

▶ WHAT WILL THE PEST CONTROL OFFICER DO TO TREAT AN INFESTATION?

- If you have pets, especially cats or dogs, and you require a treatment in your home for fleas, then it is essential, that you treat your pet and its bedding for fleas, otherwise it will be impossible to break the lifecycle of the flea. *Repeat treatments for fleas will not be undertaken if this is not done.*
- Following and during treatment for any pest infestation, good hygiene practices are essential. This means keeping the property clean, well ventilated and carrying out any specific instructions that you have been given by the Pest Control Officer. Store rubbish in bins with fitted lids. Keep your external refuse area clean and tidy and keep the lid shut on your wheelie bin. It is also imperative that you deny the pests access to a supply of food and water as far as can be reasonably expected. If you have animals outside, always clear up waste food & prevent access to their feed. Avoid feeding wild birds unless using proper dispensers.
- To prevent further infestations, check your property from time to time, ensure that your gutters are running freely and that there are no birds nests blocking them. Check your eaves and roof spaces for any nests and remove them as soon as any fledglings have left the nests and proof the holes where they were flying in to prevent them gaining access next year. If you see any holes near where service pipes enter or leave your property through brickwork or woodwork, make sure that these are sealed, fit bristle strips to the bottom of any badly fitting external doors to prevent pests from accessing the property. Ensure that any damp or rotten woodwork is maintained and correctly treated to prevent pests such as slugs, snails, wharf borers, silverfish, earwigs, woodlice etc. from entering your premises.
- Where poisons have been used, you need to have regard for basic health and safety precautions. This means keeping pets and children away from any bait boxes or trays that have been left, not moving any of these, and adhering strictly to the information that the Pest Control Officer has left with you.

▶ WHAT SHOULD I DO IF I'M NOT HAPPY WITH THE SERVICE?

- If you are not satisfied with the treatment that has been carried out on your premises or land, or if you do not receive a follow up visit in the case where treatment for rodents has been carried out, then you should contact The Natural and Built Environment Division on 01473 822801. An officer from this department will then look into the matter on your behalf.

Babergh District Council
Corks Lane
Hadleigh
Ipswich IP7 6SJ

E-mail: pests@babergh.gov.uk
Facsimile: (01473) 825738
Minicom: (01473) 825878
Tel: (01473) 826622

Updated Sept 2007

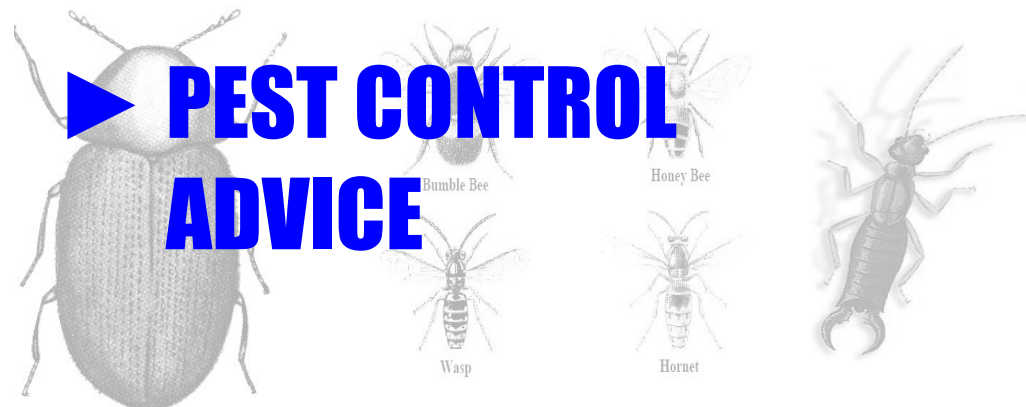


www.babergh.gov.uk



The Natural & Built
Environment Division

▶ PEST CONTROL ADVICE



▶ Babergh District Council

www.babergh.gov.uk/babergh/pests

This document can be made available on audio tape, in Braille, large print or an alternative language upon request by telephoning 01473 826622

► What You Can Expect from Babergh's Pest Control Service

► WHAT PESTS WE WILL TREAT?

- Generally speaking, the contractor, on behalf of Babergh District Council, will treat any pests that are considered to be a public health pest. These are considered to be rats, mice, fleas, bedbugs, cockroaches, lice, wasps, hornets and swarming bees (only where they are considered to be a risk i.e. inside a house). In exceptional circumstances it may be that treatment of another pest may be considered but this is at the discretion of the Head of The Natural and Built Environment Division.
- We will also arrange for the identification of any unknown insect that is found inside your property.

► WHAT IS THE COST OF HAVING A PEST CONTROL TREATMENT CARRIED OUT?

- The cost for treatment and call out fee of all pests is £40, however this figure may be subject to change, and you may wish to check when you book your appointment. Payment must be in advance of the treatment.
- For residents that are on certain income related benefits such as income support, housing benefit and council tax benefit, the charge is £14 for treatment. This payment must be made in advance of the treatment and you will need to authorise the Council to check you eligibility.

► WHEN WILL MY PEST BE TREATED?

- You can expect a visit from the pest control operative within 3 working days of making your request for a visit due to the service being run on an area based programme. You may encounter a slower response time during periods of heavy demand, usually the summer months. The visit will be between the hours of 8.30am and 5.30pm. It is possible that during the summer months this could be a little later due to increased demands on the service with the treatment of wasp nests. Where this is the case, the Pest Control Officer will notify you in advance.
- If due to work or other commitments, you require a specific morning or afternoon visit then this may be arranged with the Pest Control Officer, but a minimum of three working days notice will be required.
- If you have requested an insect identification then you should have the results back within 10 working days from when you made the request.

► HOW MANY TIMES WILL THE PEST CONTROL OFFICER NEED TO VISIT MY PREMISES?

- Where treatment is for insect pests, the pest control operative will normally only have to make one visit to your home. However, if the infestation is particularly severe, then a further treatment may be necessary. If you are still noticing insects about the house 10 days after treatment is carried out, you should contact The Natural and Built Environment Division on : **01473 826622**.
- If the treatment is for rodent (rat or mouse) infestations, then it is more difficult to say how many visits may be required. 7-10 days after initial bait was laid, you will receive a follow up visit. At this visit, the pest controller will be able to determine whether further bait needs to be laid, whether the single dose treatment was successful in controlling the infestation, or whether the rodent is bait shy for some reason. If a further revisit is required then this should be within another 10 working days.

► WHAT WILL THE PEST CONTROL OFFICER DO TO TREAT AN INFESTATION?

- The first thing that the Pest Control Officer should do is to survey your home and garden for evidence of infestation. He should then give you some advice with regards to good hygiene practices, proofing measures, and structural works which may need to be completed to prevent the infestation from taking a hold in the property once this infestation has been controlled. You will be expected to follow this advice. The relevant bait should be laid in the appropriate places, within suitable containers and protected from non-target species such as your household pets. Alternatively the relevant insecticidal treatment is applied. The Pest Control Officer may advise against treatment in certain locations i.e. near fishponds where there is a risk of the fish or wildlife being affected.
- The Pest Control Officer should also leave you written documentation stating what product has been used and what you should do if you have a reaction to it or if some of the poison is eaten by mistake. This information should also include an emergency number in case of an accident, how much bait has been laid, the locations where the bait has been laid, and any other relevant information actions or measures that you need to take following the treatment.
- If bait has been left at your premises then on the final visit the Pest Controller will remove all bait, boxes and trays that have been left, and on each visit, he