

033- J019

**Class Acts Property  
Management**

OFFICE(207)874-0700

FAX(207)874-6550

**FACSIMILE COVER SHEET**

TO: SUZANNE HUNT

FROM: AMY

DATE: 7/7/10

PAGES: 4

SUBJECT: KRISTY BURDICK/BED BUG COMPLAINT

**MESSAGE**

*Suzanne,*

*here is the letter Kristy wrote, our response, as well as the latest invoice paid for extermination. Her third treatment will be scheduled today and I will follow up with you on the date and time of that treatment.*

*Amy*

My name is Kristy Burdick and I live at 361 Cumberland Avenue, Apartment #3, in Portland. I have lived here for four years and this is the first year that I have had an issue with bed bugs. My landlord has had to spray the unit "3" times, and I am still seeing them in my furniture and my bedding (I have washed my bedding in hot water and dried it on high three times, as instructed, with no success). I have tried calling the office and have been told "they take a while to die,". The stress from this issue is affecting both my physical and mental health (I have been depressed, and I have been coughing up blood). I am also in the process of writing to Augusta. I would appreciate any help in this matter as soon as possible.

Sincerely,

*Kristy Burdick*

Kristy J. Burdick

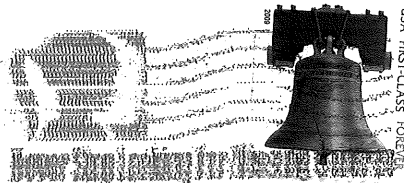
Cc: City Inspector

33 J 19

Kristy Burdick  
361 Cumberland Ave, Apt. 3  
Portland, ME 04101

SO. MAINE P&DC 040

SO JUN 2010 PM 3 L

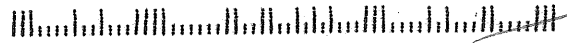


City Clerk's Offices  
389 Congress St  
Portland, ME  
04101

Inspections  
Att'n: City Inspector

CITY CLERK  
2010 JUN -1 P 12:30

04101+3570



INVOICE # 13022



**BUG BEATERS**  
**Pest Control Services**  
 786-7622 • 774-4044 • 725-2822  
 fax: 353-8325  
 201 Lisbon Road  
 Lisbon, Maine 04250

Simpson, Bill  
P.O. Box 641  
Freeport 04320

**Billing**  
Date 6/7/10  
**Date**  
Due 6/21/10

Location serviced: 361 Cumberland Ave., Portland

Date of service: 6/2/10

Target Pest: bed bugs

Notes: Second treatment for bed bugs in #3. Live bugs found. It appears that the tenant is not complying with keeping items away from the bed. This unit will need a third treatment.

PAID JUN 28 2010 ✓ 24334

Number of Units: 1

Price per Unit: \$100.00

Other charge:

For:

**Total Due: \$100.00**

*Note: Pay by date due in order to receive any discounts.*

"For by grace are ye saved through faith; and that not of yourselves: It is the gift of God; Not of works, lest any man should boast."  
Ephesians 2:8,9

**CLASS ACTS MANAGEMENT****P.O. BOX 10250  
PORTLAND, ME 04104  
(207)874-0700**

July 1, 2010

Kristy Burdick  
361 Cumberland Ave #3  
Portland, ME 04101

Dear Ms. Burdick,

I am in receipt of your letter regarding the infestation of bed bugs in your apartment and there are several points which I would like to address.

Firstly, I think that this being your first complaint about having bed bugs in a more than 4 year tenancy is a pretty good record. The city of Portland has had a severe influx of bed bugs over the last 9 months according to the pest control companies that we have been speaking with. It seems as though most of the landlords in Portland are having to spend quite a bit getting them under control.

Second, we have been informed by the pest control company, Bug Beaters, that you have not complied with their instructions (see attached) and that may be part of the reason they have not been eradicated. Please be advised that as of July 2010, the law about bed bugs has been updated to say that if a tenant is not in compliance with the instructions that the pest control company gives them, the tenant may be held liable for part of the cost of the extermination.

Lastly, as Amy mentioned to you, bed bugs are not the easiest insect to kill. That is why it is so important to follow the instructions of the exterminator exactly. I would say that the stress that you claim to be having over this subject may be avoided by doing what the exterminator tells you to do. As the landlord, we are following the letter of the law in getting the exterminator over to your apartment as soon as you reported the problem. You have to take some responsibility of getting rid of these bugs as well. After all, we didn't bring them into your apartment, but we are footing the bill to get rid of them.

I will contact Bug Beaters to find out when your next appointment will be as they have recommended a third treatment. We will give you adequate notice to prepare. In the meantime, I would suggest you getting in touch with them yourself if you have any questions about what you need to do in order to be in compliance. Their phone number is 774-4044.

Sincerely,

William P. Simpson  
Landlord

033-5019

INVOICE # 13751



# BUG BEATERS

## Post Control Services

708-7822 • 774-8044 • 725-2822  
Fax: 353-8325  
201 Lisbon Road  
Lisbon, Maine 04250

Simpson, Bill  
P.O. Box 641  
Freeport 04320

Billing Date 9/7/10  
Date Due 9/28/10

**Location serviced:** 361 Cumberland Ave., Portland

**Date of service:** 9/1/10

**Target Pest:** bed bugs

**Notes:** Initial treatment for bed bugs in #4. Also treated #5, however no live bugs were found. No charge for this unit.

**Number of Units:** 1      **Price per Unit:** \$150.00

**Other charge:**                      **For:**

**Total Due: \$150.00**

*Note: Pay by date due in order to receive any discounts.*

"For by grace are ye saved through faith; and that not of yourselves: it is the gift of God; Not of works, lest any man should boast."  
Ephesians 2:8,9

***Class Acts Property  
Management***

**OFFICE(207)874-0700**

**FAX(207)874-6550**

**FACSIMILE COVER SHEET**

**TO: SUZANNE HUNT**

**FROM: AMY**

**DATE: 9/22/10      PAGES: 2**

**SUBJECT: BED BUGS**

**MESSAGE**

***Suzanne,***

***Here is the invoice for Valerie Decesero's bug treatment. The next appointment for her will be the first week of October.***