

## Arawak Walton Housing Association Pest Management Policy

Approved by	Tenant Experience Committee	
Date of Approval	November 20 <sup>th</sup> 2025	
Date issued to Staff	March 2026	
E&D impact Assessed	Yes	
Date of Next Full Review	November 2027	
Policy Ownership	Operations Director	
Policy Author	Head of Tenant Services	
Legal Review	Brabners Solicitors have provided legal advice and input	
Tenant Consultation	<ul style="list-style-type: none"> <li>• Tenant Quality Panel - 30th October 2025</li> <li>• Tenant Experience Committee - 20th November 2025</li> </ul>	
Version	1.0	
Corporate Objectives	<ul style="list-style-type: none"> <li>• Customers and Communities: Providing excellent services, listening to tenant voices, and ensuring safe homes</li> </ul>	
Regulatory Standards	<ul style="list-style-type: none"> <li>• Consumer Standards: Safety and Quality</li> </ul>	
Strategic Risks	<b>Ref</b>	<b>Risk</b>
	S2	Legal/Regulatory Compliance <i>Risk Appetite - Averse</i>

## **1. Purpose**

- 1.1 The purpose of this Pest Management Policy is to establish guidelines and procedures for the prevention, control, and management of pests.
- 1.2 This policy aims to ensure the health, safety, and well-being of tenants, staff, and visitors while maintaining a clean and pest-free environment.

## **2. Scope**

- 2.1 The Association understands the detrimental impact pest infestations can have on those affected and therefore treats any report of infestation as a serious matter.
- 2.2 This policy applies to all properties owned or managed by the housing association, including residential buildings, common areas and outdoor spaces.
- 2.3 Pests in common areas will be treated by the association.
- 2.4 Pest control in individual homes is the responsibility of the tenant unless there are exceptional circumstances which include (but not limited to):
  - infestations caused by neighbouring void properties
  - pests accessing the property due to repair responsibilities of the landlord
  - where the tenant's personal circumstances dictate, they do not have the resources to undertake the treatments required and left would cause further health and safety risks.

## **3. Reports of Pest Issues**

- 3.1 On receipt of a report of a pest problem the Association will:
  - Arrange for the pest control contractor to carry out an urgent inspection of the tenant's home or affected area to establish whether the issue has been caused by a repair responsibility of the landlord or whether the responsibility lies with the tenant. The pest control contractor will carry out treatment and pest proofing, if able, to resolve the issue. Where the pest control contractor is unable to carry out the pest proofing the Association will carry the repair urgently. If required, the Association will employ an expert surveyor to establish the cause.
  - Where the issue has been caused by a repair which the landlord is responsible for the repair will be carried out in line with the Association's repairs policy as an urgent repair which should be completed within 7 days. Following the pest contractor visit a full plan of action setting out treatment required and timescales should be shared with the Association to relay to the tenant.
  - The Association will then arrange for pest control treatment to be carried out to resolve the problem.
  - The Pest Control Contract allows for free unlimited emergency response and callouts to remove pest bodies and carry out required pest treatments to Communal Areas of properties under the contract.

- Depending on the severity of the issue the landlord will discuss with the tenant whether they should or wish to be decanted whilst treatment takes place. Appendix 1.
- We understand that it can take several attempts to resolve the issue and will ensure that tenants are kept up to date on timescales and progress of the treatment being taken to resolve the problem.
- Where the investigation finds that the pest issue is the responsibility of the tenant the Association will report this to the tenant and support them to resolve it. This could be by:
  - Providing information to the tenant by way of the Association's pest control leaflet.
  - Signposting the tenant to the local authority's pest control department who will be able to resolve the matter at a cost to the tenant
  - Working with the tenant to create an action plan to address any issues at the home which have contributed to the issue e.g. waste not disposed of properly.

3.2 Where the pest issue has been caused by a neighbouring property not owned by the Association, we will liaise with the owner of the property for them to address the pest issue.

3.3 We will also liaise with the local authority environmental health team and other organisations as appropriate to address any environmental issues that are the cause of the pest issue.

#### **4.0 Prevention and Control Measures**

4.1 Regular Inspections: Following repeat reports (3 or more) from one or more households we will conduct regular inspections of properties to identify and address any pest issues promptly. The Housing Officer will be informed.

