



## Pest Control Policy

<b>Approval date</b>	February 2026
<b>Approval Level</b>	Executive
<b>Review Period</b>	3 Years
<b>Next Approval Date</b>	February 2026
<b>Policy Owner Role Title</b>	Assistant Director of Customer Support
<b>Responsible Director</b>	Customer and Operational Services
<b>Key Strategy</b>	Customer Experience Strategy

### Policy Checklist

<b>Is Customer engagement required?</b>	Yes
<b>Does this policy require input or validation from external or legal experts?</b>	No
<b>Is an Equality Impact Assessment (EIA) required?</b>	Yes
<b>Is a Data Protection Impact Assessment (DPIA) Required?</b>	No
<b>Is the Policy compliant with relevant legislation and regulatory requirements?</b>	Yes
<b>Sign of by Policy Officer</b>	December 2025
<b>Version Control</b>	February 2026

---

## Contents

<b>1.0</b>	<b>Introduction and scope</b>	<b>3</b>
1.1	Objectives	3
1.2	Feedback, improvement and customer voice	3
<b>2.0</b>	<b>Policy Statement</b>	<b>4</b>
2.1	Wandle’s definition of pests	4
2.2	Managing pests inside tenanted homes	4
2.3	Managing pests in communal areas	5
2.4	Communication	5
2.5	Commercial Properties	5
2.6	Additional Support	5
<b>3.0</b>	<b>Performance Measures</b>	<b>5</b>
<b>4.0</b>	<b>Roles and Responsibilities</b>	<b>6</b>
4.1	Internal	6
<b>5.0</b>	<b>Legal Framework</b>	<b>6</b>
<b>6.0</b>	<b>Compliance</b>	<b>7</b>
<b>7.0</b>	<b>Definitions</b>	<b>8</b>
<b>8.0</b>	<b>Equality &amp; Diversity</b>	<b>8</b>

## 1.0 Introduction and scope

This Pest Control policy has been developed in line with Wandle's values, which are:

- Think customer
- Build relationships
- Work together
- Aim high
- Own it

It will ensure that actions we undertake will be underpinned by our vision of:

*"Homes to be proud of and services you can trust"*

The Pest Control policy has also been developed in line with Wandle's Corporate strategy and specifically supports the themes of Right Services and Right Support.

This policy applies to all general needs tenants. There may be some circumstances in which the types of services we offer may depend on the property type in question, for example we may offer an expanded service when dealing with some pests in blocks where, failing to deal with an issue may put other customers at risk.

This policy does not apply to leaseholders and shared owners, except where we are undertaking works in the communal areas of buildings or where we are carrying out pest treatment to deal with an infestation, which requires treatment in all properties within a block.

### 1.1 Objectives

This policy sets out our approach to managing pest infestations in our tenants' homes and in communal areas. This includes when we will investigate cases of infestation, and proofing measures we will put in place to prevent future infestations.

This policy has links to some of our other policies and should be read in conjunction with our Responsive Repairs policy.

### 1.2 Feedback, improvement and customer voice

We have used feedback from our customers and worked directly with members of the Customer Change and Improvement Panel and the Resident Repairs Group who have influenced this policy.

Wandle will continue to review customer feedback from surveys and complaints against the policy to ensure the policies objectives and performance is delivered.

## 2.0 Policy Statement

### 2.1 Wandle's definition of pests

Wandle's definition of pests for the purposes of this policy includes mice, rats, bed bugs, pigeons (and other birds), squirrels, cockroaches, wasps, and ants.

Customers are responsible for dealing with common household pests such as flies, moths, bees, beetles, silverfish, caterpillars, or spiders. This list is not exhaustive but illustrative and we will provide guidance on specific unnamed pests when specific cases arise. In these case of pest that we will not deal with, this is due to these types of pests being minor in nature and not posing a danger a customer's health or wellbeing. However, we may in some cases act where failing to do so would risk significant harm to the customer or their homes.

### 2.2 Managing pests inside tenanted homes

Pest control management can include treating the area with the infestation and/or carrying out works to prevent the pests from gaining entry to the home.

