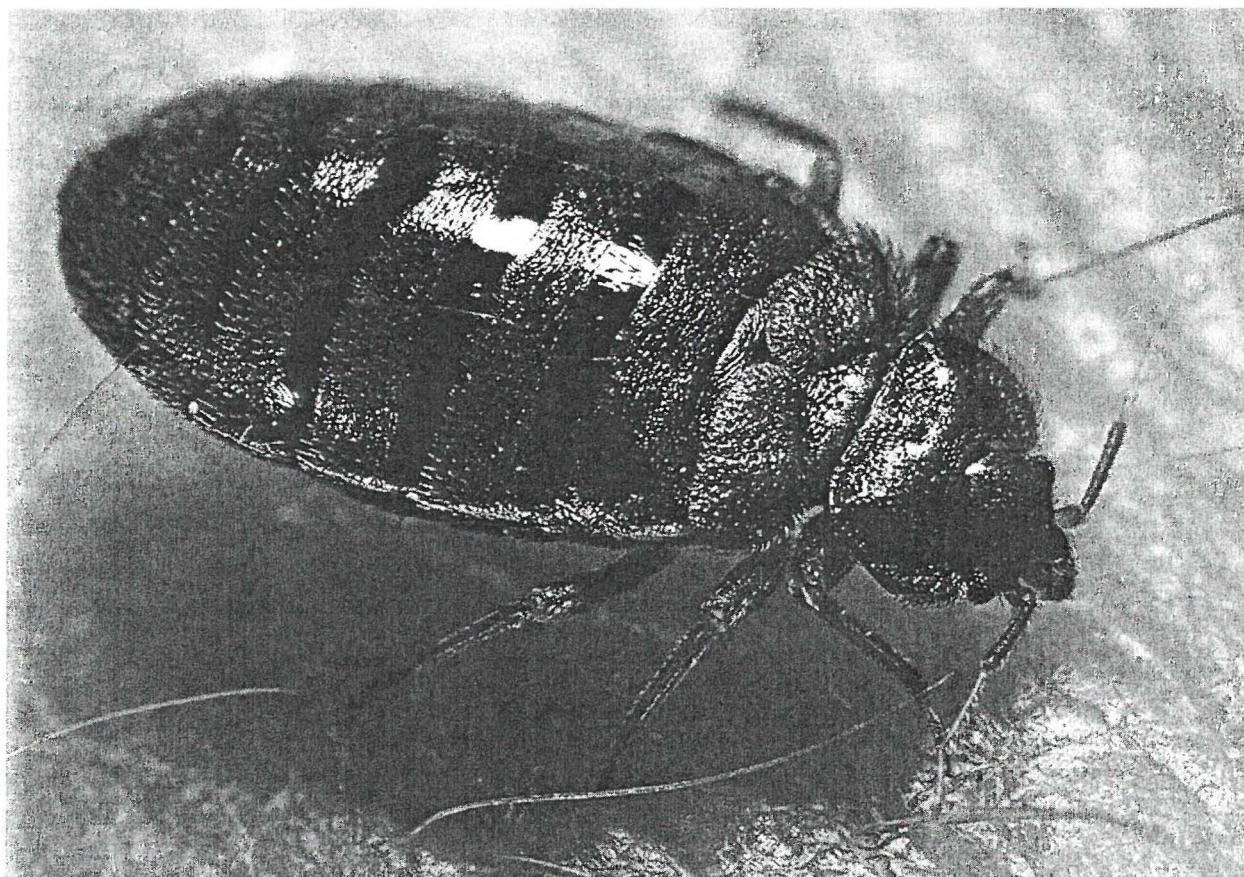


MULTIMULHA COUNTY
HOUSING
BED BUGS
S.O.S.----HELP



By: Evelyn Bross

Issues:

