

1. Pest Control Policy

2. Reference Number 3.9.6

3. Statement of intent including cross-reference to BDHT's Corporate and Directorate objectives

- 3.1 By adopting this Policy bdht commits to operating in a fair, equal and proportionate way, ensuring that all service users have equal access to its services.
- 3.2 bdht will develop procedures for the proper management and monitoring of the service.
- 3.3 Bdht commits to engaging with its own staff and contractors to implement continuous improvements within the service in order to deliver and to maintain an efficient and effective high-quality service.

4. Legal and Regulatory Requirements

- Environmental Protection Act 1990
- The Control of Pesticides regulations 1986(Amended 1997)
- Defective Premises Act 1972
- Prevention of Damage by Pest Act 1949
- Public Health Act 1961 & 1936
- Housing Health and Safety Rating System -Domestic hygiene, pests and refuse (by providing access and breeding places for pests, which are a source of infections)

5. Policy Statement

- 5.1 We define pests as rats, mice, cockroaches, bedbugs and wasps nests.
- 5.2 bdht is committed to the provision of a high quality pest control service where this is not provided free by the local council, the infestation is internal to the property and as defined in 5.1.
- 5.3 bdht will record, investigate and initiate appropriate action on reports of pest evidence or sightings internally in the trusts properties in accordance with the procedure.

- 5.4 bdht will act on property defects reported, within published repairs timescales.
- 5.4 bdht will treat any infestations of fleas if this occurs within 6 months of the new tenancy and where no pets reside.
- 5.5 bdht will respond to pest infestations in internal communal areas.
- 5.6 Pests located externally may be treated as a one off treatment to allow works to proceed, or where there is a specific risk to public e.g. wasps nests over a main entrance door.
- 5.7 bdht will encourage any tenants to access help from their local authority for infestations external to the property.
- 5.8 bdht will recharge any tenant for the cost of treatment and/or remedial works that are deemed to be due to tenant neglect. Charges may be waived where there is vulnerability in line with the Recharges Policy and Procedure.
- 5.9 bdht will provide customers experiencing difficulties with a pest infestation with advice on the causes of the infestation and practical measures to remove the pest from the property.
- 5.10 The Local Council may offer other free services to treat fleas and bedbugs. This varies between areas. Bdht will provide advice and signpost where the tenant has been in residence for more than 6 months.

6. Summary of Service Standards

- 6.1 Service Standards will be published in leaflet form to give easy-to-read info to tenants.

7.0. Priorities

- 7.1 It is essential for the effectiveness of this policy, that all stages of this policy are given equal priority.

8.0 Policy Implementation

8.1 Procedures

- 8.1.1 The implementation of this policy will be detailed in the following procedures:
- Pest Control Procedure – This procedure details the responsibilities, methods and planning of cleansing activities.

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8.2 Training

8.2.1 bdht will train staff to ensure that the service is delivered efficiently and effectively. bdht will ensure that staff members are aware of the implications of all relevant legislation and regulatory guidance.

8.3 Monitoring of the Policy

8.3.1 bdht will establish systems to monitor the provision of the pest control service to identify compliance with and the need for change and development of the policy and procedures.

9.0. Links to associated external Documents

9.1 This Policy is linked to the following external documents:
<https://www.worcsregservices.gov.uk/>

10.0. Link to associated internal Documents

10.0 This Policy is linked to the following internal documents:

- Procedure for Pest Control
- CRM Scripts
- Service Standards

11.0. Approval was gained

11.1 EMT approved this Policy September 2009 and 26th September 2018 and 28th January 2025

12.0. Review Date

12.1 This policy will be reviewed in January 2028.

13.0 Responsibility for implementing the policy

13.1 The Director of Asset Management and Development is responsible for the implementation of this policy.

14.0. Date Issued

- 14.1 September 2009
- 14.2 Reviewed 30th April 2015
- 14.3 Reviewed 23rd July 2018
- 14.4 Reviewed 29th September 2021
- 14.5 Reviewed 22nd January 2025

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15.0 Equality Impact Assessment

15.1 27th January 2025

16.0 Equality Policy Statement

- 16.1 At bdht, we are proud to serve and work within a diverse society. We recognise that some individuals and communities face systemic barriers, disadvantage, and discrimination, including those related to socio-economic background, caring responsibilities, and the impact of intersectionality.
- 16.2 We believe that discrimination in any form is unacceptable. In all our areas of work we are committed to ensuring that our policies, practices, and services promote fairness, equity, and respect for all. We aim to reduce inequalities, promote respect, and create an equitable culture within our organisation.
- 16.3 bdht fully complies with the Equality Act 2010 and all relevant statutory and regulatory guidance, including that issued by the Regulator of Social Housing, Homes England, the Government Equalities Office, and our funding partners.
- 16.4 We believe that equality of opportunity is fundamental to delivering excellent services and building vibrant communities together. Our commitment is underpinned by clear policies, regular monitoring, and continuous review, all of which are actively supported by our Board and Teams.

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