Integrated Pest Management Program — Multifamily & Property Management

- **Industry:** Apartment communities and similar multi-unit residential property
- **Version / date:** November 11, 2026
- **Prepared by:** Prudential Pest Management, LLC
- **How to use this document:** This is the company's default IPM program for this industry. Your account's Virtual Logbook provides the site-specific details: property name and address, how the buildings are used, pest history, layout and monitor map, the named property or account contact, and the service schedule in your agreement. Your service agreement sets the actual schedule and the services that are included. This document does not add coverage or change that agreement.
- **Pests typically in scope:** ants; cockroaches; house mice and rats; occasional invaders; flies in trash and laundry rooms; stinging insects at entries, playgrounds, and dumpsters (including honey bees and bumble bees when a stinging-insect service is on the account)
- **Pests typically out of scope (may be available as a separate service under its own agreement):** termites and other wood-destroying insects; bed bugs; nuisance wildlife such as raccoons, squirrels, and bats. Birds are not covered by this program. Our applicators are MDARD-certified in categories 7A General Pest Management, 7B Wood Destroying Pest Management, and 7F Mosquito Management. Wildlife work is done under Michigan DNR Wildlife Damage and Nuisance Control Permit #GC225.

A multifamily property is made up of private residences plus common areas and, often, a management office. Leasing offices, clubhouses, and other areas open to the public may be a "commercial building" under Michigan rules (R 285.637.1(d)). Individual apartments are private residences. If we make a broadcast, foliar, or space insecticide application in a commercial area (other than a general-use ready-to-use product), we provide the required sign and the property posts it at the primary entry for at least 48 hours. When the property is acting for residents, it makes the service information we provide available to residents on request (R 285.637.12(10)). Completing the company Site Evaluation page for each building, or for the property as the account is set up, is recommended so the Virtual Logbook has a consistent record.

1. Purpose and what IPM means

This program is a decision process: inspect, identify, compare findings with the thresholds, correct conditions, exclude, monitor, treat only if the plan and the label call for it, record, and follow up. Common areas, trash rooms, and individual units are not managed the same way. Unit work happens when the agreement includes it and access is provided.

2. Roles and responsibilities

Prudential technician. Inspect and monitor the agreed common areas on each scheduled visit, even when no pests have been reported. Inspect units only when access is arranged by the property. Record findings and conditions, including conditions in a unit that may affect neighboring units. Provide the service record at the visit, or, if you have approved electronic delivery in writing before service, make it available electronically within 48 hours through the GorillaDesk customer portal. Electronic delivery counts only if you can open the complete record within that time. Otherwise, we provide it at the visit.

Property manager or account contact. Arrange unit access when unit service is needed or included. Act on sanitation and exclusion recommendations in common areas, and communicate unit-level recommendations to residents or maintenance. Keep dumpsters, compactors, laundry, and boiler rooms accessible. Keep the sighting log current. Tell us about turnover units, repeated complaints, and neighboring-unit concerns.

Residents and staff. Store food in sealed containers. Take trash to the designated area and do not leave bags in hallways. Report sightings to the office. Prepare units for service as instructed (for example, clearing under sinks when a unit visit is scheduled).

3. Inspection and monitoring schedule

An initial inspection of common areas and the exterior starts the program. A typical schedule is monthly for common areas. Unit services are as the agreement provides, or when access is arranged after a report. Your service agreement sets the actual schedule.

Each scheduled common-area visit typically includes trash rooms and compactors or dumpsters, laundry, boiler and mechanical rooms, community rooms, the office, hallways and stairwells as agreed, playgrounds or entries for stinging insects, and the exterior wall line.

Monitoring devices in common areas and, where agreed, at the exterior are mapped and numbered in the Virtual Logbook. Typical devices include glue monitors and tamper-resistant rodent stations or traps where the label and the site allow.

4. Action thresholds

Start with the company's Standard Action Threshold Levels on the Site Evaluation page, and use the "Other" lines for unit or building-specific notes. These are company starting points, reviewed yearly.

