

PROCEDURE FOR BED BUGS MANAGEMENT

If you suspect bed bugs or other pests in your home, you must report it as soon as possible via "Inquiries" on My Page in the Studentinord housing app. If you actually see the pests or you get bites you must call us directly.

- Monday - Friday 8 a.m. to 3.30 p.m. you must call the **Housing office at 0047 476 20 800**
- Outside our opening hours you must call the **security company NOKAS at 0047 992 36 464**

Personnel from Studentinord will make an inspection of your home. It is important that you contribute to prevent the spreading of pests by staying in your home. Do not remove items or clothing from your home without permission from Studentinord. Until your home is checked, you must not have visitors, and you should also be really careful about visiting others. Bed bugs are not dangerous, but it can be uncomfortable, and getting rid of it is expensive.

INSTRUCTIONS IF BED BUGS ARE DIAGNOSED

If bed bugs are found in your home, you must follow a clear instruction from Studentinord. We will help you move into a new and clean home, and we will process all your assets.

1. Stay in your home

Bed bugs are not dangerous, but we understand that it can be uncomfortable. Until your new home is ready, you must stay calm in your home, and do not remove items or clothing without permission from Studentinord. You cannot have visitors.

2. We help you with all the necessary equipment

Your possessions must be packed and ready for treatment. You will get plastic bags, plastic boxes, laundry bag, and other necessary equipment from Studentinord. Only Studentinord are allowed to move anything out of the home. This is very important to prevent spreading.

3. What to pack where

- a) Get two sets of clothes into the laundry bag. The clothes have to endure washing at 60°C. Studentinord will wash the clothes for you and deliver them to your new home.
- b) Pack down the rest of your clothes in the black plastic bags, including outerwear. Make sure the bags are only half full, as they will be taped / tied. Everything in the bags must endure freezing to -25°C. Talk to Studentinord personnel if you have questions.
- c) Studentinord examines your mobile phone, charger, books, PC and toiletries, and decide if any of this can be transferred to new housing directly, or whether it needs treatment.
- d) All other assets must be securely wrapped in plastic boxes or bags.

4. You must shower before you can enter your new home

Studentinord prepares a new home/room for you. When you are finished packing, you will receive disposable clothes, and you will need to shower and wash your hair before being followed to a new home. You can not wear clothes under your disposable clothes.

5. The new home/room

At the new home/room you will receive clean linen, duvet and pillow. When your two sets of clothes are washed and dried we will bring this to you.

6. Treatment of assets

Studentinord ensures that all items are properly processed and treated. Clothes and assets must be frozen at -25°C for a minimum of 72 hours. Assets that cannot withstand frost are

treated at approx. 50°C for 4 hours. It will be about 4 days before all your assets are processed and you get them back. The pest control company handles the infested room or area properly.

Studentinord requires that you follow this procedure to limit / prevent the spread of bed bugs, and so that the process of removing bed bugs will be effective and transparent. **If this procedure is not followed and bed bugs are discovered in the new home after the transfer, all costs associated with the removal of bed bugs, and the treatment of the new home, may be charged the resident in full..**

The procedure is read and understood by the resident:

Place / date: _____

Sign. resident: _____ Sign. Studentinord: _____

GENERAL INFORMATION ABOUT BED BUGS

You may find more information about pests and bed bugs at <https://www.studentinord.no/Bedbugs-and-other-pests> or www.rentokil.no/veggedyr

How to prevent bedbugs from spreading

They are usually transported into the home in clothes, baggage or furniture. Given their size, the bed bugs are well suited for travelling.

Second-hand / vintage furniture / inherited furniture

Bed bugs can also be found in second hand furniture. Examine the furnitures closely before bringing them into your home; look particularly in small cracks, the mattress seams and in cavities.

Staying at a hotel

Spending a night in a hotel with bed bugs is the most common way of spreading bed bugs.

- Check for small, dark spots on the bedsheets, the mattress and the bed frame before you unpack your suitcase.
- Keep the suitcase in the middle of the floor or preferably in the bathroom if there is room for it. Keep the suitcase closed as much as possible during your stay.
- Inform the hotel employees about if you get any suspicions of bed bugs.
- Consider whether you should freeze or heat treat your belongings before you arrive home.

Visiting friends and neighbours

If you get bed bugs in your home you must avoid bringing clothes, suitcases or furniture to hotels or other homes. This is very important to prevent the spreading.

Bites from bed bugs

It is difficult to identify a bite from a bed bug. You should be aware of certain characteristics and the time when the bites appear. The good news is that bed bugs are not known for spreading diseases, and that the bites usually don't hurt. But getting bit may cause stress, and in some cases itching marks on the skin.