

	MAINTENANCE AND ASSEST MANAGEMENT Providence Row Housing Association	Pest Control and Infestation Policy VERSION: 1
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Pest Control and Infestation Policy

1. Introduction

- 1 As part of our obligations to our residents, PRHA is responsible for the maintenance and upkeep of our properties, including pest control and prevention measures.
- 2 The service currently provided by Beaver for our supported housing schemes and non LBTH schemes and LBTH for all other.
 - We investigate and treat issues with mice when the pests occur indoors at domestic properties.
 - We investigate and treat issues with rats at domestic property either indoors or outdoors.
 - We liaise with scheme managers/housing officers to resolve issues that cause the rodent infestation.

PRHA recognises that properties can be infested by pests such as rodents, bedbugs, cockroaches, and other insects for a variety of reasons. In the last year there has been an increase in reported issues in relation to infestation of bedbugs and cockroaches, causing a higher demand for a service from our pest control contractors to eradicate these problems.

PRHA have introduced this Pest Control Policy to ensure there is a clear and transparent approach to what PRHA will deal with in relation to pest control and what our residents should take responsibility for.

2. Policy Aims

The key aims of this Policy are to:-

- Clearly set out PRHA's position in dealing with pests in and around the property.
- Confirm the pest control issues that PRHA will take responsibility for.
- Provide advice to residents on how to eradicate pests.
- To promptly respond to any pest infestation.
- Clarify the circumstances that may result in a re-charge to the resident.

3. Key Points of the Policy

All departments will be responsible for the implementation of the policy.

- PRHA will deal with and meet the cost of all issues of pest control in relation to the following only:-

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1. Bedbugs
2. Cockroaches
3. Rats
4. Mice

- Consideration will be given to recharging costs, if the resident has issues that have encouraged the infestation i.e. taking furniture from the street, second hand furniture, food sources, poor housekeeping etc. and PRHA has evidence or proof that this is the case.

4. Preventative Advice

To offer residents in relation to Bed Bugs and Cockroaches

Bed Bugs

- Remove all clutter from your home, which makes finding bed bugs easier.
- Wash and dry your bed linens on the hottest temperature permitted.
- Closely inspect any second-hand furniture before bringing it in your home.

In Bed Bug hot spots in furnished schemes we will consider barring residents from bringing in second hand furniture in order to curtail outbreaks

- Inspect your home after moving, trips, service calls or overnight guests

Cockroaches

- Keep areas clean and tidy - Clean all surfaces thoroughly to remove any food residue. Do not leave dirty dishes and utensils in the sink. Keep bins covered, clean, and emptied regularly. Areas such as top or beneath refrigerator are warm and food collects there, attracting Cockroaches, so these areas should be cleaned regularly. Residents to be advised to not store foodstuffs on the floor of their home. Food storage boxes will be provided to store all food stuffs these must be used.

- Proofing and Repair - Seal gaps around doors and windows to prevent entry. If possible, repair or report any leaks beneath the sink, and on the sink top, immediately, thus cutting a potential water source.

In cockroach hot spots in furnished schemes we will consider barring residents from bringing in second hand furniture in order to curtail outbreaks

Procedures for Treating Bed Bugs and Cockroaches

When a resident calls PRHA to report they have bed bugs we will arrange for our pest control contractor to attend to proceed with treatments.

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Our Pest Control contractor would then attend to check and report back. If the resident does have bed bugs a RO would be raised to our Pest Control contractor to proceed with the treatments.

Monitoring Performance, Targets and Reporting Services

PRHA will respond to a report of a bed bug or cockroach infestation in an individual property or communal area, normally within 2 working days.

The Association will use continuous monitoring to assess the effectiveness of the treatment regime and the associated costs to the Association.

The Association will report to the board on a regular basis on Pest Control issues.

Rats and Mice

Problems with rats or mice will be addressed via our pest control contractors. The Association will work in partnership with our pest control contractors eradicating rats and mice where there may be issues in relation to the following:-

- Disturbance due to PRHA major works.
- Access points in buildings need blocked off.
- Resident lifestyle issues internally and externally that may encourage rats and mice.

Ants, Birds, Moths, Bees and Bats

We do not provide treatment for ant infestation, and recommend that the tenant treats the area themselves with Ant Powder. In rare instances where Pharaoh Ants are suspected we will seek professional advice.

We recommend that the tenant treats their accommodation with any of the easily available Moth Sprays on the market. Where multiple properties are affected by moths or the infestation has not cleared after several treatments, PRHA will seek further advice.

PRHA will provide structural remedies (netting and spikes) for issues with birds, specifically pigeons. Areas with a high level of pigeon activity will be jet washed at least monthly.

Bees and bats are protected species and cannot and should not be killed. If they are deemed to be a nuisance, PRHA will need to contact specialists to have them safely relocated.

5. Infestation

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Shelter UK defines an **infestation** as the presence of large numbers of insects or animals that are classed as vermin. There is no complete list of what could be classed as vermin. In the UK, it normally means insects like ants, wasps, and cockroaches, and animals like rats, mice, and pigeons.

The presence, or occurrence would be one or more pest species in an area or location where their numbers and impact are currently or potentially at intolerable levels. This could also be a sudden increase in destructiveness or population numbers of a pest species in a given area.

Where an infestation is confirmed PRHA will:-

- Inform relevant senior managers
- Provide a tailor made scheme specific action plan
- Additional resources will be provided for the service
- PRHA will review infestation costs annually and look at preventative measures

Signs of an infestation

- droppings and footprints
- damage to property or belongings
- odour and discoloration

Sighting one or two animals or insects is unlikely to be evidence of an infestation unless there are other signs that the pests are present in the property in large numbers.

Causes of infestations

Pests and infestations could be caused by structural problems, a build-up of refuse, or a combination of both.

Infestations caused by the rubbish and waste

Incorrect storage or disposal of rubbish and especially food waste encourages and attracts pests, vermin and maggots. This can include leaving un-eaten food out within the home, or a build-up of uncollected refuse. It could also be caused by inadequate or unhygienic facilities for storing or disposing of waste. Rubbish and waste, and in particular hoarding behaviours, can aggravate infestations of pests if it is not removed regularly or stored properly.

Structural Issues

Structural problems could include holes in the wall or damaged windows that allow pests and infestations to enter the property. A design problem that means a property cannot be kept clean and hygienic could attract pests.

- damaged external walls that allow pests to enter
- damaged vents or drains

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- cracks in surfaces or worktops that mean they cannot be kept clean
- inadequate ventilation that causes conditions for pests to thrive

6. Training

PRHA recognises that to effectively deliver the Pest Control Policy it is necessary to commit resources to train and develop staff in the relevant operating procedures in order to meet the policy requirements.

7. Equal Opportunities

PRHA will ensure that in implementing this Policy it will not unfairly discriminate against any individual, household or group on the grounds of sex or marital status, on race grounds, or on the grounds of disability, age, sexual orientation, language or social origin, other personal attributes, including beliefs or opinions such as religious beliefs or political opinions.

8. Policy Review and Resident Involvement

This policy will be reviewed in consultation with the Operations Scrutiny Group, Service Users Advisory Panel (SUAP), residents and staff. It will be reviewed every three years, unless an amendment is prompted by a change in legislation, operational requirements or customer feedback.

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