

## Dealing with Pests

June 2015

### Introduction

This Quick Guide outlines Southern Housing Group's commitment to preventing and dealing with pests in homes and communal areas. It also describes who is responsible for dealing with pests in different circumstances

### Our approach

- **Prevention** During construction, refurbishment and repair works, homes will be pest proofed as far as possible. We will maintain communal bin areas in a clean and tidy condition and strongly encourage residents to do the same.
- **Advice and information** In situations where the pest problem is very minor, or is your responsibility, we will direct you towards useful sources of information on pest treatment and prevention.
- **Providing a pest management service** We will provide a pest treatment service in certain circumstances such as where pests are a threat to health or are affecting a number of properties.
- **Delivering value for money** In consultation with residents we may establish pest management contracts with service providers on estates and schemes. Where a resident has caused or failed to deal with a pest problem we may carry out treatment and then recharge the person responsible.

### What we expect of you

- **Do not encourage pests** It is important to avoid pest problems by storing food properly and carefully disposing of rubbish. We will do our bit to keep communal areas on estates clean and tidy and ask residents to observe estate and tenancy regulations to ensure rubbish is disposed of properly.
- **Report serious problems promptly** Please inform the Customer Service Centre if pests are affecting your home in large numbers and are evident in common areas.
- **DIY treatment of minor problems** Tenants and leaseholders must treat minor pest problems themselves to prevent the situation getting worse. Pest treatment remedies are available from most hardware stores and useful information on avoiding and dealing with common pests can be found on the Government's website [www.direct.gov](http://www.direct.gov)

### When we will provide a pest management service

Whether or not Southern Housing Group will provide a pest management service depends on three things:

- The type of property you live in
- Whether you are a tenant or a leaseholder
- The type of pest

### Tenants in flats and maisonettes

We will provide a pest management service to tenants of flats and maisonettes if pests present a health risk or there is evidence that the pest problem is linked to common areas. The pests

listed below are known to represent a risk to health or may damage property. You should let us know if the following pests are infesting your home:

- Rats
- Mice
- Cockroaches
- Pharaoh Ants
- Nesting wasps

### **Tenants in houses and stand-alone properties**

Residents living in houses are responsible for dealing with pest problems themselves.

### **Leaseholders**

Leaseholders are responsible for preventing and treating pest problems themselves unless pests are coming from common areas or the service charge includes a pest management element, in which case you should report the problem to us.

### **DIY shared owners**

Residents in DIY shared ownership homes must deal with any pest problem themselves.

### **Low risk pests – no treatment**

Please note that Southern Housing Group will not normally take any action to deal with the following pests as they rarely pose a threat to health or safety:

- Foxes
- Squirrels
- Pigeons
- Slugs
- Fleas
- Ants (other than Pharaoh Ants)
- Moths
- Silver Fish
- Earwigs
- Beetles
- Bedbugs

## **Getting value for money and consulting residents**

If we plan to establish a pest management service to be paid for through estate service charges we will normally consult you.

## **Charging residents who cause pest problems**

Southern Housing Group will charge residents a flat fee of £75 for any pest treatment service that is necessary because they have failed to treat a pest problem themselves or acted in such a way as to encourage an infestation.

## **Further information**

If you would like any more information on this or any of our other policies or services please contact our customer service centre or go to our website [www.shgroup.org.uk](http://www.shgroup.org.uk). Contact details can be found on our webpage, on our Information Card or in Open Door- your residents' newsletter.

## **Feedback and Complaints**

If you have something to say about the Group's policies and procedures or the information we provide on them then let us know. Please address this feedback to Policy Services Team c/o PO Box 643, Horsham RH12 1XJ or email to [servicecentre@shgroup.org.uk](mailto:servicecentre@shgroup.org.uk) marking the email 'Policy Feedback'.

If you have a complaint then either our Customer Service Centre or local staff will attempt to deal with it and resolve it. If we can't find a solution in this way, or if you prefer to deal with the matter more formally, then our complaints procedure will help you. Ask the Customer Service Centre for a leaflet which tells you how your complaint will be handled.

All complaints are dealt with in strict confidence. Our commitment to fairness means that you will not be treated differently if you make a complaint about our service.

For help with translations, or if a large type, Braille or taped summary would be useful, contact the Service Centre.

<b>Arabic</b>	لتلقي المساعدة في الحصول على نسخ مترجمة أو إذا كان من المفيد بالنسبة لكم تلقي نسخ مطبوعة بطباعة مكبرة، أو بطريقة برايل للمكفوفين، أو مسجلة كملخصات على شريط تسجيل صوتي، فيرجى الاتصال بمركز الخدمة <b>Service Centre</b> .
<b>Bengali</b>	অনুবাদে সাহায্য পেতে হলে অথবা বড় অক্ষর, ব্রেইল অথবা টেপে রেকর্ডকৃত সারসংক্ষেপ শুনতে চাইলে সার্ভিস সেন্টারকে 0300 303 1682 নাম্বারে ফোন করুন।
<b>French</b>	Contactez le Centre de services pour obtenir de l'aide sur les traductions, ou si un résumé en gros caractères, en Braille ou enregistré s'avère nécessaire.
<b>Somali</b>	Si lagaaga caawiyo turjumista ama haddii aad jeclaan lahayd farta waaweyn, farta indhoolayaasha (Braille) ama warbixin kooban oo cajilad ku duuban, la xiriir Xarunta Adeegga.
<b>Spanish</b>	Si necesita traducciones o resúmenes en letra grande, Braille o casete, póngase en contacto con el Centro de Servicios.
<b>Turkish</b>	Tercüme konusunda yardım için, veya iri puntolu, Braille körler alfabesi ile yazılmış ya da ses kaydı olarak bir özet isterseniz, 0300 303 1683'ten Hizmet Merkezi'ni arayın.