

Pest Control Contract

The Council offers a Pest Control Service to all residential and most commercial/ industrial premises throughout the district. We have introduced charges for **all** treatments and you will be advised of these at the time you request the service.

A speedy and effective treatment relies on certain actions being taken by both parties and this leaflet outlines those actions;

The Council will:

- Undertake treatment for rats, mice, fleas, bedbugs, cockroaches, ants, wasps and hornets at all residential and most commercial premises within the district for a charge which is determined each year.
- Respond to 90% of all requests for service within 4 working days.
- Contact you before we visit to advise you of the likely time of arrival of our Pest Control Officer (PCO).
- Undertake a course of 'treatment' (see below) and advise you of any additional visits that will be necessary together with any works that need to be undertaken to maximise the efficiency of the treatment.
- Ensure that all treatments are carried out by suitably qualified staff and in accordance with recognised good practice.
- Offer advise on works we feel necessary to minimise the risk of re-infestation.
- Offer, subject to capacity, an annual contract for premises wishing year round treatment for rats and mice. These will be priced individually and reviewed annually.

"Treatment":

Rats & Mice- Up to a maximum of 4 visits. On the final visit we will remove any bait boxes/unused poison. In the unlikely event that further visits are necessary, these will be charged separately

Fleas- In the majority of cases a single treatment is sufficient. However, if a follow up visit is required between 10-14 days after the initial treatment, this will be carried out free of charge.

Bed Bugs- Normally 3 treatments are required however we will advise you should additional visits be required.

We ask you to:

- Agree to pay for the service offered and make arrangements for the payment to be made prior to or at the date of the PCO's visit.
- Agree to undertake all works advised by our Customer Service advisor prior to treatment. Our PCO might refuse to carry out treatment if this guidance has not been followed.
- Be available to provide access at the time agreed with the PCO (a charge might be levied to cover costs should appointments be broken).
- Agree to undertake works identified as being necessary by the PCO.

We aim to provide a value for money service and if you feel that we are failing to do so or have any comments to make about the service please phone, write or email us at;

Housing and Pollution Manager