

# Integrated Pest Management Program **FAQs**



As a part of our commitment to environmental protection, resident safety, and pet welfare, Soaring Heights Communities at Holloman AFB wants to familiarize you with our Integrated Pest Management (IPM) program. Our IPM program is in alignment with the guidelines set forth by the Federal Integrated Pest Management Coordinating Committee and adheres to the principles outlined by the Department of Defense and installation regulations. Please review the frequently asked questions below for details on the program or visit our [Contact Us](#) page to get in touch with your community office for additional information.

## **FREQUENTLY ASKED QUESTION:**

### **Q: What can I expect from the IPM program in my community?**

**A:** The primary goal of the IPM program is to ensure effective pest control while minimizing environmental impact and reducing unnecessary exposure to pesticides for our residents, their families, and pets. The program includes a comprehensive approach to managing and preventing pest activity, recommendations for in-home treatment, and outlines how to identify and report an infestation.

- **Preventive Strategies:** We focus on implementing preventive strategies to reduce pest activity within our community. This may include sealing entry points, proper waste management, maintaining cleanliness, and addressing potential breeding grounds for pests. Overuse of pesticides can lead to pest immunity to products, making non-chemical prevention the recommended preventive strategy. If you have specific questions or would like more information about our pest control program, please don't hesitate to reach out to your property management team.
- **Monitoring and Assessment:** Some pest activity in homes is expected and normal. More humid environments may experience a higher frequency of pests based on region and vegetation. Regular monitoring and assessment of pest activity should be conducted to identify any emerging issues promptly. This proactive approach will enable us to address pest problems in their early stages, minimizing the need for pesticide intervention.
- **Non-Chemical Control Methods:** Whenever possible, non-chemical control methods will be prioritized. This may involve the use of physical barriers, traps, or habitat modification to manage pests effectively without relying on pesticides. There are several non-chemical pest management products available free of charge from your community self-help location including glue boards, traps, and bait stations. [CLICK HERE](#) to locate self-help in your community. If you notice increased pest activity in or around your home, this is a recommended first step for treatment.
- **Targeted Pesticide Application:** In instances where application of a product is deemed necessary, it will be carried out judiciously and in accordance with guidelines by a licensed and experienced professional. We will utilize products specifically approved by the Department of Defense. These products are designed to target specific pest species while minimizing exposure to residents, their families, and pets.
- **Education and Awareness:** We are committed to keeping residents informed about our IPM program and providing guidance on how they can contribute to pest prevention efforts.

### **Q: What pests are common in this area?**

**A:** Holloman Air Force Base, located in New Mexico, shares a climate similar to nearby areas like Alamogordo and broader Chihuahuan Desert region. Common pests you may encounter include Termites, Mosquitos, Cockroaches, Spiders, Scorpions, Wasps, and Bees. Holloman Air Force Base, located in New Mexico is also home to rodents such as mice and rats.

While gophers, squirrels, snakes, coyotes, and other wildlife can be a nuisance outdoors, they are considered part of the natural environment. Soaring Heights Communities does not provide pest control services for wildlife located outside the home.

Our maintenance team will respond to service requests only when rodents or wildlife are found inside the home or garage. Outdoor sightings, including in backyards or common areas, do not qualify for removal or treatment.

Residents seeking to deter gophers can try natural methods such as castor oil, coffee grounds, or peppermint mixtures. For more tips, visit [hol.soaringheights.net](http://hol.soaringheights.net)

### **Q: I am experiencing increased pest activity in or around my home. What should I do?**

**A:** There are several actions you should take when you identify increased pest activity in your home.

1. Identify access points the pests are using such as torn screens, gaps in trim, or missing weather stripping, and contact the maintenance team to have them corrected.
2. Remove any water, crumbs, or food sources from the area that may be attracting pests.
3. Utilize the FREE non-chemical pest management products available through your community self-help location including glue boards, traps, and bait stations. [CLICK HERE](#) to locate self-help in your community.
4. Consider spot treating the area with an over-the-counter household pest product of your choice from the local hardware store.
5. If your efforts do not address the issue, please submit a service request through the Maintenance Solution Center (MSC) at (575) 479-1127 for a professional assessment.

