

### **Scenario #1 Residential street in mid-Cambridge:**

- Property line issue and both neighbors had already been paying exterminators that could not resolve
- Overfeeding of birds without maintenance (5-6 feeders in back)
- Birds leaving droppings on neighbor's rear deck and property. Heavy impact deter neighbors' use of back porch (small kids).
- Rats used harborage on property to be closer to food source
- Building interior was accessible and could have resulted in infestation inside
- Came to ISD as a referral from the Public Health Department.

### **Scenario #2 Inman Square (restaurants) near residential area:**

- Rats don't observe property lines or city boundaries
- Sometimes need to inspect further from harborage activity to determine food source. Inter-municipal cooperation is critical.
- Rats home range can be as much as 500 feet
- Dumpsters with holes, against the fences used by 4 restaurants
- Poor maintenance of dumpster and barrel storage
- Dumpsters on different pick up schedule so rats always able to find food, Cross-training of restaurant inspections has helped
- Multiple property owner / management dynamic which makes good communication difficult
- Commercial building where each business is a condo and each residence above is a condo. Building had a single mgmt company, but rear of bldg had a different mgmt company.

## **Questions about municipal response**

### **Please assign a scribe for each table**

- When this complaint is reported to the BOH, which agencies or departments will be engaged in the response? (Public Works, ISD/Public Health)
- What role will each partner agency play?
- How will the lead agency (likely BOH) approach non-compliant resident or tenant? Will either party be cited?
- Are there any local ordinances or regulations that can be used to cite or ticket property owners or tenants?
- If an order to hire a pest control vendor (PCO) is given, how will acceptable treatment practices be verified? Will the inspector request scope-of-work documentation from PCO or resident?
- How does your city/town respond to resident requests for recommended pest control vendors (PCO)?