

CSW Associates Roanoke, LC

Pest Control Policy

CSW regularly treats pests and nuisance animals using a professional pest control provider. This policy statement provides a general description of CSW's pest control activities, how to report specific observations of pests and nuisance animals, and the certain instances in which the Lessee(s) will be responsible for pest control treatment costs.

Pest Control

CSW maintains a pest control contract with a professional vendor. Pest Control Treatment visits are regularly scheduled on the second and fourth Thursday of each month. Emergency treatments for some infestations may be scheduled as needed. The exterior of each building is treated on a regular schedule. Spraying or treating inside the apartment is not done unless there is a specific problem reported in that apartment. Tenant is obligated to call CSW to address any issues – tenants may NOT treat any pest control issues, either themselves or by using outside vendors. On occasion, CSW, at the company's sole discretion, may require inspection or preventative treatment in apartments that have not reported a concern. Unless you request pest control treatment, or waive the notice requirement, you will receive at least 48 hours advance notice prior to a pest control treatment.

Requirement to Report and Comply

It is each Lessee's and Occupant's responsibility to promptly report any pests, infestations, or any pest control issue in the apartment, on the patio, or in a common area. Prompt reporting is critical to effective handling of any pest issue. Please call the Main Office immediately at (540) 989-3653 to report any issues or sightings. If possible, where you may have killed or captured a pest, secure it in a Ziploc® bag (or the equivalent) so the pest control technician can conclusively identify the pest and treat accordingly.

Negligence in maintaining the premises (for example, cleanliness or excessive boxes), or failure in reporting any pest control issues, as well as the infestation of certain types of pests (as outlined below) may result in treatment costs being billed to the Lessee.

Lessee(s) must also ensure compliance with any instructions or directives associated with pest control.

Bed Bugs

Bed bugs require special treatment and are expensive to eradicate. In general, lessees, occupants and guests/invitees can cause the introduction of bed bugs into a particular apartment (or any adjoining areas); as a result, the lessee(s) are responsible for all costs of eradication of bed bugs. Be extremely cautious when traveling or if purchasing any second-hand bedding, flea market items, used furniture, etc. Prompt reporting is critical to limit the extent of issues. The tenant is responsible for the cost of eradication.

Fleas

While CSW welcomes animals, there are specific responsibilities required of residents when you choose to have an animal. Any flea infestation (to the resident's apartment or other adjacent areas) is the responsibility of the Lessee associated with the animal. The tenant is responsible for the greater of \$50 per flea treatment or the actual amount charged by the outside vendor.

Roaches, Mice, Ants, and Similar Pests

Common pests such as roaches, mice, ants, flies, centipedes, and spiders will be treated when reported. CSW, at its own discretion, will determine if the Lessee's (or occupant's/guest's) negligence or intentional behavior caused, contributed to or compounded the issue. Failure to report an issue, failure to store food properly, or failure to otherwise maintain in the premises in a clean and orderly manner may cause the Lessee(s) to be responsible for treatment of his/her apartment and any adjacent areas as necessary.

Mosquitos or Other Similar Pests

Due to the recent increase in diseases carried by mosquitos, Lessees must manage and eliminate any standing water in the patio or balcony area. Due to the health risks to the entire community, bird baths and any item that holds/is holding standing water are not permitted on CSW premises.

Feral or Stray Cats, Groundhogs and the Like

Nuisance animals such as feral or stray cats, groundhogs and the like will be trapped and removed to an animal control facility. **The feeding of feral or stray cats, groundhogs, or the like is strictly prohibited.** As a reminder, please refer to the Animal Policy to understand the responsibility (financial and otherwise) a Lessee may have or assume by feeding a feral or stray cat or other animal. Despite the liability the Lessee may assume by improperly feeding one of the foregoing animals, CSW maintains the right to capture and remove any such animal.

Per the Roanoke City and Salem City municipal codes, CSW joins other localities in Virginia in the position that if "you feed it, you own it," and Lessee(s) assume full responsibility for its physical care and rent/fee implications.

General

The quicker any issue is reported, the easier it will be to control. A resident's failure to maintain the apartment in a reasonably clean and neat manner is a lease violation and the resulting condition is a breeding ground for pest activity and other health related issues—and the lessee(s) will be responsible for any associated charges.

Lessee(s) and any persons on CSW premises are required to fully cooperate with any pest control treatment process. Further, no one may interfere with any treatment process, including but not limited to disabling traps, releasing animals from traps, or the like.

Residents and occupants are required to report any problems immediately to mitigate the cost of treatment and prevent the spread of any problem as well as to take any action directed for pest control. For questions or concerns about any pest related issue, call CSW immediately (540) 989-3653 so that a professional technician can assess the issue and treat accordingly.