1. Last winter, all 11 floors of the 110 apartments were inspected by a dog to sniff for bed bugs.
2. I saw a bug in my cat's water, but was told the dog didn't find any bed bugs in my apartment. I was told that I must have carried it in from outside.
3. Before inspection, there was free laundry for 2-3 months for all tenants before the dog inspection
4. I noticed bugs in my cat water after the inspection. I told the manager about it. I was told to put the bug in a bag and give it to them. I did and they verified those are bed bugs.
5. The inspector came to my house after this, and found one on my couch. I demanded the bugs are coming from outside my apartment due to the fact they are going into my cat water.
6. Inspector went outside the hallway and started pulling the base board off. They found bed bugs inside the base board. They even saw bed bugs crawling along the entrances of other tenants doors.
7. The inspector pulled off the base board of the 8 apartment's hallway, but didn't take off the base board at the other side of the elevator from us on the same floor.
8. My floor isn't the only floor infected with bed bugs.
9. I had to drop out of college to deal with my house. I must get everything out of closets. I must also bag everything up and put them in the bathtub or kitchen.
10. I was receiving A's in my classes in the beginning of the term, but when I can't take my college books up to my house to do my homework, my grades started to suffer. I had no choice but to drop out of college for the rest of this term.
11. Garbage men came to a neighbor's house to take away a chair. I asked if they were coming to my house to get rid of belongings (couch, many clothing, towel, washcloths, books, purses, microwave stand, etc. They told me not today, but I need to bag everything up that goes in the garbage.
12. I called my property insurance. I asked if I am covered to the loss of my property due to bed bugs. The insurance agent told me no, but had a person come out to check my place out. He suited up before he came into my apartment. He recommended that I even get rid of my electric recliner besides the couch, etc.
13. The garbage men came to my apartment and they were also suited up to carry all of my belongings that I was throwing out to the dumpster. I had 7 recycle bins full of stuff I had to get rid of (besides my furniture)
14. The clothes, towels, blankets, etc. that I didn't throw out, I had to go to laundry mat and wash my clothes. I did over 30 loads of laundry.
15. Shrunken View Tower needs attention ASAP. Put them next on the list of updates before any other apartment complex. I was told it will be over one year before they get updated.



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**PREP FOR BED BUG/ROACH INSPECTION
PERIMETER TREATMENT**

January 22, 2016

Evelyn Bross
8832 N Syracuse St #417
Portland, OR 97203

Home Forward Pest Control will be doing an inspection in your unit. In order to conduct the inspection as quickly and thoroughly as possible, **please complete the following tasks:**

- Remove all items from on top and around refrigerator.
- Remove all personal items (clutter) from bed, sofas and chairs.
- Leave your bedding on your bed. Do not lift or stand up mattress and box spring.
- Ensure all floor space around the bed, sofas and chairs is clear.
- Leave enough room around the bed for pest control to lift mattress for inspection.
- For Perimeter treatment...Please request with office. Before inspection day.

****To properly inspect your bed, Pest Control has to unmake and strip your bed. ****

If you suspect that you might have bed bugs **DO NOT** remove items from your apartment. You can arrange with site staff to have infested items removed from your apartment **FREE OF CHARGE!**

Inspection Date: 2/4/2016 Time: 8:00 AM-4:30 PM

This notice serves as your 48 hour notice of entry per Section 6 of your lease:

6. RESIDENT CONSENT TO LANDLORD'S ACCESS. Resident agrees not to unreasonably withhold consent to the Landlord to enter the dwelling unit in order to inspect the premises, to show the dwelling unit for re-leasing, or to make necessary or agreed repairs, decorations, alterations or improvements. Landlord may enter the unit without consent in an emergency or at any reasonable time with at least two days advance notice or after receipt of Resident's written request for maintenance as provided in ORS 90.322.



PEST CONTROL NOTIFICATION

Date: 4/12/2016

Property: PH117

Unit # 417

Dear Resident:

Our Pest Control Technician visited your home today. We found or treated the following:

Bed bugs

Roaches

No Pests Found

If no pests were found in your home, congratulations! No further steps are needed.

If we did find pests today please find instructions attached and begin to prepare your home. It is very important that you complete the prep before we return so we are able to treat your home completely. By doing so you will reduce the number of times we return for treatment and you will be bug free sooner!

Inspection Date: Thursday April 21, 2016
8:00 am - 4:30 pm.

Please be prepared to be away from your home for 4 hours on treatment day (this includes animals). See below for more information about your pets.

Dogs, cats and other pets: Wait at least **5 hours** before bringing animals home. Make sure all chemicals have completely dried.

Birds: Wait 24 hours before bringing birds home.

Fish Tanks (Aquariums): Turn off tank pumps and completely cover tank to protect animals inside.

