

### Policy Statement & Purpose

Bromford is committed to providing a safe and healthy living environment for all customers. This Pest Control Policy outlines the procedures and responsibilities for the prevention and control of pests within our housing community.

This policy explains:

- (a) the importance of the policy and what it identifies.
  - (b) the process for adhering to the policy.
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### Scope

This policy applies to all properties managed by Bromford and sets out the guidelines for the prevention, identification, and treatment of pest-related issues.

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### Principles

Compliance – Bromford is responsible for treating pests that are deemed a statutory nuisance in accordance with the Environmental Protection Act 1990. Bromford will ensure all colleagues are aware of the relevant legislation and take steps accordingly.

Best practice – Bromford will ensure all colleagues and contractors are vigilant and alert to any signs of pest infestation and will know how to act upon any concerns they may have.

Partnership Working – Bromford will work in partnership with local authorities to enable our customers to have access to the appropriate services and support.

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### Responsibilities

#### Customers:

- Customers are responsible for maintaining their homes in a clean and sanitary condition to prevent pest infestations. If an infestation occurs because of customer's waste management choices, Bromford may not be responsible for remedying this infestation and they may recharge the customer for the pest control service.
- Promptly report any signs of pests to the Contact Centre or Neighbourhood Coach.

#### Bromford:

- Will intervene in cases where there are infestations of rats and mice that affect multiple parties, in one location/building/ residential scheme.
  - In cases of other vermin infestation such as bedbugs, flies, fleas, and cockroaches that affect multiple parties, in one location/ building/residential scheme, we will arrange a survey by a pest control contractor. We will carry out the works necessary to fulfil any outstanding repairing obligations and support vulnerable customers with reasonable adjustments.
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- Will also intervene in pest and vermin cases at individual homes where there are outstanding repairs which are a contributing factor to the infestation occurring.

**Our Neighbourhood Coaches:**

- Will identify potential pest control issues through annual customer reviews.
- Report any pest control issues to the Contact Centre.

**Our Contact Centre:**

- Will call through to Service Delivery Operations Support with details of the issues, customer, and address. If they are unable to contact Operations Support by phone, a case should be created on a relevant system.

**Our Service Delivery Operations Team:**

- Upon receipt of the call or case from Contact Centre, Operations Support will send a request through to Pest control contractor for a survey to be carried out.

**Pest control Contractor:**

- Bromford will engage licensed and qualified pest control services to address infestations promptly.
- Pest control contractor will contact customer within 24hours to arrange a survey.

\*Please see Pest and Vermin Easy Guide for more detail on process.

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**Legislative or Regulatory Requirements**

<a href="#"><u>Prevention of Damage by Pests Act 1949</u></a>
<a href="#"><u>Environmental Protection Act 1990</u></a>
<a href="#"><u>Landlord and Tenant Act 1985</u></a>
<a href="#"><u>Homes (Fitness for Human Habitation) Act 2018</u></a>
<a href="#"><u>Housing Act 2004 - Housing Health and Safety Rating System</u></a>
<a href="#"><u>Public Health Act 1936</u></a>

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**Assurance Framework**

Bromford has adopted the ‘three lines of assurance’ model. It is built upon Bromford’s strong control culture and organisational delegation of responsibility. It is the responsibility of managerial and supervisory colleagues within business units who use the policy to ensure that the policy is communicated and effectively implemented, and to ensure colleagues are aware of their responsibilities. Adhering to policy and underpinning procedures ensures we continue to operate within our overall risk appetite as a business. We will monitor compliance with this policy as a part of contractor performance meetings. Regular feedback will be provided to our Neighbourhoods and Communities and Operations Support teams to ensure consistent and transparent approach.

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