**WOMEN’S PIONEER HOUSING LTD**

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| Title | Pest Control Policy |
| Issue Date | 17 Feb 2021 |
| Effective date | 17 Feb 2021 |
| Document Owner | Roger Barton |
| Post of Document Owner | Director of Property Services |
| Date approved by EMT | 17 Feb 2021 |
| Date approved by Board | N/A |
| Version number | 3 |
| Date of next review | Feb 2024 |
| Related Corporate Policy Objective(s) | 1 and 5 |

**1. Introduction**

* 1. Women’s Pioneer Housing (WPH) aims to provide high quality homes. When a home is infested with pests, the quality of this home is compromised. It is a cause of anxiety and distress to residents and depending on the type of pest and level of infestation can also become a concern for public health.
  2. We are committed to providing a cost-effective, customer-focused pest control service. By cost-effective we mean that we seek to achieve a balance between quality and the cost of the service provided. By customer-focused we mean that we seek and take account of resident feedback on the service provided. We also seek to involve residents in procuring the service and we consult them about material changes proposed.

1. **Purpose**

2.1 The purpose of the policy is to ensure that we provide a safe and hygienic environment for our tenants to live in.

2.2 This Policy sets out our approach and how Women’s Pioneer Housing (WPH) will respond to incidences of pest control in its properties. It should be considered with reference to other policies, mainly the Estates Management Policy, Service Charge Policy and the Procurement Policy.

1. **Definitions and Scope**
   1. This Policy applies to all of WPH’s properties. We will organise remedial works to deal with infestations affecting one or more homes or the common parts

3.2 A pest in the context of this policy include

* Rats
* Mice
* Cockroaches
* Bedbugs
* Pigeons
* Wasps

3.3 These all pose potential risks to human health.

3.4 We do not normally become involved in eradicating insects such as silverfish, ants, beetles, slugs or flies (this is not an exhaustive list) as they are not considered to be harmful or to pose a health risk. It is considered that the eradication of such insects is something which we consider it reasonable for a resident to be able to deal with.

**4. Legislation and Regulation**

WPH will comply with all relevant legislation that includes:

* The Landlord and Tenant Act 1985.
* Control of Substances Hazardous to Health (COSHH)
* Landlord and Tenant Act 1985 (as amended)

• Fitness for Human Habitation Act 2019.

* Prevention of Damage by Pests Act 1949.
* The Homes Standard

1. **WPH responsibilities**

5.1 When we receive a report or reports of the presence of one of the above pests , we will commission specialist advice from a pest control contractor.

5.2 We will carry out such treatment as recommended by the specialist contractors to rid the property of pests as quickly as possible

5.3 The contractor may also recommend ancillary works such as works to prevent pests from entering the building, for example blocking up holes in external walls , replacing broken vents or filling cracks or gaps that pests can get through . These are called proofing works and we will arrange for these to be carried out, usually by a building contractor .

5.4 In cases where there has been a long history of pest problems e.g properties adjoining railway banks, we will put in place long term monitoring by a pest control contractor with ongoing treatment when necessary .

1. **Resident responsibilities**

6.1 You are responsible for keeping your home clean and tidy and for keeping any garden and outside area forming part of your tenancy in a reasonable state

6.2 You should not do anything which could attract pests such as leaving out food or rubbish.

6.3 Should an infestation occur and we contact you for access ,you are obliged in your own interest and that of your neighbours to provide access for our contractors and staff to enable treatment to be carried out and for subsequent monitoring to make sure treatment has been effective

6.4 If you do not provide access when requested or if you repeatedly act in a way which undermines our attempts to eradicate pests ,we will seek to take injunctive or other legal action which may affect your tenancy with us .

1. **Service charges**

7.1 Pest Control services are included in WPH tenancy agreements as a provided service and the costs we expend are recoverable from the recipients of the service through the service charge element of the rent We will therefore usually re-charge the costs we incur in eradicating pests to all residents in the building affected. If however a resident or residents are felt to have caused or exacerbated the problem we may re-charge some or all of the costs to those residents concerned.

**8 Meeting our strategic objectives**

8.1 This policy supports the following objectives of the Corporate Plan:

8.2 **Objective 1 – Providing High Quality Homes and Services**

* We will work together with residents to ensure the early identification and extent of the problem and to carry out eradication works promptly.
* We will employ a co-ordinated approach to resolve issues impeding the identification or eradication of the infestation, working with colleagues and third party agencies where necessary
* We will set high standards and monitor the delivery of the pest control service against these standards
* We will require that contractors’ reports are timely, clear and contain clear recommendations ,which we will use to inform our actions
* We will monitor the performance of the contractors we use.
* We will monitor our own performance in delivering this service.
* We will act promptly on residents’ concerns and complaints and pass on positive feedback.

8.3 **Objective - 2 Independence and Well-being**

* In cases where you may be experiencing difficulties with housekeeping issues which may undermine the effectiveness of pest eradication works, we will offer assistance.
* We will tailor the delivery of our service to suit residents needs wherever possible.

8.4 **Objective 5 – Strengthening the organisation**

* We shall consult residents on the delivery of the service to ensure that we can recover the amounts due in full.
* We will periodically re-procure the pest control service in accordance with our Procurement Policy to ensure that this service continues to provide value for money.
* We shall involve residents in appointing new pest control contractors where this is practicable.
* The service will be actively managed on a day to day basis by the Estate Services Officers (general needs accommodation) and the Scheme Managers (sheltered accommodation)
* Management oversight will be provided by the Contracts and Estate Services Manager, to include an evaluation of the effectiveness of monitoring and treatment

**9. Equality and Diversity**

9.1 WPH will ensure that this policy is applied fairly and consistently. We will not directly or indirectly discriminate against any person or group of people in line with our Equality and Diversity Policy. We will act sensitively towards the diverse needs of individuals and communities and will take positive action or make reasonable adjustments where appropriate.

**10.0 Performance and Reporting**

10.1 The Estates Services and Contracts Manager will be responsible for ensuring that WPH meets its responsibilities under this policy. Pest control performance will be monitored in the Estates Services Team and reported to each EMT meeting.

**11. Policy Consultation**

11.1 Individuals consulted in relation to the new/revised policy approval should be listed in the table below and all relevant comments detailed.

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|  | Who | Date | Outcome |
| Resident consultation |  |  |  |
| SMT/EMT consultation |  |  |  |
| Staff consulted |  |  |  |