

Service Standards

Pest Control

The Pest Control Service provides a service for the control of rats, mice, and insects of public health significance which include cockroaches, bedbugs, ants (but not ants in gardens), wasps (where there are nests inside properties) and fleas.

We aim to:

- Ensure all out-of-hours telephone enquiries left on the pest control answer phone are responded to by 12pm on the next working day.
- Offer an appointment for a first visit within 5 working days (or as requested by client), except for bed bugs, which require a 7 day minimum lead time to allow for preparation by the client.
- Ensure an appointment for rats is booked on the next working day (or as requested by client). For live rats in domestic properties, reported to us by 2pm, a same day appointment will be offered.
- Offer verbal advice on all pest related issues on first contact.
- Provide a free identification service for specimens brought to the Council and respond to the client within 5 working days of collection by the Pest Control Service.