



# Pest Control & Management Policy

Policy Ref: PS09

<b>Prepared By</b>	Operations Director
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<b>Reviewed By</b>	PHA Board

## 1. Context

- 1.1 The local authority currently provides the following pest control services:
- investigate and address issues of mouse infestation when the pests occur indoors at domestic properties;
  - investigate and address issues of rats infestation when the pests occur either indoors or outdoors at domestic properties;
  - liaise with property managers to resolve issues that cause rodent infestation;
  - collect stray dogs; and
  - investigate and address live wasps nests between June and September.
- 1.2 Partick Housing Association (PHA), recognises that properties can be infested by pests such as rodents, bedbugs, cockroaches and other insects.

## 2. Definitions

**Urban pest** means a destructive insect or other animal which has human health or aesthetic implications. For example bedbugs, rats, mice, cockroach, etc. Urban pests can spread diseases; damage tenants' homes and belongings; sting or bite; or aggravate asthma, eczema and other allergies.

**Pest control** refers to the control or management of a species defined as urban pests.

**Public Health** is defined by World Health Organisation (WHO) as *"the art and science of preventing disease, prolonging life and promoting health through the organised efforts of society."*

**Nuisance** generally involves some form of damage to, or intolerable interference with a person's use or enjoyment of, property. The various matters which may constitute a statutory nuisance are set down in section 79 of the Environmental Protection Act 1990.

## 3. Legislation

- Prevention of Damage by Pests Act 1949;
- Environmental Protection Act 1990; and
- Public Health etc.(Scotland) Act 2008.

## 4. Policy Aims

- 4.1 PHA's Pest Control & Management Policy seeks to ensure that there is a clear, consistent and transparent approach to how we deal with pest control and management, as well as those aspects that are the responsibility of tenants.
- 4.2 The key aims of this policy are to:
- set out how PHA deals with pests in and around the home;
  - clarify those pest control issues that are PHA's responsibility;
  - provide advice to tenants on pest eradication;
  - respond promptly to any infestation in any of our common areas; and
  - confirm circumstances that may result in any tenant recharges.

## 5. Key Points

- 5.1 The Property Services team and Housing Services team are both responsible for the implementation of the policy. The Property Services team deals with any eradication works agreed and the Housing Services team addresses tenancy management issues such as poor housekeeping, tenant advice and tenant recharges.

- 5.2 PHA tenants are responsible for the removal and treatment of most insect infestations within the property, unless there is clear evidence that the pests have arisen because PHA has failed or neglected to fulfil its responsibility as the landlord. Tenants are responsible for dealing with the following (this list is not exhaustive): ants; beetles; fleas; flies; moths; silverfish; and spiders.
- 5.3 PHA will offer advice to tenants regarding the above, and advise on proprietary products available from hardware stores and supermarkets, however tenants will be responsible for all costs.
- 5.4 PHA will deal with, and meet the costs of treating bedbugs and cockroaches. However PHA will recharge tenants if this is a result of poor housekeeping or other tenant actions.

## **6. Bedbugs and Cockroaches**

### **6.1 Preventative advice – bedbugs**

Remove all clutter from your home to make identification of the source of infestation easier:

- wash and dry your bed linen on the hottest temperature permitted;
- if you purchase items of second hand furniture or clothing, inspect them carefully before bringing them home; and
- if you move home or go on holiday, inspect your home and belongings when you return.

### **6.2 Preventative advice – cockroaches**

- keep kitchen and food preparation areas clear;
- clean all surfaces thoroughly to remove any crumbs or food residue;
- do not leave soiled items in the sink;
- make sure waste bins are covered, emptied and cleaned regularly;
- make sure gaps behind and between kitchen appliances, such as cookers and fridges, are cleaned regularly
- do not store foodstuff on the floor of your home; and
- make sure any minor leaks in your home are reported and dealt with promptly to ensure that there is no potential water source.

### **6.3 Treating Bedbugs and Cockroaches**

If a potential outbreak of bedbugs has been reported to PHA we will appoint an approved specialist contractor to carry out monitoring and eradication. The treatment usually consists of around 5 x spray treatments over a 12-week period. If cockroaches are identified then the approach is similar, but the treatment includes applying a gel instead of a spray.

## **7. Rats and Mice**

- 7.1 Rodent problems should be reported directly to Glasgow City Council (GCC).
- 7.2 PHA will liaise with GCC, and when eradication has been completed, we will fill in any holes in the fabric of the building both internal and external to deter and prevent further ingress.
- 7.3 PHA will also engage with tenants to ensure that there are no lifestyle issues that may encourage rodent activity.

## **8. Policy review**

- 8.1 The Pest Control & Management Policy will be reviewed every three years or more frequently where there has been a change in legislation, regulations or operational requirements.