



Pest Control Policy & Procedures

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1.0 Introduction

1.1 Glasgow City Council (Environmental Health Department) in the past provided a full range of pest control services to residents in the city that ranged from rats to cockroaches and bed bugs. Due to deep cuts in the Council's budget and expenditure in recent years, Pest Control services have been severely reduced. The service currently provided by GCC is taken from their website and is as follows:-

- We investigate and treat issues with mice when the pests occur indoors at domestic properties.
- We investigate and treat issues with rats at domestic property either indoors or outdoors.
- We liaise with property managers to resolve issues that cause the rodent infestation.
- We collect stray dogs throughout the city.
- We offer a service for live wasp's nests to residents in Glasgow between June and September. This service is chargeable.

1.2 Southside Housing Association (SHA) recognises that properties can be infested by pests such as rodents, bedbugs, cockroaches, and other insects for a variety of reasons. In the last year there has been an increase in reported issues in relation to infestation of bedbugs and cockroaches, causing a higher demand for a service from SHA to eradicate these problems.

1.3 SHA have introduced a Pest Control Policy to ensure there is a clear and transparent approach to what SHA will deal with in relation to pest control and what our tenants should take responsibility for.

2.0 Policy Aims

2.1 The key aims of this Policy are to:-

- Clearly set out SHA's position in dealing with pests in and around the property.
- Confirm the pest control issues that SHA will take responsibility for.
- Provide advice to tenants on how to eradicate pests.
- To promptly respond to any pest infestation, in any of our common areas.
- Clarify the circumstances that may result in a re-charge to the tenant.

3.0 Key Points of the Policy

3.1 The Repairs & Maintenance section will be responsible for the implementation of the policy.

- SHA will deal with and meet the cost of all issues of pest control in relation to the following only:-

1. Bedbugs

2. Cockroaches

- There will only be a rechargeable repair cost, if the tenant has issues that have encouraged the infestation i.e. taking furniture from the street, second hand furniture, food sources, poor housekeeping etc. and SHA has evidence or proof that this is the case.
- Outwith bedbugs and cockroaches, SHA tenants are responsible for the removal of **all other** insect infestations within their property unless there is clear evidence that the pests have arisen because SHA has failed or neglected to fulfil its responsibility as the Landlord. Therefore tenants will be responsible for the removal of the following:-
 - Beetles
 - Flies
 - Ants
 - Flees
 - Spiders
 - Moths
- SHA will encourage and advise tenants with an insect issue as above, to deal with the problem using proprietary products available from hardware stores and supermarkets. Tenants will be responsible for this cost.
- SHA will provide tenants experiencing difficulties with a pest infestation with advice on the causes of pest infestations and practical measures to remove the pests from the property.

4.0 Preventative Advice to Offer Tenants in Relation to Bed Bugs and Cockroaches

4.1 Bed Bugs

- Remove all clutter from your home, which makes finding bed bugs easier.
- Wash and dry your bed linens on the hottest temperature permitted.
- Closely inspect any second-hand furniture before bringing it in your home. Inspect your home after moving, trips, service calls or overnight guests

4.2 Cockroaches

- **Keep areas clean and tidy** - Clean all surfaces thoroughly to remove any food residue. Try and not leave dirty dishes and utensils in the sink. Keep bins covered, clean, and emptied regularly. Areas such as top or beneath your refrigerator are warm and food collects there, attracting Cockroaches, so clean these areas regularly. Do not store foodstuffs on the floor of your home.
- **Proofing and Repair** - Seal gaps around doors and windows to prevent entry. If possible, repair or report any leaks beneath the sink, and on the sink top, immediately, thus cutting a potential water source.

5.0 Procedures for Treating Bed Bugs and Cockroaches

- 5.1 When a tenant calls the Association to report they have bed bugs we will arrange for bed bug monitors to be installed in the home to evaluate whether the tenant actually has bed bugs.
- 5.2 Two are delivered per property, one to be placed in the lounge and one in the bedroom.
- 5.3 Our Pest Control contractor would then attend to check the monitors and report back. If the tenant does have bed bugs a line would be raised to our Pest Control contractor to proceed with the treatments.
- 5.4 The treatment is a spray in the property, 5 sprays in total as below -
- First three treatments are carried out within 4 weeks.
 - Left for 4 weeks then sprayed for the 4th time
 - 5th Spray will then be done 4 weeks later.
- 5.5 Treatment completion time is approximately twelve weeks in total.
- 5.6 Cockroach treatment is done in a similar manner and 5 treatments are required but this is a gel instead of a spray.

6.0 Monitoring Performance, Targets and Reporting

- 6.1 SHA will respond to a report of a bed bug or cockroach infestation in an individual property or communal area, normally within 2 working days.
- 6.2 The Association will use continuous monitoring to assess the effectiveness of the treatment regime and the associated costs to the Association.
- 6.3 The Association will report to both Neighbourhood Committees on a regular basis on Pest Control issues with an update to the Management Committee on an annual basis.

7.0 Rats and Mice

- 7.1 Problems with rats or mice should be reported to Glasgow City Councils Environmental Health Department. This can be reported via GCC's website on www.glasgow.gov.uk or by e-mail at public.health@glasgow.gov.uk or by telephone on 0141 287 1059.
- 7.2 The Association will work in partnership with Glasgow City Council in eradicating rats and mice where there may be issues in relation to the following:-
- Disturbance due to SHA major works.
 - Access points in buildings need blocked off.

- Tenant lifestyle issues internally and externally that may encourage rats and mice.

8.0 Training

- 8.1 SHA recognises that to effectively deliver the Pest Control Policy it is necessary to commit resources to train and develop staff in the relevant operating procedures in order to meet the policy requirements.

9.0 Equal Opportunities

- 9.1 SHA will ensure that in implementing this Policy it will not unfairly discriminate against any individual, household or group on the grounds of sex or marital status, on race grounds, or on the grounds of disability, age, sexual orientation, language or social origin, other personal attributes, including beliefs or opinions such as religious beliefs or political opinions.

10.0 Policy Review and Tenant Involvement

- 10.1 This policy will be reviewed in consultation with the Management Committee, tenants and staff. It will be reviewed every three years, unless an amendment is prompted by a change in legislation, operational requirements or customer feedback.