

FACT SHEET

Dealing with pests

From time to time, your home, garden or the areas you share with neighbours could get infested with pests such as ants or mice. This factsheet is a helpful reference if you ever have to deal with pests in or around your home.

What is a pest?

A pest is any living creature that has an undesirable effect on our well-being, our food or our living conditions.

This includes those that carry disease and parasites; damage food, clothing or buildings; and wild animals that could potentially bite.

There are many creatures that fit the criteria of pests. Here are some common examples:

- ants
- bedbugs
- cockroaches
- fleas
- foxes
- mice
- rats
- silverfish
- wasps

Pests in your home - whose responsibility is it?

In most cases, it's your responsibility to deal with a pest problem in your home or garden.

It's also up to you to let us know of any situation that might cause pests to enter your home.

If it's obvious that the pest problem has been caused due to our neglect or disrepair, such as mice entering through a hole in the wall, we'll deal with the problem.

We'll also deal with pests in any communal areas owned by Sovereign, such as shared hallways and gardens.

If an infestation in your or your neighbours' home is

due to something you have or haven't done (such as left bags of food outside or not put your bins out for collection), we may recharge you the cost of getting rid of the pests.

Don't ignore pests

If you know you have a pest problem and do nothing about it, you may be causing a health risk to both your and your neighbours' homes.

Where can I get help?

Contact your local council environmental health team. They'll be able to give you more information and advice about pest control services and the charges in your area.

The British Pest Control Association can help you find a reputable contractor. There are also commercial organisations that provide pest control services. However they will always charge a fee.

As pest control is the responsibility of individual councils, there isn't one nationwide phone number or email address to report pest problems.

While some councils treat infestations free of charge, others will charge a fee for dealing with pest problems (these charges might be reduced if you're on limited income).

Where can I get more information?

The 'Pest control services' page on Directgov (www.direct.gov.uk) provides advice on how to report pest problems to your local council.

Your local council may also provide useful guides on how to prevent and deal with pests.

The British Pest Control Association website (www.pestaware.org.uk) can help you identify what your pest is and what you need to do to get rid of it.