

# Persistence and thoroughness

## Temprid is the cornerstone of treatment for a stubborn bed bug job in California

For three years, using several different pest management companies, Ray Stone Inc. tried to eradicate a bed bug infestation in one of the 27 properties it manages — a 14-story, multifamily housing unit in downtown Sacramento. During those three years, the problem wasn't resolved. One year, it spent \$35,000 to solve the problem, to no avail.

"The pest management companies we hired had some success, but not to the degree we were hoping for," says Cindy Buckmaster, an administrator with Ray Stone. "None of them got rid of the bed bugs completely.

In September 2014, Ray Stone hit a breaking point.

"They said, 'This is it. We've talked to several pest control companies in town, and we're just not going to keep switching companies or products,'" recalls Jim Steed, president of Neighborly Pest Management in Roseville, Calif. "Six other companies were interviewed before us. We told them we could reach their target goal of five infested units or less in three months."

The 57-year-old building was a hotel that was converted to a multiunit residential building subsidized by the U.S. Department of Housing and Urban Development (HUD). Neighborly found hundreds of bed bugs in the rooms.

"They were everywhere," Steed says. "It was tough because of the lack of living skills. We implemented a very aggressive program with various methods, including a heat chamber that was set up in the basement of the building."

The first notable aspect of the infestation was that it was spread throughout the building, not just in particular units. All seating in the common areas had bed bugs. As such, Neighborly inspected and treated the affected units, as well as adjacent units and common areas. Each unit had varying levels of preparation and challenges.

Bayer's Temprid SC, featuring the dual active ingredients of beta-cyfluthrin and imidacloprid, was the cornerstone of success for this job. The account marked the first time Neighborly used Temprid.

"We put Temprid down on any area that was on the label," Steed says. "We could use it in a lot of places. The virtue of Temprid is that it's two chemicals in one — it provides quick knockdown and a strong residual. You get the best of both worlds in one product."

Heat was the second most-important treatment, according to Steed. Neighborly's technicians couldn't treat certain parts of furniture chemically, so they brought couches, alarm clocks, mattresses and wicker furniture down into the basement and "cooked" them. In some cases allowed by the label, they cooked certain pieces first, and then treated with Temprid.

"It took us longer than we thought," Steed admits. "But after six to eight weeks, we realized we were making a difference."

By early March, there were no bed bugs in the building.

"Our success was a combination of hard work, different strategies and products, and management's cooperation," Steed says. "Temprid really made a difference."

Buckmaster saw a difference during the first month of treatment.

"Neighborly was much more thorough, and they required more preparation from the residents, than the previous pest management companies we hired," she says. "We used green products in the past, and although they helped, they didn't do the job. We didn't want to use synthetic pesticides, but they were proven to be needed, and they did the job."

Steed says the challenge of bed bugs is that "95 percent effectiveness" is still a failure because bed bugs jobs are a pass/fail type of job, and no one is happy until they're all gone.

"You have to cover all bases, and there's no product that allows you to do that like Temprid," he says. "How can I turn to anything else now? Why would I? I've been doing pest control for 20 years, and I've never been prouder of a job. Clients are talking us up, and we're getting more business as a result of this job."



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