

## **2/17/2026: Homeword – Sage Tower Pest Statement**

Early last week, Homeword sent a staff member to Billings to visit Sage Tower and to meet with contractors and on-site staff regarding recent reports. After assessing the situation, we determined that prior localized treatment efforts had not achieved the desired results. As a result, the plan moving forward is to hire a licensed professional to complete a comprehensive, full-building treatment, with multiple treatments to impacted apartments.

Although not all the homes have been impacted, we believe that a full treatment will be most effective in serving our residents' needs and addressing the situation. This whole-building treatment has also been recommended by the professional contractors.

Our property management company maintains existing treatment policies and protocols. We are reinforcing those procedures with on-site staff to support consistent implementation and ongoing monitoring.

We will also continue working with our property management to provide residents with information about steps they can take regarding furniture and other items to help reduce the risk of introducing pests into the property.

## **4/15/2026: Homeword – Sage Tower Pest Update:**

- The health, safety and comfort of our residents is our top priority. Recognizing the complexity of the situation, we mobilized quickly to implement a comprehensive response and ensure residents were supported throughout the process.
- Homeword staff traveled to Billings to coordinate with contractors and partners and to provide direct communication and support to residents.
- We engaged a licensed provider, Montana Pest Solutions, to complete two building-wide treatments, and we provided residents food and a comfortable space in the lobby for the ~one (1) hour they had to exit their apartments.
- In a few homes, additional preparation was needed for treatments would be fully effective.
  - We hired a cleaner with support from property management. Working alongside residents, we provided cleaning and organizational assistance to help prepare these homes to optimize the next treatment.
- The plan is to continue monthly treatments for the next six months, and Montana Pest Solutions reported a substantial reduction (80-90% reduced) since the initial inspection.
- Our staff returned to Sage for the second treatment and to connect with residents, answer their questions and provide support. Residents voiced appreciation for the responsiveness and care throughout this process.
- We will continue to monitor the situation closely and remain committed to ensuring all residents have a safe, healthy living environment.