



PEST CONTROL POLICY

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1. Policy Statement

- 1.1 The Pest Control Policy aims to ensure Eastlight Community Homes (hereafter ‘Eastlight’) estates, communal areas and properties are kept safe and free of pests.
- 1.2 The Policy also clarifies the responsibilities of Eastlight and our residents.

2. Scope

- 2.1 This Policy outlines Eastlight’s approach to dealing with pests in the communal areas we own, which are linked to properties occupied by residents or leaseholders. It also covers properties (flats, houses and maisonettes) we own, which are occupied by residents.
- 2.2 This Policy also serves as a reference document for employees and third parties on our approach to pest control management.

3. Our Commitments

3.1 Statutory & Regulatory Reference

3.1.1 This Policy is designed to ensure Eastlight meets its legal, statutory and regulatory requirements under UK legislative and regulatory obligations, including:

- Health and Safety at Work Act 1972
- Landlord and Tenant Act 1985
- The Housing Act 2004
- Workplace (Health, Safety and Welfare) Regulations 1992
- Provision and Use of Work Equipment Regulations 1998
- The Management of Health & Safety at Work Regulations 1999
- Control of Substances Hazardous to Health (COSHH) 2002
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Data Protection Act 2018
- The Control of Asbestos Regulations 2012
- The Environment Act 2021
- RSH Neighbourhood and Community Standard
- Homes (fitness for human habitation) Act 2018

3.1.2 Any contractor undertaking pest control services on our behalf must hold a valid pest control license. If using any pesticides, they must hold a Specified Certificate in the Use of Pesticides.

3.2 Eastlight's Responsibilities

3.2.1 Block & Communal Areas Treatment:

- Eastlight will provide treatment for pests within communal areas. On occasion, we may need to treat a whole block, including communal areas and all flats.

3.2.2 Tenanted Flats:

- Eastlight will provide treatment for pests within residents' flats, if the infestation is a communal issue. Where a property defect is contributing to the pest infestation, this will be remediated. We will block any holes before we start treatment.

3.2.3 Tenanted Houses:

- Eastlight will block holes in residents' houses which could allow pigeons or squirrels to access the loft, or mice or rats to access the house. Once holes have been blocked, we will provide treatment for pigeons or squirrels in lofts and for mice or other pests within the property itself.

3.3 Residents' Responsibilities

3.3.1 Eastlight's residents are responsible for the following pest control and management:

- Maintaining their property and garden;
- Taking actions to help prevent and manage infestations;
- Allowing us and our contractors access to carry out pest control treatments that we are responsible for; and
- Treatment of pest infestations.

3.4 Types of Treatment

3.4.1 Where Eastlight is responsible for pest control, we will provide the following treatment:

- **Rats** – We will make frequent visits to the property to bait any rats and remove them.
- **Mice** – We will make frequent visits to the property to bait any mice and remove them.
- **Wasps / Hornets** – We will visit the property to poison and remove any nests.
- **Squirrels** – We will trap and remove any squirrels from inside spaces, such as lofts, once any holes have been blocked.
- **Pigeons** – Eastlight will trap and remove pigeons from inside spaces, such as lofts, once any holes have been blocked. We will remove nests of live chicks from balconies, but Eastlight is not responsible for cleaning droppings or other debris.
- **Wood-boring pests** – Eastlight will provide treatment to remove woodworms, wood weevils and furniture beetles.

3.4.2 Where an endemic pest issue exists or where the issue arises due to problems with the property, we will treat the issue until resolved.

3.4.3 We will **not** usually provide treatment for the following:

- **Bees** – Bees are not regarded as pests and cannot be killed. In exceptional circumstances, if they present a major risk, bees can be removed by a registered Bee Handler.
- **Foxes** – Foxes are not regarded as pests and cannot be trapped or killed. Fox nuisance issues can be eased by not feeding them or leaving food out, and by maintaining your garden.
- **Insects** (including flies, ants, moths, lice, maggots, slugs, fleas, silver fish, cockroaches, bedbugs and ladybirds) – Insects are typically managed through maintaining a clean and well-maintained home. If residents find it necessary, they can use domestic products like ant powder for treatment, usually without needing assistance from a pest control contractor. However, in instances of significant infestations, we encourage residents to promptly inform us, to enable us to investigate further.

3.4.4 We will provide pest control advice and support to residents and signposting where required.

4. Think Customer

4.1 At Eastlight, we exist to provide the best possible homes and services for our residents.

4.2 Our ‘Think Customer’ approach aims to guide and support colleagues whenever they make decisions that affect our residents, directly or indirectly.

4.3 ‘Think Customer’ ensures our people fully consider how residents will experience and be impacted by the service we provide. Before acting, our people are required to think about:

- The short and long-term effects of their actions
- The residents’ individual needs and preferences
- Whether their communication is clear, respectful and appropriate
- If they can draw on any past insights or experiences to help them when making tough decisions
- Whether they, themselves, would be happy with the service being provided.

4.4 The ‘Think Customer’ model is designed to complement and work alongside all Eastlight policies and procedures, including this Pest Control Policy.

5. Governance

- 5.1** We will review this Policy every three years or sooner, if there are changes to legislation or good practice.

6. Equality Impact Assessment

- 6.1** An assessment of each of the nine protected characteristics has been completed, and general awareness throughout Eastlight is covered through our training and Equality, Diversity & Inclusion learning programme.
- 6.2** The Equality Impact Assessment (EIA) for the Pest Control Policy acknowledges the potential impact on residents with mental health issues. We know these customers are more likely to be impacted, and this Policy ensures we expedite our services where required and move residents into temporary accommodation where needed.
- 6.3** In delivering this Policy, and throughout all our customer services, we must ensure we talk to the resident at the first point of contact to understand their individual needs, and flex and adapt our service delivery in line with those requirements.

7. Glossary

Estates	Areas of land we own and/or manage, with no residential occupation
Communal areas	Any areas in residential blocks that we own and are used by more than one property
Resident	Includes tenants and leaseholders
We / us / our	Refers to Eastlight Community Homes, or 'Eastlight'
You / your	Refers to Eastlight residents.

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