This notice serves as your 48 hour notice of entry per Section 6 of your lease:

6. RESIDENT CONSENT TO LANDLORD'S ACCESS. Resident agrees not to unreasonably withhold consent to the Landlord to enter the dwelling unit in order to inspect the premises, to show the dwelling unit for re-leasing, or to make necessary or agreed repairs, decorations, alterations or improvements. Landlord may enter the unit without consent in an emergency or at any reasonable time with at least two days advance notice or after receipt of Resident's written request for maintenance as provided in ORS 90.322.

If you need assistance or an interpreter to complete this form, inform staff or call the telephone number listed below.

Si necesita asistencia o un intérprete para completar este formulario, comuníquese al personal o llame al teléfono que ve más abajo.

Если вам нужна помощь или переводчик для заполнения формы, сообщите нашим сотрудникам или позвоните по указанному ниже телефону.

Nếu bạn cần giúp đỡ hoặc một thông dịch viên để điền hoàn chỉnh đơn này, hãy thông báo cho nhân viên hoặc gọi theo số điện thoại dưới đây.

BED BUG PREP SHEET

Be prepared to stay out of your home for 4 hours during and after treatment.

- Remove all bedding from beds on the morning of treatment. Bag all items before leaving unit - ask office for bags if needed.
- Put clothing in bags before removing from your apartment and use the bags to carry clothing to and from the laundry room. Wash/dry using HOT water and the HOTTEST heat setting on dryer. Place clean clothing in new clean bag.
- Keep in a separate bag or container personal items like medication, toiletries, and 5-6 sets of clothing to wear during the full treatment period. There is a series of 4 treatments.
- Remove all pets, and prepare all fish tanks (turn off air supply, wrap and cover tank). Cover or remove all house plants.
- Make sure there are no loose items or clutter on floors, around the full perimeter of the unit including the closet, around and on all beds, sofas, chairs, and all tables. Empty all nightstands, dressers, bookcases, and luggage. Clothing hanging in closets must be washed/dried and covered with plastic bags. All items on shelves in closets must be in sealed plastic bags/containers. Empty and clear off all furniture for inspection and treatment. Do not pull furniture away from wall.
- Make sure there is room for pest control staff to work. They need room to lift mattresses and box springs, and to flip and move dressers, tables, bookcases etc.
- Do not stand or lift up beds. That will spread the bugs.
- Do not remove mattresses or any items without help. If you want to get rid of items notify the office. They will put in a work order and schedule an appointment to have all unwanted items removed before or on the day of treatment. Place a label on all unwanted items and place them together in your home so it is clear to staff what items you want removed. Please do not store items in another unit. Do not give away infested items. Do not place items in the hallway.
- Bagged items may be store in your bathroom and kitchen on treatment day.
- Additional instructions: You do not need to use this prep sheet for your inspection, only if Bed Bugs are confirmed.

AFTER EACH TREATMENT:

- TAKE CAUTION. FLOORS WILL BE SLIPPERY.** Mop floors with hot water.
- Vacuum and/or steam clean carpets.
- Use a strong suction vacuum cleaner on all pictures, furniture, and decorative items to help remove bed bugs and their eggs.
- Wipe down walls, closet and shelves, with dry towels. Make sure all closets, shelves, and drawers are dry before any items are put back.
- Keep all clean fabric items in **sealed bags** in a clean area until after the last treatment. Don't mix clean and dirty clothing.
- Follow up appointments will be scheduled every 2 to 3 weeks

Home Forward Pest Control will inform you when treatments are complete.



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PEST CONTROL NOTIFICATION

Date: 7-21-14

Property: SRT

Unit # 417

Dear Resident:

Our Pest Control Technician visited your home today. We found or treated the following:

Bed bugs

Roaches

No Pests Found

If no pests were found in your home, congratulations! No further steps are needed.

If we did find pests today please find instructions attached and begin to prepare your home. It is very important that you complete the prep before we return so we are able to treat your home completely. By doing so you will reduce the number of times we return for treatment and you will be bug free sooner!

Treatment date: May 2nd

Please be prepared to be away from your home for 4 hours on treatment day (this includes animals). See below for more information about your pets.

Dogs, cats and other pets: Wait at least **5 hours** before bringing animals home. Make sure all chemicals have completely dried.

