



**manningham**  
HOUSING ASSOCIATION

## **Pest Control Policy**

**July 2024**

## **1. BACKGROUND**

Manningham Housing Association (MHA) is a registered social housing provider that is regulated by the Regulator of Social Housing, Homes England. MHA provides homes to approximately 1400 households predominantly in the Bradford and Keighley area. The Association provides general needs housing for rent and shared ownership.

This policy seeks to ensure that there is a clear, consistent, and transparent approach to how we deal with pest control and management, as well as those aspects that are the responsibility of MHA and tenants.

## **2. SCOPE**

This Pest Policy is designed to establish guidelines and procedures for the prevention, monitoring, and control of pests within Manningham Housing. It encompasses all facilities, properties, and areas owned, leased, or otherwise utilised by the company.

This policy applies to all employees, contractors, visitors, and any individuals associated with MHA who may directly or indirectly contribute to or be affected by pest management activities.

The policy addresses various pests, including but not limited to insects, rodents, birds, and any other organisms deemed as pests, which pose a threat to the health, safety, hygiene, infrastructure, or operations of MHA.

The policy applies across all geographical locations where MHA operates or conducts its business. It includes both indoor and outdoor areas, offices, and any other relevant spaces.

This policy does not apply to residents in leasehold or shared ownership properties.

## **3. REGULATORY AND LEGAL FRAMEWORK**

As a responsible landlord, MHA has a legal duty to ensure that our homes are safe places for customers to live under the Homes (Fitness for Human Habitation) Act 2018.

The Homes (Fitness for Human Habitation) Act 2018 states that we must ensure that our homes do not put customers at risk of physical harm or injury, do not seriously affect a customer's health and ensure that customers can make full use of their home.

We recognise that the presence of pests may increase these risks and so we will work with customers to ensure that these risks are managed appropriately.

#### **4. DEFINITION OF A PEST**

For the purpose of this policy, the following will be considered as pests:

- Mice
- Rats
- Cockroaches
- Wasps
- Birds

This list is not exhaustive, and we may consider the treatment of other species of pests where they present a serious risk of harm to our customers or their homes.

#### **5. EXCLUSIONS**

MHA will not treat the following types of pests.

- Foxes - Foxes are not regarded as pests and cannot be trapped or killed. Nuisance relating to foxes can generally be eased by not leaving food out to encourage them and maintaining a tidy garden.
- Badgers - Badgers and their setts are protected under The Protection of Badgers Act (1992). It is illegal to kill, injure or interfere with a badger or their setts.
- Bats - Bats are protected by The Wildlife and Country Act (1981). It is illegal to kill or injure bats and it is also unlawful to disturb roosting bats or to damage or destroy any place used by bats for roosting.
- Any form of Bees - Bees are not regarded as pests and cannot be killed. In exceptional circumstances, if they present a major risk, bees can be removed by a registered Bee Handler.
- Bedbugs - Bedbugs are primarily brought into a property via used furniture, luggage, backpacks, or purses and therefore not the landlords' responsibility. We may choose to deal with a bed bug issue if it begins to affect multiple properties and seek to recharge where the cause of an infestation is found.
- Any other insects - including flies, ants, fleas, spiders, and ladybirds - These are generally controlled by keeping your home clean and well-maintained. If treatment is required this can be done by residents using domestic products, for example, ant powder, and would not normally require treatment from a pest control contractor.

## **6. MHA RESPONSIBILITIES**

Before we commence any work, we will ensure that we carry out a risk assessment to ascertain any vulnerabilities. We can then respond appropriately and know what mitigations may be needed. We will ensure any response is empathetic and that it is clear which channel residents should use to get the problem solved.

MHA is responsible for maintaining the structure of your property, including the guttering, drains, walls, and pipework.

Infestations caused by housing disrepair would fall under MHA's remit. A good example of this kind of disrepair would be cracks or holes in floorboards and the outer wall that allow small rodents and other vermin to enter your home. Another example might be an infestation of silverfish because of a damp problem in your property.

Any form of structural disrepair that was not the resident's fault and has led to the home becoming infested will be addressed by MHA.