### **Q: Can I use over the counter pest control products in my home?**

**A:** Yes, residents can use over-the-counter household pest products of their choice to spot treat pest activity in their home.

### **Q: What is considered a pest infestation?**

**A:** Some pest activity in and around homes is expected and normal. More humid environments may experience a higher frequency of pests based on region and vegetation. An infestation is defined as the presence of an unusually large number of insects or animals in a place, typically so as to cause damage or disease. Infestations can pose hygiene concerns, damage property, and may require prompt action to effectively control and eradicate the pests.

### **Q: Who do I contact if I suspect I have a pest infestation?**

**A:** If you are experiencing increased pest activity in your home that you are unable to address with non-chemical control methods or over the counter pest products, please contact the Maintenance Solution Center to schedule an appointment. The responding technician will identify activity, access points, and potential sources for infestation, and will develop and recommend a treatment plan.

### **Q: What steps can I take to prevent pest activity in and around my home?**

**A:** There are several steps you can take to protect your home from pests.

- Screens on windows and doors can prevent insects from entering the property. Sealing cracks and gaps in walls, floors, or trim can also deny pests entry. If you notice any maintenance needs in these areas, please report them to the Maintenance Solution Center (MSC) using the resident app. [CLICK HERE](#) to download the app.
- Water leaks can create standing water that attracts pests. If you notice any leaky faucets, pipes, or appliances, please contact the MSC for repairs.
- Store food in airtight containers and promptly clean up spills and crumbs to eliminate food sources that attract pests. This includes storage of pet food.
- Regularly vacuum floors, wipe down surfaces, and take out the trash to remove potential hiding spots for pests.

**Q: Can I call the MSC for a preventive quarterly pest spray inside of my home?**

**A:** As a part of our commitment to environmental protection, resident safety, and pet welfare, Soaring Heights Communities at Holloman AFB uses an Integrated Pest Management (IPM) program. Our IPM program is in alignment with the guidelines set forth by the Federal Integrated Pest Management Coordinating Committee and adheres to the principles outlined by the Department of Defense and installation regulations. The primary goal is to ensure effective pest control while minimizing environmental impact and reducing unnecessary exposure to pesticides for our residents, their families, and pets. By utilizing the IPM effectively, regular pesticide application should not be necessary inside the home. If you are experiencing increased pest activity in your home that you are unable to address with non-chemical control methods or over the counter pest products, please contact the Maintenance Solution Center to schedule an appointment.

**Q: Can I call a pest control company to treat my home?**

**A:** Due to installation environmental regulations, all pest control associated with your home must be managed by Soaring Heights Communities at Holloman AFB. Residents cannot contract with outside vendors directly for pest management.

**Q: Where can I get free non-chemical pest treatment options in my community?**

**A:** There are several non-chemical pest management products available FREE of charge from your community self-help location including glue boards, traps, and bait stations. [CLICK HERE](#) to locate self-help in your community. If you notice increased pest activity in your home, this is a recommended first step for treatment.

**Q: Who can I contact with questions about the Integrated Pest Management program?**

**A:** If you have specific questions about the IPM program or would like more information about the products used or the treatment schedule, please don't hesitate to reach out to your property management team.

Through our Integrated Pest Management program, we aim to maintain a healthy and sustainability conscious living environment for all residents. If you are experiencing increased pest activity in your home that you are unable to address with non-chemical control methods or over the counter pest spray, please contact the MSC to schedule an appointment. The responding technician will develop and recommend a treatment plan based on assessment results. If you have specific questions or would like more information about our pest control program, please don't hesitate to reach out to your property management team.

**Soaring Heights Communities does not mitigate any wildlife outside of homes or common areas in housing community, with the exception of bees or wasps.**