Name of Policy: Pest Control
(Ref: PS 30)

Purpose of Policy: To clarify the Association's position on responsibilities for pest control in properties and common parts of the building stock.

Policy Monitoring Details	
Department	Property Services and Housing Management
Author	Amanda Hay
Status	Group
Date SMT / Board Approval	SMT July 2024
Update	
Planned Review Date	5 years
Regulatory Outcomes Being Achieved	**Regulatory Outcomes** 3. The Association manages its resources to ensure its financial well-being, while maintaining rents at a level tenants can afford to pay 4. The Board bases its decisions on good quality information and advice and identifies and mitigates risk to the organisation's purpose **Scottish Social Housing Charter** 4. Quality of Housing 5. Repairs, maintenance and improvements 11. Tenancy sustainment
Tenant Consultation Required	Communication only
Equalities Impact Assessment	Initial
HRA Implications	Article 8 -Right to Respect for Private Life, Family Life and the Home Article 14 -Prohibition of Discrimination
Relevance to Association Values	This policy supports all the Association's values.

Content List	
1.	**Introduction**
2.	**Legislative Information**

3.	**Policy Aims**
4.	**Responsibilities under the Policy**
5.	**Specific Pests**
6.	**Advice to Customers**
7.	**Monitoring and Reporting**
8.	**Publicising the Policy**
9.	**Other Relevant or Related Policies**

1.	**Introduction**	
	1.1	This document contains the Association's policy in relation to the management of pest control. Any part of the Association's housing stock could potentially be subject to an infestation of pests such as rats, mice, wasps, bedbugs, hide beetles, ants, fleas or cockroaches. Once established, pests can be difficult and costly to deal with. The presence of pests can be offensive, present infection and disease hazards, cause stings or bites, aggravate specific health conditions, contaminate foodstuffs, damage materials, building components and structures and also be a nuisance.
	1.2	This policy sets out the individual responsibilities of the Association and the customer to ensure that adequate control measures are in place and that appropriate action can be undertaken and advice given.
	1.3	The Association has a duty of care to ensure that its properties are safe to use. In the event of the Local Authority Public Health Department serves notice under the Public Health (Scotland) Act 2008 or Prevention of Damage by Pests Act 1949, this policy will ensure the Association has met its legal requirements.
2.	**Legislative Information**	
	2.1	This policy considers aspects of : • Prevention of Damage by Pests Act 1949 • Environmental Protection Act 1990 • Housing (Scotland) Act 2001 • Public Health etc. (Scotland) Act 2008

3.	**Policy Aims**	
	3.1	This policy seeks to ensure that there is a clear, consistent and transparent approach to how we deal with pest control, as well as outlining those aspects that are the responsibility of our customers.
	3.2	The key aims of this policy are to: • set out how the Association deals with pests in and around customers' homes; • clarify those pest control issues that are the tenant's responsibility • clarify those pest control issues that are the Association's responsibility; • respond promptly to any infestation in any of our common areas; • and confirm circumstances that may result in any customer recharges.
4.	**Responsibilities under the Policy**	
		The Property Services and Housing Management Teams are jointly responsible for the implementation of the policy.
	4.1	Manor Estates will: • Provide appropriate advice and / or signposting to customers and staff when advised on an infestation • Where appropriate carry out inspections to determine the source and identify who is responsible for undertaking treatment, seeking specialist advice if necessary • Respond to property or tenancy related issues, ensuring they are followed up with the customer i.e. dealing with the condition of the property or common parts, any recharges as a result of treatment, or follow up works to treat or prevent re-occurrence • Where an infestation is suspected to be affecting more than one property, consultation is undertaken with adjoining occupants to determine the extent of the issue • Where recommendations are made by specialist contractors to treat or prevent further infestations, that advice on treatment and eradication is distributed to customers and staff and followed up as appropriate • Offer advice to customers on proprietary products available from hardware stores and supermarkets, however customers will be responsible for all costs • Where the customer is a tenant and there are concerns about costs relating to treatment, the Housing Officer will meet the tenant and review options available

