



Mecklenburg County Health Department

Pest Complaint Response (Lodging and Institutions)

Health Department Inspection:

If the Health Department receives a complaint in regards to a facility, the Department will survey the rooms where the complainant stayed as well as the rooms on either side for evidence of bedbugs, cockroaches, rodents, etc. If found, the assigned Environmental Health Specialist (EHS) will advise the operator/onsite manager to take the rooms out of service and contact extermination service provider (aka PCO) and request a survey.

Extermination Service Provider Survey:

- Pest Control Operator (PCO) will re-survey rooms and prescribe the applicable treatment to the affected rooms
- After room(s) have been treated, the PCO will need to re-survey the room(s) and re-treat the spaces if needed

Operator or Manager Responsibilities:

- Fax (704-336-5306) or email PCO documentation to the Health Department representative assigned to the facility (include establishment name and address of establishment)
- PCO documentation must include:
 - Areas/Rooms treated (include room numbers)
 - Treatment method
 - Verification that pests are no longer present
- If guests/patrons notify facility management of pest issues, contact your extermination service immediately and retain treatment documentation. Fax the treatment documentation to the Health Department
- Have an extermination service conduct monthly surveys of the establishment and treat as needed

Questions?

Health Department: 704-336-5100

N.C. Department of Agriculture & Consumer Services, Sleep Products Section: 919-733-3556