Timescales for responses to customer requests are:

- Customer report responses - within 5 working days (including order being raised with contractor)
- Contractor contact with customer – within 2 working days to make appointment.
- Appointment – within 10 working days
- Contractor to supply the customer with a summary of the report of their findings - within 5 working days.
- Confirmation of works schedule - within 5 working days

Wandle will ensure the pest control contractor and repair contractor work seamlessly to minimise the disruption to the customer.

Tenants are responsible for keeping private balconies and gardens clean and tidy in line with their tenancy agreement. Pest infestations in these areas are the tenant's responsibility to clean and treat unless there is evidence of rat, fox, or badger burrows.

In some cases, the presence of pests in a home can be the result of conditions inside the home. Wandle understands that in many cases this may be the result of additional support needs and will work with our customers to support these needs.

In this instance, the customer will be provided with advice about how to manage the problem and where appropriate, we will work with the customer to resolve such issues, with a view to ensuring that the issues do not deteriorate and to minimise the risk of pests spreading to other properties.

We will only take legal action as a last resort where all other options have failed to resolve the problem or where an infestation constitutes a statutory nuisance, presents a risk to public health, or gives rise to a Category 1 or Category 2 hazard under the Housing Health and Safety Rating System (HHSRS)

### **2.3 Managing pests in communal areas**

Pest control management will take place where pests are found in communal areas including hallways, staircases, lobby areas, bin chambers, bike stores, plant rooms, roof spaces, communal gardens, communal balconies, basements, and drains.

We will recover the cost of all pest control works carried out in communal areas through service charges in line with their rent type, tenancy agreements, and leases.

We will ensure that where we identify issues as part of our estate inspection process, we will look to identify any defects that might increase the risk of pest hazards. This also includes, where Wandle is responsible, the provision of enough external bins.

### **2.4 Communication**

Wandle will work with our customers to ensure that they are kept informed with the progress of their cases. We will also provide communication on pest control prevention both during and after a case to help minimise any impact or chance of reoccurrence.

### **2.5 Commercial Properties**

Where the source of pests comes from a customer within one of our commercial units, we will ensure that we enforce the terms of our lease agreements. We will make sure that pests, or situations that are likely to lead to pests, are dealt with by those responsible, to minimise the risk of them spreading to other customers.

### **2.6 Additional Support**

Wandle will review pest control reports beyond our normal scope, on a case-by-case basis. Where we identify that a tenant has additional support needs, this may impact whether a case is considered an emergency hazard. In this instance, we may also take additional steps to temporarily rehouse a tenant, in cases where the hazard or risk to the tenant or the household is significant. Any such decision is made at Wandle's discretion; tenants also have the right to refuse temporary rehousing.

We will also ensure that where necessary we will make relevant referrals, in line with safeguarding procedures.

## **3.0 Performance Measures**

The performance of this policy will be measured in the following ways and reported to the Executive team every quarter as part of the Housing performance management report.

Quarterly performance reporting:

- Number of pest control communal issues reported.
- Number of pest control individual issues reported.
- Number of pest control complaints received.
- Satisfaction survey of tenants who have received a pest control service.

Monthly contract monitoring

- Customer report responses - within 5 working days (including order being raised with contractor)
- Contractor contact with customer – within 2 working days to make appointment.
- Appointment – within 10 working days
- Contractor to supply the customer with a summary of the report of their findings - within 5 working days.
- Confirmation of works - within 5 working days

## 4.0 Roles and Responsibilities

The **Executive Director of Customer and Operational Services** is responsible for:

- The overall application of this policy
- Supporting and guiding the Housing teams, and wider organisation, as required.
- Bringing to the Executive’s attention any issues that need to be addressed.

The **Head of Repairs** is responsible for ensuring repair responsibilities are fulfilled in blocks and tenanted properties.

The **Estate Services Manager** has overall responsibility for managing the pest control contract and ensuring seamless working relationships with the repairs team.

The **Contact Centre Staff** and **All Frontline Staff** have responsibility for ensuring reports from customers are handled in a sensitive manner and providing accurate information to the customer on next steps, ensuring the case is allocated to the estate services team where appropriate.