- **Mice or rats, any building or unit:** any sighting or fresh evidence is action (Level 1), including proofing along the building and a check of nearby units when access is provided.
- **Cockroaches in a unit or common area:** any live German cockroach or fresh droppings is action (Level 1). Adjacent units may need to be checked when access is provided.
- **Stinging insects at entries, playgrounds, or dumpsters:** action when they threaten residents or staff.
- **Ants:** trailing into a unit kitchen is action; a few foragers in a boiler room may be monitored while we find the source (Level 2, depending on location).

- **Trash-room flies:** action starts with sanitation and door and dumpster conditions (often Level 3 unless the property tightens it).
- **Bed bugs:** not in this program's routine scope. If bed bugs are found or suspected, they are handled under a separate service. Do not treat a whole building for one bug found in a unit.

5. Customer prevention and sanitation responsibilities

- Keep compactors, chutes, and dumpster pads clean, with lids or doors closed.
- Clean laundry rooms, including under machines and around drains, on a regular schedule.
- Maintain hallways and storage rooms so they are not used for household overflow.
- Have working door sweeps on exterior doors, stairwells, and garage or basement doors.
- Communicate with residents about food storage, trash, and reporting sightings.
- Fix leaks in units and common areas promptly.
- Record sightings in the log the same day, with the building and unit number.

6. Exclusion and structural items

Mice can enter a gap larger than 1/4 inch; rats can enter a gap larger than 1/2 inch. Use metal, concrete, or hardware cloth. Foam alone is not rodent-proofing. Typical items: door sweeps, sealed utility penetrations between units and into common areas, garage and basement door gaps, and late-summer sealing for fall invaders. We will record recommended work and any repairs started.

7. Treatment approach (least-risk first)

1. **Non-chemical first.** Sanitation, exclusion, vacuuming, and trapping, including in a unit when access is provided.
2. **Targeted baits, gels, and dusts** in cracks, crevices, voids, or stations, only where the label allows the site.
3. **Limited labeled applications** when the threshold has been reached and the steps above are not enough, only where the label lists the site.
4. We do not fog occupied units, hallways, or other occupied areas.

If a pesticide is applied in a unit or on the grounds, follow the label. If residents ask about children and pets after a spray: "Per the label, keep kids and pets off the treated areas until the spray has dried. Once it's dry, they can go back out." If the label requires a longer wait, follow the label.

We do not name products in this program. Current labels and safety data sheets are available in the Virtual Logbook. Each scheduled visit includes inspection and monitoring of the agreed areas even when no activity is reported.

8. Documentation

Service records are kept in GorillaDesk. Copies are available in the GorillaDesk customer portal and the Virtual Logbook. The portal is a delivery channel, not the official record. Prudential keeps its official

application records at its place of business, as Michigan rules require. Each visit record includes the site address and date; target pests and numbers found (or that none were found); conditions that support pests; recommendations; structural or habitat changes started; and, if a pesticide was used, the product name, amount, location, method, and the other application details Michigan rules require for products that are not ready-to-use, plus the applicator name and the company name and emergency telephone number.

Records are provided to the property contact at the visit, or, if you have approved electronic delivery in writing before service, are made available electronically within 48 hours through the GorillaDesk customer portal. Electronic delivery counts only if you can open the complete record within that time. Otherwise, we provide it at the visit. Retention is at least 1 year for general-use products and at least 3 years for restricted-use products. Unit numbers should be recorded when a unit is inspected or treated.

9. Communication

Residents report sightings to the property office; the office enters them in the sighting log and contacts us when service is needed. After each visit, the technician will leave or post findings and conditions for the property contact, including any unit-level recommendations to pass along. Contact the office if a problem appears between visits.

10. Annual review

At least once a year we will review records, open conditions, thresholds, and the site description with the property contact, and update the program if buildings or practices have changed.

Confirm labels, notices, and current MDARD rules before use.