4.2 We will carry out monthly inspections of communal blocks to be proactive in identifying pest concerns.

4.3 Pest Control Treatments: Pest control treatments will be conducted by licensed and reputable pest control contractors as needed to control infestations and prevent reoccurrence.

4.4 Waste Management: Residents are required to properly dispose of waste in designated bins and ensure that food waste is securely sealed to prevent attracting pests.

4.5 Maintenance: We will maintain properties in good repair to prevent entry points for pests, such as sealing cracks and gaps in walls, windows, and doors.

4.6 Education and Awareness: We will provide residents with information on pest prevention measures and promote awareness of the importance of maintaining a clean and pest-free environment through our newsletters, website and general communications as required

## **5. Monitoring and Continuous Improvement.**

- 5.1 Records will be kept so that we can monitor the effectiveness of our process and ensure that we are continuously improving our approach to pest control and lessons learned.

## **6. Responsibilities**

- 6.1 Management: The Head of Tenant Services is responsible for implementing and overseeing pest management programmes, including the allocation of resources and coordination with pest control contractors.
- 6.2 The following people have the authority to order works in accordance with the Association's Financial Regulations:
- Customer Service Team Leader
  - Property Delivery Manager
  - Asset Manager
  - Property Inspectors
- 6.3 Tenants: Tenants are responsible for promptly reporting any pest sightings or signs of infestation and are required to provide access as needed to ensure treatment is carried out and completed.
- 6.4 Pest Control Contractors: Pest control contractors hired are responsible for conducting inspections in line with a plan of action agreed by the Association, implementing control measures, and providing recommendations for preventing future infestations.

## **7. Compliance**

- 7.1 All staff, tenants, and contractors are expected to comply with this Pest Management Policy. Non-compliance or poor service from Contractors could result in termination of their services.

## **8. Equality, Diversity and Inclusion**

- 8.1 The association will ensure that this policy is applied fairly and consistently. We will not directly or indirectly discriminate against any person or group of people in line with our Equality, Diversity and Inclusion Policy. We will act sensitively towards the diverse needs of individuals and communities and will take positive action where appropriate.
- 8.2 The Association will operate within equality legislation and regulation and recognises the nine protected characteristics of the Equality Act 2010 which are: Race, Gender, Gender Reassignment, Disability, Sexual Orientation, Religion or Belief, Marriage and Civil Partnership, Age and Pregnancy and Maternity explicitly.

**9. Review and Revision:**

9.1 This Pest Management Policy will be reviewed and revised every two years to ensure its effectiveness and compliance with relevant regulations and industry best practices.

**10. Legal Context**

- Social Housing (Regulation) Act 2024
- Environmental Protection Act 1990 (as amended)
- Health and Safety at Work Act 1974 (HASWA)
- The Management of Health and Safety at Work Regulations 1999 (the Management Regulations)
- Control of Substances Hazardous to Health (CoSHH) Regulations 2002
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Personal Protective Equipment (PPE) at Work Regulations 1992 (Amended 2022)
- The Manual Handling Operations Regulations 1992 (as amended) (MHOR)
- The Work at Height Regulations 2005.
- Public Health Act

**12. Related Policies and Strategies**

- Repairs and Maintenance
- Health and Safety
- Asset Management
- Access to Properties (to be written)

Extreme	P1	P1	P1	P1	P1
Severe widespread	P1	P1	P1	P1	P1
Severe localised	P2	P2	P2	P1	P1
Moderate	P2	P2	P2	P2	P1
Minor	P3	P3	P3	P3	P2
	No health concerns/ vulnerabilities	Minor health concerns/ vulnerabilities of 1 household member	Minor health concerns/ vulnerabilities of more than 1 household member	Complex health concerns/ vulnerabilities of 1 household member	Complex health concerns/ vulnerabilities of more than 1 household member
		Vulnerability / Health Impact			

**P1 – Emergency work / Option to \*decant**  
**P2 – Urgent work / decant at discretion of management**  
**P3 – Routine work / decant at discretion of management**

\*Decant: a temporary move to alternative accommodation.