Our **Customers** are responsible for reporting pests to us in a timely manner, to ensure we can deal with them at the earliest opportunity. Customers are also responsible for working with us to ensure that any guidance issued on managing the presence of pests in their home is followed where necessary.

Related Documents

### 4.1 Internal

Strategies	Corporate Strategy, Customer Experience Strategy, Asset Management Strategy
Policies	Responsive Repairs Policy, Reasonable Adjustments Policy, Tenancy Management

## 5.0 Legal Framework

Legislation	Main powers and relevance to <i>policy subject</i>
-------------	--

Housing Act 2004	Introduced the housing health and safety rating system (HHSRS) for landlords, which includes standards on domestic hygiene, pests, and refuse. It sets out how the design, construction and maintenance of a dwelling should enable it to be kept clean and prevent the build-up of dirt and dust. The exterior of the dwelling should be free of cracks and unprotected holes, and the design should reduce means of access by pests. There should be suitable provision for the storage of refuse awaiting collection.
Environmental Protection Act	Defines a statutory nuisance as premises that are in such a state as to be 'prejudicial to health or a nuisance.'
Public Health Act 1936	Gives the local authorities powers to act to kill and remove vermin.
Prevention of Damage by Pests Act 1949	Places a statutory duty on local authorities to ensure that its district is kept free from pests such as rats and mice.
Health and Safety at Work Act 1974	States that all premises must be kept safe and without risks to health.
Housing Act 2004- Housing Health and Safety Rating System (HHSRS)	The legislation sets out how housing standards are enforced, including measures for recognising the level hazards and potential risk to health and safety in a property
Awaab's Law	Awaab's Law sets out our responsibilities for tackling hazards (as defined by HHSRS) in the homes of our customers (such as pests). The law also sets out our responsibilities for ensuring we communicate effectively with our residents during the process

## 6.0 Compliance

This policy complies with all relevant regulatory standards. In particular, the **Safety and Quality Standard**. The **Safety and Quality Standard** set out :

### Decency

Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator.

## Health and safety

When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas.

This policy contributes to ensuring that Wandle comply with the above regulatory requirements. It sets out how Wandle will tackle pests in our customers' homes, and prevent them returning, as far as is possible. It also set out our approach to maintaining our communal spaces. Treating pests in both our customers' homes and in our communal spaces helps to keep our customers safe in their homes.

## 7.0 Definitions

### **Pest:**

Pest is a generic term for vermin, rodents and insects which are commonly considered to be a pest. This can include Statutory Pests, where legislation states they must be controlled by Local Authorities and owners and occupiers of land and properties within those Local Authority boundaries; and Non-Statutory Pests, being all other pests, which are not considered Statutory.

### **Pest Control:**

Pest Control means treating pests and may include blocking their entry to our properties in line with the requirement of the Human Habitation Act.

## 8.0 Equality & Diversity

Equality & Diversity is central to our business; promoting fairness and opportunity for customers and staff; helping provide the best services shaped by and for customers; and right for recruiting and developing our staff.

We are committed to celebrating diversity. To ensure equal access to our services is available, Wandle will comply with the Equality Act 2010 and all other legislative requirements relating to equality. We will work to avoid exclusions or restrictions that are not appropriate to the housing and support needs of our tenants and that may lead to discrimination. We will endeavour to ensure that all tenants receive a consistent level of quality service.

### **Equality Consideration**

Under the *Equality Act 2010* Wandle must consider whether our policies adversely affect our customers and/or staff.

The following table identifies whether this policy disproportionately impacts upon any individuals in regard to the key protected characteristics, as identified in the Act:

Special Characteristic	Any impact? (Yes or No)
age	Yes
disability	Yes
gender reassignment	No
marriage and civil partnership	No
pregnancy and maternity	Yes
race	No
religion or belief	No
sex	No
sexual orientation	No

We do consider this policy to disproportionately impact any individuals on these characteristics and therefore a detailed Equality Impact Assessment has been completed.