Birds: Wait 24 hours before bringing birds home.

Fish Tanks (Aquariums): Turn off tank pumps and completely cover tank to protect animals inside.

This notice serves as your 48 hour notice of entry per Section 6 of your lease:

6. RESIDENT CONSENT TO LANDLORD'S ACCESS. Resident agrees not to unreasonably withhold consent to the Landlord to enter the dwelling unit in order to inspect the premises, to show the dwelling unit for re-leasing, or to make necessary or agreed repairs, decorations, alterations or improvements. Landlord may enter the unit without consent in an emergency or at any reasonable time with at least two days advance notice or after receipt of Resident's written request for maintenance as provided in ORS 90.322.

If you need assistance or an interpreter to complete this form, inform staff or call the telephone number listed below.

Si necesita asistencia o un intérprete para completar este formulario, comuníquese al personal o llame al teléfono que ve más abajo.

Если вам нужна помощь или переводчик для заполнения формы, сообщите нашим сотрудникам или позвоните по указанному ниже телефону.

Nếu bạn cần giúp đỡ hoặc một thông dịch viên để điền hoàn chỉnh đơn này, hãy thông báo cho nhân viên hoặc gọi theo số điện thoại dưới đây.

BED BUG PREP SHEET

Be prepared to stay out of your home for 4 hours during and after treatment.

- Remove all bedding from beds on the morning of treatment. Bag all items before leaving unit - ask office for bags if needed.
- Put clothing in bags before removing from your apartment and use the bags to carry clothing to and from the laundry room. Wash/dry using HOT water and the HOTTEST heat setting on dryer. Place clean clothing in new clean bag.
- Keep in a separate bag or container personal items like medication, toiletries, and 5-6 sets of clothing to wear during the full treatment period. There is a series of 4 treatments.
- Remove all pets, and prepare all fish tanks (turn off air supply, wrap and cover tank). Cover or remove all house plants.
- Make sure there are no loose items or clutter on floors, around the full perimeter of the unit including the closet, around and on all beds, sofas, chairs, and all tables. Empty all nightstands, dressers, bookcases, and luggage. Clothing hanging in closets must be washed/dried and covered with plastic bags. All items on shelves in closets must be in sealed plastic bags/containers. Empty and clear off all furniture for inspection and treatment. Do not pull furniture away from wall.
- Make sure there is room for pest control staff to work. They need room to lift mattresses and box springs, and to flip and move dressers, tables, bookcases etc.
- Do not stand or lift up beds. That will spread the bugs.
- Do not remove mattresses or any items without help. If you want to get rid of items notify the office. They will put in a work order and schedule an appointment to have all unwanted items removed before or on the day of treatment. Place a label on all unwanted items and place them together in your home so it is clear to staff what items you want removed. Please do not store items in another unit. Do not give away infested items. Do not place items in the hallway.
- Bagged items may be store in your bathroom and kitchen on treatment day.
- Additional instructions: _____

AFTER EACH TREATMENT:

- TAKE CAUTION. FLOORS WILL BE SLIPPERY.** Mop floors with hot water.
- Vacuum and/or steam clean carpets.
- Use a strong suction vacuum cleaner on all pictures, furniture, and decorative items to help remove bed bugs and their eggs.
- Wipe down walls, closet and shelves, with dry towels. Make sure all closets, shelves, and drawers are dry before any items are put back.
- Keep all clean fabric items in **sealed bags** in a clean area until after the last treatment. Don't mix clean and dirty clothing.
- Follow up appointments will be scheduled every 2 to 3 weeks

Home Forward Pest Control will inform you when treatments are complete.



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PREP FOR BED BUG/ROACH INSPECTION PERIMETER TREATMENT

Evelyn Bross
8832 N Syracuse St #417
Portland, OR 97203

Home Forward Pest Control has inspected your unit and can confirm that we've found bed bugs. In order to prevent additional units from getting infested we ask that you **refrain from the following:**

- **Do not lift or stand up mattress and box spring.**
- **Do not store any household items on the balcony**
- **Do not bring any furniture up from the basement into your unit**

DO NOT remove items from your apartment. You can arrange with site staff to have infested items removed from your apartment **FREE OF CHARGE!**

We thank you for your patience during this process, and for your understanding that these inspections and treatments are a vital step in the process of maintaining our building in a safe and sanitary condition. If you have questions or concerns about the inspections being done, please contact the Schrunk Riverview Tower Office at 503-280-3920.

