



We will honour and discharge our Duty of Care for Pest Control in partnership with our selected pest control provider SDK Environmental Ltd / Dial A Pest in the following manner

Signed by

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Designation

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Dated

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Preventative

- We will monitor and survey our properties at least once each year for pest infestations and to identify any property defects or conditions which could encourage infestations.
- We will advise our Landlords of any remedial recommendations reported; where a pest infestation is found we will ensure suitable treatment is carried out.
- We will hold records of these reports and histories of any pest problems associated with each property.
- We will arrange for and instruct pest treatments at a Landlords expense where pest treatments are necessary prior to the commencement of a tenancy, or where these are reported and can be reasonably attributable to a previous tenancy.
- This policy will be reviewed as required and to cater for changes in legislation.

Customer Care

- We will treat our tenants with dignity and respect when they report a pest problem.
- We have considered both the demographic makeup of the areas our properties are located in and the effect this can have on pest problems and the different cultural and ethnic attitudes customers may have to pest issues.
- We have engaged a professional contractor to deliver pest services for us and our tenants in a safe and approved manner and confirmed that all their staff are security vetted.
- We will act as facilitators to help our tenants resolve pest problems.
- We will co-operate with and support Environmental Health Officers should escalation be necessary to resolve any problem and encourage our Landlords to do the same.

Financial Probity

- We will seek to minimise expenses incurred by tenants required to meet pest treatment costs as part of their tenancy agreement.
- Where it is identified that there is joint liability we will seek to apportion fees in a fair manner.
- We will provide a dispute resolution and arbitration service and agree to abide by the findings.