



The Trust

PEST CONTROL POLICY

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1. INTRODUCTION

- 1.1. This policy sets out the Trust's 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.
- 1.2. 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. The RSH's Neighbourhood and Community Standard April 2024 states that: 'The Neighbourhood and Community Standard requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained neighbourhoods, and feel safe in their homes.'
- 3.2. 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.
- 3.3. Some infestations can cause a statutory nuisance. These commonly include rats, mice, pharaoh ants and cockroaches.

4. DEFINITIONS

4.1. **Pest Control**

- 4.1.1. 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.

4.2. **Estate**

- 4.2.1. Where we refer to an estate, this may mean homes with shared communal areas or a block of flats.

5. OUR POLICY

5.1. Our responsibilities

- 5.1.1. a) 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.
- b) Sealing openings that allow pests into your home. With the exception of intentional opening such as cat flaps. Pests brought in by pets will be the responsibility of the resident.
- c) Instruct additional surveys for damp/mould/structural issues if required.
- d) We will not treat external areas or individual gardens where 'pests' are living naturally.
- e) 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.
- f) If there is excess waste due to missed collection or volume of waste in communal area causing pests, the Trust will treat the pests and arrange for the waste to be removed.
- g) Bed bugs will be treated by the Trust if in a communal building to prevent spread.

5.2 Resident responsibilities

- 5.2.1 a) 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.
- b) 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.
- c) 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. You must ensure any treatments are stored safely in your home.
- d) Reduce opportunities for vermin by storing food in cupboards other than floor standing units, therefore removing the accessibility of a food source.
- e) 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 staff 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

5.3 **Common Pest Exclusions**

- 5.3.1 We will not treat pests in external areas without charge, with the exception of communal areas. The local authority may provide services for these pests but may also charge.
- 5.3.2 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.
- 5.3.3 Other exclusions include (but are not limited to) ants, fleas, dust mites, moths, carpet beetles.

5.4 **Complaints**

- 5.4.1 The Trust aims to provide an excellent service to all our customers. However, we acknowledge that sometimes things can go wrong and therefore customers may wish to make a complaint. Complaints received regarding matters relating to pest control will be investigated in line with the Trust's complaints handling policy.

6. **EQUALITY, DIVERSITY & INCLUSION**

- 6.1. This policy is supported by an EIA (Equality Impact Assessment). Which has been reviewed by the Executive Management Team.
- 6.2. This policy will be followed in conjunction with the Trust's Equality and Diversity policy

7. **RESPONSIBILITIES**

- 7.1. Board Members will have overall responsibility for ensuring this policy is adhered to with the Executive Director of Operations having operational responsibility.
- 7.2. The Head of Customer Improvement & Experience has responsibility for ensuring the aim and scope of this policy is being adhered to.
- 7.3. The Estates Manager has responsibility for delivering this policy across the Trust portfolio.
- 7.4. The involved Customer Grounds Maintenance Residents Group have responsibility for ensuring that the Estates Manager is delivering operational day to day activities in line with this policy.
- 7.5. All staff and customers have the responsibility for reporting any concerns or health and safety failures within the Trust's communal spaces and green estates.
- 7.6. The Executive Management Team has overall approval of the Pest Control Policy.

8. MONITORING AND REPORTING

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

9. CONSULTATION

- 9.1. The Trust's Challenge Group, Ground Maintenance Residents Group (GMRG), AMT (All Managers Team), SMT (Senior Management Team) and EMT (Executive Management Team) have been consulted about this policy.

10. REVIEW

- 10.1. The Pest Control policy will be reviewed every 3 years.

11. ASSOCIATED DOCUMENTS

- 11.1. This policy should be understood in line with our:
- Tenancy Agreement
 - Rechargeable Repairs Policy
 - Estates Policy
 - Health and Safety Policy
 - Complaints Policy

POLICY INFORMATION

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Drafted By:	Caren Breddy, Estate Manager
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