Sincerely,

Claire Kolkoski
Property Manager

If you need assistance or an interpreter to complete this form, inform staff or call the telephone number listed below.

Si necesita asistencia o un intérprete para completar este formulario, comuníquese al personal o llame al teléfono que ve más abajo.

Если вам нужна помощь или переводчик для заполнения формы, сообщите нашим сотрудникам или позвоните по указанному ниже телефону.

Nếu bạn cần giúp đỡ hoặc một thông dịch viên để điền hoàn chỉnh đơn này, hãy thông báo cho nhân viên hoặc gọi theo số điện thoại dưới đây.



NOTIFICATION FOR BED BUG/ROACH TREATMENT

Evelyn Bross
8832 N Syracuse St #417
Portland, OR 97203

Home Forward Pest Control will be doing a treatment in your unit. In order to conduct the treatment as quickly and thoroughly as possible, **please prepare your unit according to the attached Prep Sheet.**

If you suspect that you might have bed bugs **DO NOT remove items from your apartment.** You can arrange with site staff to have infested items removed from your apartment **FREE OF CHARGE!**

Treatment Date: Thursday, May 5, 2016
Time: 8:00 AM-4:30 PM

This notice serves as your 48 hour notice of entry per Section 6 of your lease:

6. RESIDENT CONSENT TO LANDLORD'S ACCESS. Resident agrees not to unreasonably withhold consent to the Landlord to enter the dwelling unit in order to inspect the premises, to show the dwelling unit for re-leasing, or to make necessary or agreed repairs, decorations, alterations or improvements. Landlord may enter the unit without consent in an emergency or at any reasonable time with at least two days advance notice or after receipt of Resident's written request for maintenance as provided in ORS 90.322.

We thank you for your patience during this process, and for your understanding that these treatments are a vital step in the process of maintaining our building in a safe and sanitary condition. If you have questions or concerns about the treatment being done, please contact the Schrunk Riverview Tower Office at 503-280-3920.

Sincerely,

Claire Kolkoski
Property Manager

If you need assistance or an interpreter to complete this form, inform staff or call the telephone number listed below.

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PEST CONTROL NOTIFICATION

Date: 5-5-16

Property: SRT

Unit # 417

Dear Resident:

Our Pest Control Technician visited your home today. We found or treated the following:

Bed bugs

Roaches

No Pests Found

If no pests were found in your home, congratulations! No further steps are needed.

If we did find pests today please find instructions attached and begin to prepare your home. It is very important that you complete the prep before we return so we are able to treat your home completely. By doing so you will reduce the number of times we return for treatment and you will be bug free sooner!

Treatment date: May 16th

Please be prepared to be away from your home for 4 hours on treatment day (this includes animals). See below for more information about your pets.

Dogs, cats and other pets: Wait at least **5 hours** before bringing animals home. Make sure all chemicals have completely dried.

Birds: Wait 24 hours before bringing birds home.

Fish Tanks (Aquariums): Turn off tank pumps and completely cover tank to protect animals inside.

This notice serves as your 48 hour notice of entry per Section 6 of your lease:

6. RESIDENT CONSENT TO LANDLORD'S ACCESS. Resident agrees not to unreasonably withhold consent to the Landlord to enter the dwelling unit in order to inspect the premises, to show the dwelling unit for re-leasing, or to make necessary or agreed repairs, decorations, alterations or improvements. Landlord may enter the unit without consent in an emergency or at any reasonable time with at least two days advance notice or after receipt of Resident's written request for maintenance as provided in ORS 90.322.

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Nếu bạn cần giúp đỡ hoặc một thông dịch viên để điền hoàn chỉnh đơn này, hãy thông báo cho nhân viên hoặc gọi theo số điện thoại dưới đây.



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PEST CONTROL NOTIFICATION

Date: 5-16-16

Property: SRT

Unit # 417

Dear Resident:

Our Pest Control Technician visited your home today. We found or treated the following:

Bed bugs

Roaches

No Pests Found

If no pests were found in your home, congratulations! No further steps are needed.