## **7. CUSTOMER RESPONSIBILITIES**

- Customers are responsible for reporting any issues relating to pests to MHA as soon as they become evident.
- Customers are also responsible for maintaining their home and garden in line with the relevant clause(s) in their tenancy or leasehold agreement.
- Customers are responsible for allowing MHA staff and contractors appointed by MHA to access their home and garden in line with the relevant clause(s) in their tenancy agreement.
- Should customers fail to maintain their responsibilities, then we will consider enforcement action, including recharging customers for the costs of work.

## **8. REPORTS AND TREATMENT**

- a) *Residential properties* - Residents are encouraged to promptly report any signs of pest infestations within their property or common areas. Timely reporting is crucial to prevent the spread of pests and minimise potential property damage.

Upon receiving a pest report, we will promptly initiate an investigation to assess the severity and nature of the infestation. Residents should provide as much detail as possible to aid in this assessment process.

All reports of pest infestation will necessitate an initial inspection by our maintenance team. If the inspection identifies housing disrepair, such as cracks or holes in floorboards or outer walls that permit entry of rodents and other vermin, MHA will initiate the necessary treatment.

Once a pest infestation is confirmed, we will engage licensed and qualified pest control professionals to conduct a thorough inspection and implement appropriate treatment

measures.

If, however, the initial investigation finds no housing disrepair, it will be the resident's responsibility to carry out any required treatment.

- a) *Communal areas* - In the case of pest infestations within communal areas, MHA will take proactive measures to promptly address and mitigate the issue. Upon receiving reports or identifying pest concerns within shared spaces, MHA will carry out an inspection and if pest infestation is confirmed engage licensed pest control professionals to conduct thorough inspections.

Treatment methods will be selected with careful consideration for the safety of residents and the environment. Communication with residents regarding the treatment schedule and any necessary precautions within communal areas will be ensured to minimise disruption and facilitate a swift resolution.

Regular monitoring and follow-up inspections will be conducted to verify the efficacy of treatments and prevent reoccurrence, ensuring a clean, safe, and habitable environment for all residents accessing the communal spaces.

## **9. SUPPORT FOR VULNERABLE CUSTOMERS**

We recognise that some customers with additional needs, such as those suffering with Hoarding disorder may be more prone to pest infestations because of their condition and may be less able to manage their homes and garden.

We will ensure that all decisions to take formal action in the event of failure to maintain an obligation towards the customer's tenancy agreement are taken on a case-by-case basis. Where vulnerable customers are concerned, we will ensure that they receive the necessary support and that any action is proportionate.

## **10. CONFIDENTIALITY AND DATA PROTECTION**

We will always treat any sensitive or personal information given to us as confidential in accordance with the Data Protection Act 1998 and the UK General Data Protection Regulations (GDPR) 2018, in line with MHA's General Data Protection Regulations Policy. We will only pass this information on to third parties such as statutory organisations if:

- We are required by law to do so - either for the prevention or detection of crime or the apprehension or prosecution of offenders.
- There is an information/data sharing protocol, contract, or confidentiality agreement in place.
- The person who gave us the information is happy for us to share the information.

Our employees will always respect confidentiality and will not share any information given in confidence unless justified by the assessed risk to the vulnerable person or required by law

## **11. EQUALITY AND DIVERSITY**

As Bradford's only Black and Minority Ethnic (BAME) housing association, MHA is actively committed to promoting and embedding a culture of equality, diversity and inclusion. MHA is an organisation that values differences and enables individuals to be their authentic selves.

Our aims are for the organisation to be a leading voice for BAME communities, to be truly representative of all sections of society and communities we serve, and for each member of our staff, residents, and other stakeholders to feel respected and valued.

## **12. MONITORING AND REVIEW**

We will monitor and review this policy in conjunction with customers to ensure its effectiveness and relevance to the Association's stated aims and objectives.

The Assistant Chief Executive/Director of Operations has overall responsibility for the ongoing monitoring of the policy through the work of frontline staff, particularly those engaged in Neighbourhood Management. This policy will be reviewed every three years or sooner following significant legislative or regulatory changes or good practice requirements.

<b>Policy Name</b>	Pest Control Policy
<b>Equality Impact Assessment</b>	Completed
<b>Date to be Approved by the Committee</b>	July 2024
<b>Next Review date</b>	July 2027
<b>Lead Officer</b>	Deputy CEO/Director of Operations

