



# Pests Policy

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Responsible Officer: Head of Operations (Triathlon Homes)  
*(Responsibility for proposing final draft, implementation and review)*

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**Policy Review Statement** - This policy will be reviewed at the date mentioned above or following legislative, organisational, or changes to good practice if sooner

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## 1. Introduction

- 1.1 This policy aims to give Triathlon Homes' staff and residents' guidance on pest (see glossary) control options.
- 1.2 This policy will apply to all residents of Triathlon Homes.
- 1.3 Triathlon Homes LLP ('Triathlon Homes') is the owner of 1,379 homes within East Village and is landlord to the occupiers of these properties and has appointed a Managing Agent to manage the properties on its behalf. Both Triathlon Homes and the Managing Agent are members of the Housing Ombudsman Service.

All of Triathlon Homes' policies are its own, but are implemented by the Managing Agent on its behalf. Triathlon Homes' policies are required to comply with the Regulatory Standards of the Homes and Communities Agency.

- 1.4 Triathlon Homes' repair responsibility is limited to the demised areas only. Therefore any pest control issues emanating from; or effecting common areas are the responsibility of EVML (East Village Management Limited).

EVML are the Managing Agent of the common areas and as such are responsible for the maintenance of communal parts of East Village.

## 2. Policy Statement

- 2.1 Triathlon Homes aims to:
  - Prevent infestations causing a threat to health and safety, nuisance or damage in breach of Triathlon Homes' statutory or contractual obligations.
  - Provide joint solutions to infestations by working closely with other East Village stakeholders, the local Environmental Health Departments and our residents.
- 2.2 Triathlon Homes will take responsibility for pests relating to:
  - Where we would be liable under a statutory duty and may be served with a notice by the local authority;
  - Where, due to a resident's vulnerability, we have agreed to act;
  - For a resident where the infestation within a resident's home was proven to be present at the point of letting or at the commencement of the resident's lease; or
  - A breach in our repairing obligations as set out in the respective tenancy/lease agreement.
- 2.3 In all other instances Triathlon Homes will require residents to diligently manage the eradication of pests or infestations within their own home to ensure that they do not become a danger or nuisance. This could include setting mousetraps or putting down powders purchased from a hardware store to deal with ants.
- 2.4 Triathlon Homes will take action to deal with the following pests under the circumstances outlined in 2.2, above:-

- Mice – Triathlon Homes are not responsible if the infestation occurs in an individual home but where several flats within the same block are affected a surveyor’s inspection may be made and Triathlon Homes will work with East Village Management (EVM) Ltd to arrange Block treatment. We will block mouse holes up once the mice have been eradicated;
- Pharaoh Ants;
- Rats.

Where Block treatment is required to eradicate pests the cost of the treatment will normally be recouped through the service charge.

2.5 Triathlon Homes will not normally take action to deal with the following pests:-

- Foxes;
- Squirrels (unless they have entered the property and are causing damage to the structure of the building);
- Pigeons;
- Slugs;
- Ants (other than Pharaoh Ants);
- Moths;
- Silver Fish;
- Fleas;
- Beetles;
- Earwigs;
- Bedbugs;
- Wasps & Bees; or
- Mice in individual homes.

Residents may contact the local authority pest control team to seek advice on how to deal with common pests and they may provide services to deal with these pests, but may charge for this service.

### 3. Context

#### Legislation/Regulation

Landlord and Tenant Act 1985.

The Housing Health and Safety Rating System (England) Regulations 2005.

Environmental Protection Act 1990 s79.

Common law nuisance.

#### Links to key Triathlon Policies

Triathlon Homes Recharge Policy.

Triathlon Homes Repairs Policy

Triathlon Homes Enhanced Customer Care Policy.

### 4. Method Statement

#### 4.1 Pest Infestation - Triathlon Responsibilities:

Where the pests are identified within the communal areas and they represent a threat to health and safety, nuisance or damage to residents or the building then we will take

appropriate steps to deal with the infestation, by notifying EVM and other East Village stakeholders, the local Environmental Health Departments and our residents.

Where the proper resolution of the problem requires access to a resident's home to complete the treatment then we will provide the appropriate notice to residents.

Where the pests or infestation within a resident's home are identified to be a risk to health and safety for which we have a liability under a statutory duty then we will take appropriate steps to deal with the infestation working closely with EVML and other East Village stakeholders, the local Environmental Health Departments and our residents.

#### 4.2 **Pest Infestation - Residents' Responsibility**

Where the pest problem is reported by a resident to be within their own home and it is not within the stated responsibilities of Triathlon Homes, then we will always advise them to take their own action to deal with any pests or infestation. Residents are expected to make responsible use of appropriate pest control products. We will also signpost residents to the pest control services offered by the local authority, and may act as an intermediary with the Environmental Health Department to ensure the issue is resolved.

Residents may contact London Borough of Newham Pest Control Services by phone Monday to Friday between 9 am – 5 pm on 020 8430 4133 or by email – [pestcontrol@newham.gov.uk](mailto:pestcontrol@newham.gov.uk)

Where it later becomes clear to Triathlon Homes that a problem reported is either:

- more serious so that it is within our responsibilities; or
- it is clear that the resident is unwilling or unable to take the appropriate action and that may lead to an infestation in the communal areas;

then we will take immediate steps, working with the resident, to resolve the issue. Where the infestation is the responsibility of the resident we will recharge the resident all costs (see Triathlon Homes' Recharge policy).

#### 4.3 **Pest Infestation - Vulnerable Tenants**

We will consider taking responsibility for dealing with the pest problem where a tenant has been identified as vulnerable and pest treatment will form part of working with them to sustain their tenancy. We will also consider what additional support may be needed for a tenant to sustain their tenancy and will be mindful of this when handling such reports and enquiries.

#### 4.1 **Recharges**

Where the cause of the infestation is established as not being the fault or failure of Triathlon Homes and where Triathlon Homes has paid to have the infestation addressed, we will look to recharge the responsible party the associated costs (see Triathlon Homes Recharge Policy).

## 5. **Monitoring the policy**

This policy will be monitored by the Head of Operations who will review this policy periodically, as set out above, capturing best practice, customer feedback and legislative changes to inform this review.

#### 5.1 Measures of success

The success of this policy will be measured through the number of reported and repeat infestations (see glossary) together with customer satisfaction of this process.

## 6. Equality Needs Impact Assessment

An equality impact assessment of this policy will be undertaken by February 2016.

## 7. Glossary

**A pest** – for the purpose of this policy is a generic term for vermin and can be, but is not limited to  
for example, cockroaches, mice, pharaoh ants, rats and wasps nests.

**Repeat infestation** – where Triathlon Homes has a record of providing treatment, or referring a property for treatment, within the previous 12 month period for a similar pest.

**Resident** – Social Rent or Intermediate Rent tenant or Shared Owner/Shared Equity Leaseholders

**Tenant** – Social Rent or Intermediate Rent tenant

## 8. Accessibility of information/Publication

This policy is available on the Triathlon Homes' website.