

Governance Information

Applicable Legislation	<ul style="list-style-type: none">· Health and Safety at Work Act 1974· Environmental Protection Act 1990· Prevention of Damage by Pests Act 1949· Control of Pesticides Regulations 1986· Housing Acts 1985 & 1988
Policy owner	Director of Operations
Approved by	CMT
Regulatory reference	Safety and Quality Standard
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1. Policy

- 1.1 At the Industrial Dwelling Society (herein known as IDS) we are committed to providing a pest-free environment for our residents. We recognise the importance of effective pest control in maintaining health and safety standards and will take all necessary measures to prevent and control pest infestations.

2. Purpose

- 2.1 This policy outlines our approach to pest control, and our commitment to ensuring a safe, healthy and pest free environment for IDS residents.

3. Scope

- 3.1 This policy applies to all to IDS employees, tenants and representatives of IDS, including contractors and third parties who carry out duties on our behalf.
- 3.2 This Policy covers all IDS owned and managed communal areas and tenanted properties.
- 3.3 This Policy does not cover IDS leasehold and shared ownership properties, these IDS residents are responsible for eradicating pests from their homes.
- 3.4 This Policy should be read in conjunction with the following IDS policies: Repairs & Maintenance; Health & Safety; Damp & Mould; Disrepair; Decant; and Estate Management policies.

4. IDS Responsibilities

- 4.1 IDS will take all reports of pest infestations seriously, and will investigate promptly to determine whether it is our responsibility to eradicate the infestation. Generally we expect residents to deal with minor cases of pest infestation themselves, and we will only intervene if the infestation becomes more serious or affects more than 1 property. We will consider this to be a major infestation (see section 7. Definitions).
- 4.2 If it is our responsibility we will remedy the infestation in a timely way and in line with our repairs policy timescales. We will keep the residents impacted by the infestation informed of our actions.
- 4.3 If it is not our responsibility we will inform the impacted residents, and provide advice and guidance on how they can eradicate the infestation.
- 4.4 We will provide additional support and remedy pest infestations experienced by our vulnerable tenants.
- 4.5 We will employ qualified and licensed pest control contractors to carry out treatments on our behalf.
- 4.6 We will maintain records of all our pest control activities and treatments.

5. Resident Responsibilities

- 5.1 All IDS residents are required to prevent infestations by keeping their homes clean and free from food waste. All waste is to be disposed of properly using designated waste bins.

- 5.2 All IDS residents are required to regularly maintain their gardens to prevent infestations.
- 5.3 All IDS residents are required to report any signs of pests to IDS promptly, and allow access to their property for pest control inspections and treatments when necessary.
- 5.4 All IDS residents are required to treat pest infestations in their homes if it is their responsibility to do so. We expect residents to treat all minor pest infestations themselves, and we may seek evidence that treatments have been carried out before we intervene.

6. Prevention & Treatment

- 6.1 IDS will conduct regular inspections of communal areas to identify potential pest problems as part of our Estate Inspection programme.
- 6.2 We will block and seal potential entry points for pests in our communal areas and in our tenanted homes.
- 6.3 We will provide IDS residents with clear and accessible information and guidance on preventing pest infestations.
- 6.4 We will use humane and environmentally friendly pest control methods wherever possible.
- 6.5 We will carry out follow up inspections and treatments where needed to ensure complete eradication of the infestation.
- 6.6 We may service charge IDS residents for pest control treatments carried out in the communal areas of our blocks and estates.

7. Definitions

Pests	IDS uses the Housing Ombudsman guidance and definition of pests to be rats, mice, daddy long legs, silver fish, cockroaches and bed bugs. However, this list is not exhaustive, and we may consider the treatment of other species of pest where they present a serious risk of harm to our tenants or their homes.
Minor infestation	A small infestation in an individual home that can be easily treated.
Major infestation	An infestation in an individual home that does not respond to treatment, and/or spreads throughout the home and into other homes and communal areas.

8. Roles & Responsibilities

Director of Operations	Overall responsibility for this policy
Head of Service	Day to day implementation for the policy
Estate Managers	Carrying out annual visits and estate inspections where pest issues may be raised.
Repairs team	Taking calls relating to pest control and raising jobs.

9. Equality Impact Assessment

An Equality Impact Assessment has been completed for this Policy.

10. Policy Review & Monitoring

- 10.1 We will review this policy every 3 years, or following legislative change, to ensure the Policy remains effective and complies with current legislation and good practice.
- 10.2 All relevant KPI's (key performance indicators) aligned to the management of pest control are regularly monitored and reviewed. We will routinely monitor our performance in implementing this policy.