



factsheet

PEST CONTROL SERVICE

What Are Pests?

Pests are defined as animals that are troublesome, annoying or destructive. Many pest species are nothing more than casual intruders and although some may look unpleasant or present a nuisance, they are harmless. However there are a few that may transmit disease to man and are described as public health pests.

Our Service

The Council prioritises its pest control investigations to the main public health pest species but also provides a service to control some of the more common non-public health pests.

These are listed on the table overleaf, along with any charges that may be levied and the time scales within which we aim to respond to service requests.

The Councils Pest Control Section is available to give **advice** on all pest control matters including the identification of insect specimens and the self treatment of nuisance pests. Advice sheets giving details on the main, individual pest species are available on request from the Council.



PEST CONTROL SERVICE**Pest Treatment**

Once a request for controlling a recognised pest species is received, an appointment is made for a fully qualified Pest Control Officer to visit the affected property and assess the most adequate and efficient control method.

The officer will identify the pest species and determine the source of the infestation where possible. If necessary, advice on environmental management will be given to any concerned property owner as this may be all that is required to eliminate the problem. Treatment with pesticide will only be carried out where the officer is satisfied that this is the most suitable course of action.

All treatments are explained in full together with the client's responsibilities and relevant legislation. The safety and welfare of non-target species is paramount in all cases and information on the type of pesticide used is left with the client. Where possible, pesticides are removed on completion of successful treatments.



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Services, Charges, and Performance

Species	Response time within	Charges (inc VAT) % of		Responses within target 2009/10
		Domestic	Commercial	
Rats (Internal)	1 working day same day if call by 9:30 am	Free	£98.70 - £233.83	96%
Rats (External)	3 working days			100%
Mice (Internal Only)		3 working days	£47.50 /hour*	£56.99hour
Fleas	100%			
Cockroaches/ Bed-bugs	3 working day	Free	£56.99hour	100%
Wasps	5 working days	£47.50+£10.00 for additional nests*	£56.99 +£10.00 for additional nests	99%
Squirrels (Internal Only)		£47.50 + £19.00 for subsequent visits		



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Costs valid for financial year 2010/2011

Response time = time taken from request for service to initial visit or advice given (where visit not appropriate).

* Investigation and possible resulting treatment will be free to those claiming **Job Seekers Allowance, Income Support, Pensions Credit, Council Tax Benefit or Housing Benefit.**

Additional Notes: Payment for chargeable services must be paid at time of treatment unless being recharged or where a formal order or contract agreed.

Charnwood Neighbourhood Housing (CNH) tenants pay the appropriate charge above unless an official order is received from CNH. Revisit to wasp nest – no charge

Customer Choice

Feedback from our customers is essential for assessing the quality of this service and provides useful indicators of successes or shortcomings in service delivery.

We invite comments on the quality of service provided through our pest control customer satisfaction survey. If you wish to discuss or comment on our service or any information in this leaflet please do not hesitate to contact the Council on (01509) 634628.

Should you have any cause to complain about us or our service then let us know so we can, if appropriate, take action to put matters right. Where this has not happened Charnwood Borough Council has a formal complaints procedure, which you may follow. All reception points and enquiry centres have copies of the Complaints Procedure leaflet.



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If you would like an explanation of this leaflet in your own language or to obtain copies in Braille, on audiotape or large print please contact our Joint Service Shop on (01509) 634789.

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This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ भाषिती जुही जुही पद्धतिओमां उपलब्ध छे. ते भेजववा भाटे कृपा करी आ नंबर पर सेन करो (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

एह न्याहणी रूढ-रूढ ढरलां हिच भिल मवली ऐ। एह न्यामिल वरन लही भिउरवानी वरवे एम नंबर 'उे व्हेन वरे (01509) 634560

