRUCIAL** so that we can prevent the spread of bed bugs if they are found to be in a student's room and belongings.
- While not required, students are encouraged to be present during the inspection by pest control.
- Students may not, at any time, deny pest control or facilities staff access to their living spaces (including bedrooms, common area, kitchen, bathroom, etc.) Students will be given reasonable notice of any inspection

2. If pest control cannot find any evidence of bed bugs....

- Pest control will not chemically treat the 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. The student will be asked to continue monitoring their living space, and to notify [Facilities Helpdesk](#), or the Resident Mentor immediately if there are further concerns pest control will re-visit after 5-7 days to inspect and remove the monitor

3. If pest control confirms the presence of bed bugs....

- If pest control concludes that bed bugs are present in the residence, Housekeeping will provide the affected student(s) with detailed instructions for the removal and laundering of their personal items.
- Estates & Facilities will provide students with apocopate bags and cover the cost of reasonable laundry by providing a pre-paid card to the campus washeteria
- Students should notify the Accommodation Services 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 the student.
- Bed bugs are a serious community issue, and ALL students are expected to comply with instructions given to them within 24 hours once bed bugs have been confirmed within their living space

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