

## **Pest Control Service Standards**

### (pca) Pest Control Treatments

1. The [General Complaint Service](#) standard will apply. We will endeavour to make an appointment and begin treatment within 7 working days, but at busy times of the year the waiting time may be up to 14 working days.
2. We will ensure that we effectively treat and/or advise on treatment for the relevant pests by the recommended and safe treatment. We will ensure that the customer is aware of the treatment and any preparations or precautions have been clearly explained. Standard advisory leaflet appropriately annotated, left with property occupants after treatment.
3. Follow up visits will be made as appropriate, and any poison/baits will be removed as far as is practicable.
4. Carcasses will also be removed if they are able to be reached during follow up visits.
5. Free follow up visits will be made within one month of the last visit, to continue to deal with the initial problem. Problems reoccurring after that time will be regarded as a new complaint.

### (pcb) Pest Control treatments at Commercial Premises

1. We will respond to complaints from commercial premises by:

- a) *Contacting the complainant, normally by telephone, advising on the legal position and discussion possible outcomes within 7 working days.*
- b) *If appropriate, a site visit will be made to assess the situation within 5 days of (a).*
- c) *Contacting the person/organisation complained about. Rights, duties and expectations will be explained and their co-operation will be sought to resolve the matter amicably.*
- d) *Considering appropriate action, including liaising with any other appropriate agency.*
- e) *There will be an aim to resolve the complaint within 3 months of first receipt, following which, the complaint will be subject to the standard review process.*
- f) *Consider the provision of a Contract provided this does not conflict with any potential enforcement action.*

### (pcc) Information/Advice to New Businesses or those Refurbishing

1. *Initial enquiries concerning the provision of pest prevention standards for new or existing premises will be logged as complaints and dealt with as above.*

2. *Site visits will be the exception and will be carried out as follows:*

- a) *Meetings will be limited to one visit of 1 hour's duration.*
- b) *Any requirements will be confirmed in writing within 14 working days of the site visit.*

3. *Liaise with Planning and Building Control on new developments to prevent rodent problems.*

### (pcd) Provision of Contract Services

1) *We will enter into Service Contracts for the regular treatment of pests usually in Commercial Premises where there is no likely conflict of interests.*

2) *Where a Contract is requested, we will:*

- a) *Visit and assess the site within 7 working days of request, unless already agreed;*
- b) *Advise on pest activity on site, treatment and proofing needs, discuss and determine a treatment plan;*

- c) *Provide a written draft Contract and treatment proposed for client approval within 14 working days of (a);*
- d) *Deliver services to meet the Contract requirements.*