



PEAKS & PLAINS
Housing Trust

The Trust

PEST CONTROL POLICY

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DRAFT

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1. INTRODUCTION

- 1.1. This policy sets out the Trusts approach to our management of pests. We are committed to delivering clean, green and safe estates and acknowledge the way we manage our estates directly affects the quality of life and environment enjoyed by our customers.

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.

- 1.2. Where we refer to an estate, this may mean homes with shared communal areas or a block of flats. This policy will apply where the Trust is the freeholder. The Policy refers to the Trusts communal areas and green spaces, but it also addresses issues regarding tenants' and leaseholders' homes and garden spaces.

2. SCOPE

- 2.1. The aim of this policy is to outline how the Trust will:

- Ensure our estates and properties are kept free of pests;
- Meet the requirements set out by the Government's Regulator of Social Housing (RSH) with relation to repairs and pest access.

3. LEGAL & REGULATORY REQUIREMENTS

- 3.1. In the RSH's Neighbourhood and Community Standard it states that:

'Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.'

We will manage communal areas and properties in accordance with the requirement of our regulator, best practice and any other relevant legislation. This includes Prevention of Damage by Pests Act 1949.

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

4. OUR POLICY

4.1. Our responsibilities

- Removing pests from your home internally. If the pests are in your home as a result of a building flaw, then we will be responsible for treating the issue. Examples of building flaws include:
 - Damage to roofing or roof tiles, creating an access point into the building.
 - Holes in exterior walls, creating access into the wall cavities.
 - Damage to pipework, allowing access into your home via the plumbing.
- Sealing openings that allow pests into your home.
- Instruct additional surveys for damp/mould/structural issues if required.
- We will not treat external areas in individual gardens where 'pests' are living naturally.
- We will deal with infestations that affect communal areas. If any infestation in communal areas or properties is caused by resident neglect that resident will be recharged.

4.2. Resident responsibilities;

- Reporting any pest control issues to us as soon as you discover them. This will enable us to investigate the cause of the problem using a competent, professional pest control contractor. If it is found that you are responsible for the necessary treatment, we will give you advice on how to deal with the problem.
- Maintaining your property and garden so that they do not encourage pests, which could cause repeat infestations that affect your property or neighbouring properties. Examples include using the recycling bins correctly and not leaving bags of rubbish in your garden or communal areas or leaving food out for animals.
- If there are pests in your home internally you will be responsible for the pest treatment if there are no building flaws that have contributed to the problem.
- Allowing us – and our appointed contractors – access to carry out pest control treatments that we are responsible for. If you fail to allow either our officers or contractors access to treat the issues, we may consider legal action such as an injunction to force entry in serious infestation cases affecting people's health.

4.3. Common Pest Exclusions

4.3.1. We will not treat pests externally without charge. The local authority may provide services for these pests but may also charge.

4.3.2 Bees are not technically classed as pests. Honeybees must not be killed as they are a protected species by law, but they may be rehomed with a local beekeeper.

4.3.3 Other exclusions include (but are not limited to) ants, fleas, dustmites, moths, carpet beetles.

5. EQUALITY, DIVERSITY & INCLUSION

- 5.1. An EIA (Equality Impact Assessment) has been approved by the Executive Management Team. This assessment is available upon request.
- 5.2 This policy will be followed in conjunction with the Trust's Equality and Diversity policy.

6. RESPONSIBILITIES

6.1. Executive Team

- 6.1.1. The Executive Team have overall responsibility for approving and ensuring this policy is adhered to.

6.2. Head of Customer Services

- 6.2.1. The Head of Customer Services has responsibility for ensuring the aim and scope of this policy is being adhered to.

6.3. Estates Manager

- 6.3.1. The Estates Manager has responsibility for delivering this policy across the Trust portfolio.

6.4. Involved Customer Grounds Maintenance Residents Group

- 6.4.1. This group have responsibility for ensuring that the Estates Manager is delivering operational day to day activities in line with this policy.

6.5. All staff & customers

- 6.5.1. All staff and customers have the responsibility for reporting any concerns or health and safety failures within the Trust's communal spaces and green estate.

7. MONITORING AND REPORTING

- 7.1. The Trust will ensure consistency in contractor performance through regular meetings to ensure contract standards are maintained.
- 7.2. We will collate and monitor levels of pest control, identify recurring properties or schemes with a view to investigate / recharge / repair.

8. CONSULTATION

8.1. The Trusts Challenge Group, AMT (All Managers Team) and SMT (Senior Management Team) have been consulted about this policy.

8.1.1. The Challenge Group have aided in the creation of this policy and minutes of consultation can be found within the Challenge Group records.

9. REVIEW

9.1. The Pest Control policy will need to be reviewed every 2 years.

10. ASSOCIATED DOCUMENTS

TBA

POLICY INFORMATION

Policy Name:	Pest Control Policy
Status:	Draft
Approved by:	
Drafted By:	Estate Manager
Date approved:	
Next Review Date:	