

Keeping Cockroaches and Other Pests Out of your Apartment!

Yes, there are roaches in our buildings. Cockroaches have been with humans pretty much forever. They have been around for, perhaps, 350 million years — much longer than we have — and they definitely aren't going away.

Insect pests are *everywhere* in our neighbourhood and not an issue specific to Leaside Towers. If we all do our part our landlord *will* do its part to keep bugs in our buildings under control.

Where do roaches hide?

Roaches can live anywhere they find food, water and shelter.

- They are very happy with goodies they find in your home. Among their favourite foods are bread, fruit, leather, starch (in book bindings as well as in your pantry), paper, glue, skin flakes, hair, dead insects and soiled clothing. And that's just the beginning. Think of these things as "cockroach candy".
- Roaches *always* seek darkness. You may see them scurry into hiding when you suddenly turn on a light in a dark room. A healthy cockroach will not stay still in a well lighted area.

What can I do?

Roaches don't mean you are a bad housekeeper or are "dirty". They can, and do, invade the nicest and cleanest of homes. That said, it's always better to stop roaches from getting into your home than to face getting them out. Morguard has published a list of simple suggestions to help keep your home pest free. Please click [How to Prevent Cockroaches from Invading Your Apartment](#) to view the official Morguard pest control information.

Finding one roach may not mean you have an infestation but, when you see one, more are typically hiding close-by. They can be destructive and costly and can cause health problems. Simply stated, you don't want them in your home!

Neither does your landlord! And your landlord will help you.

Morguard wants to know *immediately* if you find roaches (or other creepy-crawly critters) anywhere in your home. ***You will not be threatened with eviction and you will not receive/need to pay any bill.***

Should you see cockroaches or other insect pests (silverfish, grain beetles, ants, etc) in your apartment, you can:

- fill out a work order and deposit it at the Management Office in 85.
- use an online work order at
<https://www.rentcafe.com/residentservices/apartmentsforrent/userlogin.aspx> or use the *RentCAFE Resident* smart phone app — then click *Maintenance Request*. (Please contact the Management Office for instructions on how to set-up a *Rent Cafe* account.)

- contact Suzana in the Management Office at (416) 421-8109 ext. 27628 or email her at seskic@morguard.com

How bad is the problem?

When you report an infestation you should tell the office its size. You will typically be told to empty all of your kitchen and bathroom cupboards but this isn't always necessary. When the infestation is small the technician can use *gels* and *glue cards*. This needs very little preparation.

If you have lots of bugs running around (or if gels and glue cards don't do the job and you need a repeat visit) the technician may want to use *sprays* or *fogs*. These treatments can be extensive and may require you to empty cupboards in advance. It's a good idea to ask the office what specific areas you absolutely must empty. You can request a pre-treatment consult or advance visit from the pest control company to get this information.

They told me they must treat my whole kitchen — or my whole apartment

No getting around it, this is a big deal. You will need to leave for several hours along with all your kids and pets. All of your food should be tightly covered/wrapped and put in the fridge or, ideally, removed for the duration. Your apartment will smell for days and the chemically sensitive may feel terrible. You will likely find dead and dying bugs on your counters and floors. That's why you should discuss this thoroughly with the professionals and try to avoid it. However:

If you need the full treatment please do not refuse. Saying "yes" is important for everyone since inadequate treatment will not end the infestation.

They told me I must empty my cupboards

Emptying your cupboards and putting everything back is difficult for everyone and impossible for many. If you can't do this yourself, please ask someone (perhaps a family member, friend, or neighbor) to help out. Perhaps hire a handy person or a "Task Rabbit".

As a last resort, should you be disabled or otherwise unable to do the work and unable to get or afford help, there's no harm in asking the Management Office for assistance. Your lease doesn't require management to provide this service and there are no guarantees but it *is* in their interest to get the job done. Please be reasonable, though, and please be nice.

If you can't get help, please just do the best you can and do not refuse the treatment.

About the pest control technicians

Please don't worry about letting strangers into your home! The technicians are trained professionals. They know how to use their materials safely and they follow all current Covid precautions. If you will not be at home a Leaside Towers superintendent must (personally) let the technician into your apartment. Their job is to get the bugs out of your home and keep them out and they will not "judge" you.

