



PEST CONTROL GUIDELINES

1 INTRODUCTION

- 1.1 This guidance outlines Islington & Shoreditch Housing Association and Lien Viet Housing Association (ISHA's) approach to dealing with pests in the properties it owns which are occupied by tenants.
- 1.2 This guidance does not apply to ISHA's commercial tenants or leaseholders. The responsibilities of the Association and these customers are outlined in their individual leases
- 1.3 For the purposes of this guidance a pest is defined as any organism, usually an animal, judged as a threat to humans or to the homes that humans occupy.

2 AIMS

- 2.1 To deal with pest control in residential properties.
- 2.2 Pest control refers to the regulation or management of a species defined as a pest, usually because it is perceived to be detrimental to a person's health, the ecology or the economy.

3 STATUTORY AND REGULATORY FRAMEWORK

- 3.1 The Local Authority has a statutory duty to ensure that its district is kept free from pests such as rats and mice under the Prevention of Damage by Pests Act 1949.
- 3.2 The Public Health Act 1936 gives the Local Authority powers to act to kill and remove vermin. The Public Health Act 1961 gives further powers to the Local Authority to deal with nuisance caused by feral pigeons and certain other birds.

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3.3 The Wildlife and Countryside Act 1981 (WCA) as amended gives special protection to certain wild animals and the Local Authorities are therefore prohibited from intentionally killing, injuring or disturbing bats, crickets, sand lizards, slow worms, snakes and common frogs & toads.

3.4 Some infestations can cause a statutory nuisance. These commonly include rats, mice, pharaoh ants and cockroaches.

4 DETAILS

4.1 In the first instance customers will be expected to seek advice and take their own action to deal with any pests or infestation. This could include setting mousetraps etc. but excludes directly employing pest control services. If it is immediately clear that the infestation is such that customer's action will not be sufficient then ISHA should be contacted.

4.2 Before ISHA intervenes all services provided without charge by the local authority must be exhausted.

4.3 ISHA will deliver a service to deal with infestations of rats, mice, pharaoh ants, cockroaches, bed bugs and any other pest that could cause a statutory nuisance. The service could include delivering treatments and, if there are any defects to the property allowing pests to get inside, carrying out proofing works to stop access. If a problem occurs in a new property and is as a result of a building defect, costs will be recharged to the development contractor if it is within the defects period.

4.4 In some instances it may be necessary for the customer to carry out work to help with the eradication of pests e.g. removal of a mattress infested with bed bugs. In these circumstances the customer will be expected to carry out any recommendations made by the pest controller before ISHA will continue with treatment.

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4.5 ISHA will not treat infestations of wasps, moths' ants, spiders or other small insects without charge. The local authority may provide services for these pests but may also charge. ISHA will however provide information regarding services provided by Local Authorities.

4.6 If, in the opinion of contractors or staff, any infestation treated is the result of the actions of the customer or a member of their household the charge for any treatment and/or works will be made to that customer. Contractors, Surveyors, Neighbourhood Officers, Housing Experts, or Specialist Housing Officer can make this decision after visiting the property where the infestation has been reported.

4.7 ISHA will deal with infestations that affect communal areas. If any infestation in communal areas or properties is caused by the lifestyle of any customer then that customer may be recharged.

5 HEALTH & SAFETY

5.1 Wild rats can carry diseases which are harmful to people and mice can cause contamination to food when in the home. The spread of pests such as cockroaches and bed bugs can be prolific if not treated.

5.2 ISHA will always use trained pest controllers to deal with the eradication of pests.

6 EQUALITY AND DIVERSITY

6.1 Exemptions can be made to this guidance for vulnerable customers for the treatment of pests which would not normally be covered by this guidance or where a recharge would normally be appropriate. Exemptions are at the discretion of a Head of Service, Neighbourhood Services Manager and the Specialist Housing Manager.

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7 MONITORING

7.1 The cost of pest control will be monitored by the Head of Customer Neighbourhoods.

8 REVIEW

8.1 This guidance will be reviewed within five years or sooner if the statutory duty to deal with pests changes.

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