If we did find pests today please find instructions attached and begin to prepare your home. It is very important that you complete the prep before we return so we are able to treat your home completely. By doing so you will reduce the number of times we return for treatment and you will be bug free sooner!

Treatment date: May 23rd

Please be prepared to be away from your home for 4 hours on treatment day (this includes animals). See below for more information about your pets.

Dogs, cats and other pets: Wait at least **5 hours** before bringing animals home. Make sure all chemicals have completely dried.

Birds: Wait 24 hours before bringing birds home.

Fish Tanks (Aquariums): Turn off tank pumps and completely cover tank to protect animals inside.

This notice serves as your 48 hour notice of entry per Section 6 of your lease:

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Если вам нужна помощь или переводчик для заполнения формы, сообщите нашим сотрудникам или позвоните по указанному ниже телефону.

Nếu bạn cần giúp đỡ hoặc một thông dịch viên để điền hoàn chỉnh đơn này, hãy thông báo cho nhân viên hoặc gọi theo số điện thoại dưới đây.



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PEST CONTROL NOTIFICATION

Date: 5-23-14

Property: SRT

Unit # 417

Dear Resident:

Our Pest Control Technician visited your home today. We found or treated the following:

Bed bugs

Roaches

No Pests Found

If no pests were found in your home, congratulations! No further steps are needed.

If we did find pests today please find instructions attached and begin to prepare your home. It is very important that you complete the prep before we return so we are able to treat your home completely. By doing so you will reduce the number of times we return for treatment and you will be bug free sooner!

Treatment date: June 13th

Please be prepared to be away from your home for 4 hours on treatment day (this includes animals). See below for more information about your pets.

Dogs, cats and other pets: Wait at least **5 hours** before bringing animals home. Make sure all chemicals have completely dried.

Birds: Wait 24 hours before bringing birds home.

Fish Tanks (Aquariums): Turn off tank pumps and completely cover tank to protect animals inside.

This notice serves as your 48 hour notice of entry per Section 6 of your lease:

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Nếu bạn cần giúp đỡ hoặc một thông dịch viên để điền hoàn chỉnh đơn này, hãy thông báo cho nhân viên hoặc gọi theo số điện thoại dưới đây.

Parsons, Susan

From: Evelyn Bross <evelyn_bross@yahoo.com>
Sent: Tuesday, May 17, 2016 4:42 PM
To: Parsons, Susan
Subject: Re: Council Communications June 1 at 9:30 - please confirm

Dear Ms. Parsons:

I am responding to you for a request to speak at the city council meeting on June 1st. The issue I need to speak about is the housing issue. It has to do with regards of inspection of apartments. This issue deals with many tenets. People are afraid to speak up due to loosing their apartments. Others tenets are searching other places due to this issue.

Sincerely,

Evelyn Bross

On Monday, May 16, 2016 4:15 PM, "Parsons, Susan" <Susan.Parsons@portlandoregon.gov> wrote:

Dear Evelyn,

Please return this email by **Friday, 5/20** to confirm your spot on June 1. Give a sentence or two on your subject.

[Here is further information for you on the Communications portion of the agenda:](#)

- You will have three minutes to address the Council and may also submit written material (please provide seven copies).
- We start the meeting at 9:30 and Communications are the first item on the agenda.
- Please note communications allow the Council to hear issues that interest our citizens, but do not allow an opportunity for dialogue.
- The Council meeting takes place at City Hall, 1221 SW 4th Ave., 2nd Floor, Council Chambers.

Kindly,

Susan Parsons
Assistant Council Clerk
City of Portland
susan.parsons@portlandoregon.gov
503.823.4085

571

Request of Evelyn Bross to address Council regarding housing
(Communication)

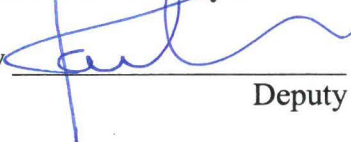
JUN 01 2016

PLACED ON FILE

MAY 24 2016

Filed _____

MARY HULL CABALLERO
Auditor of the City of Portland

By  Deputy

COMMISSIONERS VOTED AS FOLLOWS:		
	YEAS	NAYS
1. Fritz		
2. Fish		
3. Saltzman		
4. Novick		
Hales		