I got an Advance Notice for pest removal but I haven't seen a bug

Even if you haven't reported a bug, you may receive an "Advance Notice" for a pest control visit. This usually means other apartments near, above, or below yours have been treated for an infestation.

- If you get such a notice it's a good idea to contact the Management Office, tell them you haven't seen a bug, and ask why you got the notice. While you can't be told which nearby apartments have been treated, you may be advised that treating your apartment is a precaution that can be skipped. You can always refuse a pest control visit. In this specific case **only**, feel free to decline the visit.
- **In all other cases, please cooperate.** Cockroaches that escape from a treated unit (and some will always escape) scatter within the walls, vents, and pipes and quickly find other places to hide and breed. With no visible bugs in your apartment, a simple gel/glue treatment is probably all you will need.
- If you follow the suggestions at [How to Prevent Cockroaches from Invading Your Apartment](#) and notify management immediately if you find any creepy crawlies in your home, we can keep bugs in our buildings under control. Refusing needed pest control treatments hurts everyone

What about "Common Elements" in the complex?

Morguard controls pests in all public areas according to a monthly schedule. Corridors, lobbies, elevators, garbage rooms and all amenities are treated regularly. However, we still need your help. If you notice roaches or other unwanted pests anywhere in the Leaside Towers complex, please file a work order using the same procedures available for your apartment. You should not be seeing creepy crawlies in any of these places.

Isn't spraying the entire complex the only way to get rid of roaches?

Any pest control company you contact will probably tell you this. Many residents complain frequently about bugs (to management and to the LTAA). Some want to petition management to spray the whole complex — and do it NOW! This sounds like a great idea (one that can work in a smaller building) but it isn't practical here. We live in a unique place where this ideal just isn't feasible.

There are very few situations in which a pest control treatment can be enforced when a resident doesn't want it. We have about 900 apartments housing several thousand people. While some of you find bugs repeatedly, many of your neighbours rarely, if ever, see one.

Full cooperation is the only road to success!

Consider:

- 90 floors of corridors housing 86 garbage rooms
- 12 elevators and their shafts
- 2 large laundry rooms
- 2 garbage compactor rooms

- recycling rooms, multiple maintenance rooms, private storage lockers, fan rooms, pumps, tunnels, boilers, chillers, related HVAC equipment, ventilation shafts, multiple lobby and office areas, stairways, the Leaside Club, a 1200 car garage on two levels, bicycle rooms, and more.

What is the Law?

Information below provided by *Don Valley Community Legal Services* as excerpted from *HI-RISE newspaper*

Under the *Toronto Municipal Code, Chapter 629: Property Standards* by-law, it is your landlord's responsibility to keep your rental unit free of pests, including rodents, vermin, and insects. If you notice a pest infestation in your rental unit, immediately report it to your landlord in writing and keep a copy of your letter or work order request. You should also begin keeping records of the problem. Take pictures and document things like the type of pest, where you see them, and how many there are.

Your landlord must take steps to prevent the pests from spreading and returning, but you must also cooperate with your landlord's efforts to fix the problem. More specifically, you must allow entry into your rental unit and, if necessary, prepare your rental unit for inspection and treatment. This may include having to move all your furniture away from the treatment area.

Conclusion

While Morguard wants a bug-free building as much as you do, they can't do it alone. Success requires the help of every resident. We see an almost military style challenge — a war which the bugs may be well equipped to win. It requires strategic thinking about when and where to spray—not fumigating everything in sight.

We can help by:

- reporting every unwanted pest we see
- following the hints at [How to Prevent Cockroaches from Invading Your Apartment](#) as best we can
- not refusing to treat your apartment when advised that it should be done.

We are the front line defense for keeping our homes bug free.

We hope this answers your questions and addresses your concerns. Please feel free to contact the LTAA if you want to know more. You can reach us at ltaplus2020@gmail.com

Translations Requested!

If you have the ability and time to translate this document into one of the many languages spoken at Leaside Towers, the LTAA requests your help. Please reach out to us at ltaplus2020@gmail.com