

## PEST CONTROL POLICY

### Responsible Officer

Director of Customer Services

### Aim of the Policy

The aim of this policy is to:

- Ensure our estates and properties are kept free of pests.
- Clarify the roles and responsibilities of Phoenix and our tenants and lessees.

### Scope of the Policy

This policy applies to all properties we own or manage in line with your tenancy agreement or lease.

### The Policy

#### Responsibilities

##### *Our responsibilities*

We are responsible for:

- **Communal areas and block treatments** – Treatment for mice, cockroaches, wasps, pigeons and squirrels within communal areas. On occasion, we may need to treat a whole block, including communal areas and all flats. Where a lessee's property is part of a block being treated, we will recharge the lessee for a proportion of the cost.
- **Tenanted flats** – Treatment for mice, cockroaches, wasps, pigeons and squirrels within tenants' flats if the infestation is a communal issue. We will block any holes before we start treatment. When a property is empty, we will inspect it and deal with any pest issues before re-letting the property.
- **Tenanted houses** – Blocking holes in tenants' houses which could allow pigeons or squirrels to access the loft or mice to access the house. Once holes have been blocked we will provide treatment for pigeons or squirrels in lofts but not for mice or other pests within the property itself.

We may also recharge you or claim legal costs if you do not deal with pest control issues in your home.

##### *Your responsibilities*

You are responsible for:

- Maintaining your property and garden so that they do not harbour pests that may be the primary cause of repeat infestations affecting your own property or neighbouring ones.
- Taking actions to help prevent and manage infestations.
- Allowing us and our contractors access to carry out pest control treatments that we are responsible for.
- Treatment of any pests we are not responsible for.

Local authorities may offer low-cost or free pest control services to their residents. You can enquire about services and charges directly through your local authority.

## Types of treatment

Where we are responsible for pest control, we will provide the following treatment:

- **Mice** – Up to three visits to bait and remove them.
- **Cockroaches** – One visit to spray the affected area.
- **Wasps** – One visit to poison and remove the nest.
- **Squirrels** – Trapping and removing them from inside spaces like lofts, once any holes are blocked.
- **Pigeons** – Trapping and removing them from inside spaces like lofts once any holes are blocked. We will remove nests of live chicks from balconies but are not responsible for cleaning pigeon droppings or other debris.

We will not treat the following:

- **Bees** – Bees are not regarded as pests and cannot be killed. In exceptional circumstances, if they present a major risk, bees can be removed by a registered Bee Handler.
- **Foxes** – Foxes are not regarded as pests and cannot be trapped or killed. Fox nuisance issues can be eased by not feeding them or leaving food out and by maintaining your garden.
- **Rats** – Local authorities offer baiting treatments for free or a low cost.
- **Any other insects (including flies, ants, fleas, spiders, silver fish, bedbugs and ladybirds)** – These are generally controlled by keeping your home clean and well-maintained. If treatment is required this can be done by residents using domestic products, for example ant powder, and would not normally require treatment from a pest control contractor.

## Enforcement

If you refuse to deal with pest control issues in your home, have severe pest issues or refuse to give us access, we will take action. We may recharge these costs from you and claim the cost of any legal action we may take. We may also make referrals to external agencies.

We may also recharge you or claim costs

We may also make referrals to the local authority if pest control issues from non-Phoenix properties affect our properties.

## Legislation

- Health and Safety at Work Act 1972
- Landlord and Tenant Act 1985
- Housing Act 1988
- Environmental Protection Act 1990

- Workplace (Health, Safety and Welfare) Regulations 1992
- Provision and Use of Work Equipment Regulations 1998
- The Management of Health & Safety at Work Regulations 1999
- Control of Substances Hazardous to Health (COSHH) 2002
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Data Protection Act 2018

## Monitoring and review

Phoenix monitors performance related to pest control cases including:

- The number of pest control cases reported
- The number of pest control inspections and actions
- The average number of working days between reports and initial inspections/actions
- The average number of working days between reports and case closure

We will review this policy every three years or sooner if there are changes to legislation or good practice.

## Reference to other documents and associated policies and procedures

- Phoenix Standards
- Health & Safety Statement of Intent
- Responsive Repairs Policy
- Tenancy and Lease Agreements
- Mutual Exchange Policy
- Recharges to Residents Policy
- Voids Policy
- Tenants Handbook
- Data Protection Policy and Toolkit
- Pest control information on local authority websites

## Definitions

Term/acronym	Description
Communal areas	Any areas in residential blocks that we own and are used by more than one property and areas of land we own or manage with no residential occupation.
Resident	Includes tenants and lessees.
We/us/our	Refers to Phoenix Community Housing.
You/your	Refers to Phoenix tenants and lessees.

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