	4.2	The customers : • are responsible for the removal and treatment of most common household pests within the property, including mice, ants, woodlice. • The Association will take responsibility where there is clear evidence that the pests have arisen because the Association has failed or neglected to fulfil its responsibility as the landlord or factor.
	4.3	The Association will treat the problem for more serious issues for tenants for example, rats, cockroaches and bed bugs as these can spread disease and are a risk to public health if not treated. The Association will signpost Factored owners for advice and specialist treatments, at the Factored owners' expense.
	4.4	The Association will recharge customers if the infestation (and any consequent damage) is a result of poor housekeeping, property condition, neglect or other customer actions or inaction, refer to PS04 Rechargeable Repairs Policy.
	4.5	The Association will not be responsible for any damage caused by pests to tenants' belongings.
	4.6	The Association will consider household composition and any vulnerabilities present when assessing and advising on individual case management.
	4.7	Where the Association has instructed intervention by specialist contractor the Technical Inspector would set a specific date after treatment to follow up with the customer, to clarify if issue resolved or any further intervention should be considered.
5.	**Specific Pests**	
	5.1	**Wasps Nests** The Association will instruct the removal of any Wasps nests at the end of the season. This work will be arranged via the Property Services Team.
	5.2	**Squirrels**

		The Association will instruct the removal of any grey squirrels where there are instances of damage to property and entering of homes. This work will be arranged via the Property Services Team. Note that red squirrels and their dreys (resting places) receive full protection under Schedules 5 and 6 of the Wildlife and Countryside Act 1981.
	5.3	**Bats** All bats found in Scotland are a protected species, and it is illegal to kill, injure and capture a bat or deliberately damage its roost. They receive full protection under the Conservation (Natural Habitats, &c.) Regulations 1994. Customers are advised to contact the Association if they suspect bats are nesting in the building.
	5.4	**Foxes** The culling of foxes is not prohibited however, foxes have limited protection under the Wildlife and Countryside Act 1981 but are protected from abuse and ill treatment by the Wild Mammals (Protection) Act 1996. Where customers have foxes in the garden or common grounds, customers should ensure they remove any potential food sources from the area, keep sheds and outbuildings locked secure, secure all bins, and block access to dens (only after fox cubs have reared and all have left the den).
	5.5	**Seagulls** All species of gull are protected under the Wildlife and Countryside Act 1981 in Scotland. It is therefore illegal to intentionally, recklessly injure or kill any gull or damage or destroy an active nest or its contents. It is also illegal to prevent birds from accessing their nest or to disturb their dependent young. Where gulls are problematic the Association will signpost the affected customer to the Local Authority for specialist advice.
	5.6	**Bed Bugs** Bed bugs can spread into the fabric of the building. Where a customer feels they have a bed bug issue, the Property Services team will advise the prompt washing of soft furnishings and bedding at high temperature and disinfection of beds and furniture.

		Should the problem persist after this initial clean up, or present in multiple properties in a block, the Association will refer to specialist for advice, inspection of the property and relevant treatment. Factored owners will be advised to seek specialist assistance at their own expense.
6.	**Advice to Customers**	
	6.1	On receipt of a report of a pest control problem, the Association will advise the customer whether the Association or the customer will be responsible for arranging any inspection or relevant treatment.
	6.2	Where responsibility lies with the customer for treating pests, we will give initial advice and signposting on dealing with the problem and advise the customer that they will be expected to take appropriate action to treat these pests at their cost.
	6.3	The Customer is responsible for: • Advising the Association of any infestations so that we can assess the cause and advise responsibility • Treating and paying for infestations by common household pests in their own property, including mice, ants and woodlice, but with the exception of bedbugs, cockroaches and rats.
	6.4	Customers who are not satisfied with the way the Association has handled their issues around pests are advised to raise their concern through the Association's Complaints Policy.
7.	**Monitoring and Reporting**	
	7.1	An annual statistical analysis will be gathered and reviewed by the Property Services Team. Any specific areas of concern will be reported to SMT for consideration.
	7.2	In addition, where any issue may be perceived to have reputational consequences, or is presenting as a large scale infestation, a briefing will be presented to the SMT by the Property Services Team at the earliest opportunity.
8.	**Publicising the Policy**	
	8.1	Articles covering the operation of this policy will be included in the regular Tenant Matters newsletters.

	8.2	A copy of the policy will be offered by email (or post) when phoning to discuss a pest control issue.
9.	**Other Relevant or Related Policies**	
	G03 Complaints Policy PS04 Rechargeable Repairs Policy PSF01 Services to Owners	