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Brookline Housing Authority

Working Together to Keep Homes Pest-Free

The Brookline Housing Authority (BHA) wants every resident to have a clean, safe, and comfortable home, and we are committed to fighting pests in our housing. Pest control works best when BHA staff, pest control professionals, and residents work together as a team.

What BHA does:

BHA contracts with a professional pest control company ([B&B Pest Control](#)). B&B comes on site **every Wednesday**. They inspect and treat units where residents have reported pest activity as well as common areas. B&B may also do full-building treatments or other follow-ups on Fridays, as directed by the BHA.

BHA Property Managers accompany the pest control technician on their rounds. The Property Manager will ask you about pest activity and will leave a form with a brief report and next steps with you, or on inside of your door if you are not present.

B&B and BHA also inspect ALL apartments for pest activity twice a year.

In severe or recurring cases, especially involving roaches, BHA may schedule treatment for a group of units or an entire building to make sure the problem is fully addressed. BHA will generally give at least seven days' notice for a mandatory full-building treatment to give residents time to prepare.

Typical Treatment Plans

- Mice: mousetraps, bait boxes, filling holes with mesh.
- Roaches: gel bait for light infestation but often requires spraying and fogging after preparation by resident. The technician will focus on warm and moist areas, including behind fridges, cupboards, bathrooms, and other areas of activity. Residents must prepare by emptying cabinets and should be out of their apartment for at least 4 hours.
- Rats: bait boxes, vegetation control, filling burrows.
- Ants: Eradication ant nests, spray treatment.
- Bedbugs: Chemical spray treatment.

How You Can Help

Report Problems Right Away

If you see mice, rats, roaches, bed bugs, ants, or any other pests, **please report to the BHA immediately**. You can report by phone at 617-277-1884 or by email to maintenance@brooklinehousing.org.

Reporting puts you on the list for treatment the following Wednesday. Reporting pests early helps stop them from spreading to other apartments and makes treatment more successful. Do not wait for the problem to get worse.

If pests come back, please report them again. We understand that repeated reporting, prep, and treatment can be frustrating, but we can only address problems we know about it.

Prepare for Treatment

Residents must follow the preparation instructions they receive for scheduled treatment. Depending on the type of pest, this may include:

- Emptying kitchen or bathroom cabinets;
- Moving furniture and belongings away from walls;
- Reducing clutter;
- Cleaning areas where pests have been seen;
- Securing or removing pets as directed;
- Providing access to all rooms that need treatment; and
- Leaving unit for up to four hours.

Proper preparation helps pest control treatments work safely and effectively. If an apartment is not prepared or staff cannot enter the unit, treatment will not be work and additional visits may be needed. Additionally, failing to grant access or prepare for treatment after proper notice is a lease violation.

Let Us Know If You Need Help

We understand that some residents have difficulty preparing for treatment because of age, disability, health concerns, or other challenges. BHA also stocks packing supplies (contractor trash bags) to help with pest preparation.

If you need assistance, please contact your Property Manager as soon as possible. BHA will work with you and Resident Services to find solutions so treatment can move forward successfully.

What Residents Can Do Every Day

You can help prevent pests by:

- Keeping food in sealed containers;
- Taking out trash regularly;
- Cleaning spills and crumbs promptly;
- Reducing clutter;
- Reporting water leaks or moisture problems;
- **Reporting pest activity as soon as you see it.**

These simple steps help make your home less attractive to pests and support the work of our pest control team.

We All Have a Role

Successful pest control is a shared responsibility. BHA will provide upkeep of common areas, professional inspections, treatments, notices, and follow-up. Residents help by reporting problems early, preparing their apartments for treatment, and following prevention tips. By working together, we can create a healthier and more comfortable living environment for everyone.

Questions or concerns? Please contact your Property Manager for assistance.

Important notice. Translation available in property manager's office by request.

Aviso importante. Traducción disponible en oficina del administrador, por solicitud.

重要通知。物业经理办公室可应要求提供翻译。

Важное уведомление. Перевод в офисе управляющего по запросу.

Avi enpòtan. Tradiksyon disponib nan biwo administratè a sou demann.