

Pest Policy

VERSION 1.0

Version Control

Note: minor updates increase version number by 0.1, major updates increase version number by 1.0.

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1.0	New Policy	November 2025	Policy Panel

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1. Introduction

- 1.1. This policy outlines the responsibilities of Abri and its customers in managing pest issues across Abri owned or managed properties and communal areas, aiming to protect health and wellbeing, prevent infestations, and ensure effective treatment in line with legal and regulatory requirements.
- 1.2. This policy applies to General Needs, Partnership Living and Independent Living customers. This policy applies to leaseholders for matters which impact within communal areas only.

2. Abri's Responsibilities

- 2.1. Abri will investigate infestations and provide treatment where necessary of the following reported pests:
 - Rats
 - Mice
 - Silverfish
 - Cockroaches
 - Bed bugs
 - Crane Fly (larvae of, reported in newly laid lawn)
- 2.2. There may be circumstances where we consider other pests not mentioned in section 2.1. This will be considered on a risk-based approach.
- 2.3. Abri is responsible for treating pest infestations in communal areas and within the structure of properties owned by Abri (such as drains and roof spaces) and where the infestation is caused by an outstanding repair or defect.
- 2.4. Abri will implement pest control programme in areas with reoccurring infestations with treatment costs covered by service charges.

3. Key Principles

- **Reporting and Investigation**
Reports of pest infestations will be taken seriously and investigated promptly at no initial cost to customers. We will make reasonable adjustments to support customers with dealing with pests if required.
- **Identifying Responsibility**
We encourage customers to report pest concerns to determine whether pest control responsibilities lie with the customer or Abri, based on the location of the infestation, type and cause of the infestation as outlined by a Pest Control contractor.

- **Customer Responsibility**
Customers must prevent and manage pest issues in their homes, gardens, outbuildings, and communal areas, as outlined in their tenancy agreement. lease or licence. Abri will support and ensure customers understand these responsibilities.
- **Treatment of Infestations**
Abri will treat infestations in communal areas, including roof space and cavity, or where pests enter due to building defects. In some cases, Abri may also treat customer responsible infestations to meet landlord duties or to protect the wider community.
- **Charges and support**
Individual property - We will not charge customers for initial pest investigation, however dependent on the root cause of the problem, customers may become liable for cost of treatment and additional works.
Communal areas - Any costs incurred will be passed on to customer through service charges.
- **Communication**
We will ensure that we keep customers updated with progress of treatment and setting out known timelines to resolve matters. If pest concerns are affecting communal areas, we will agree a communication plan and ensure customers are aware of this.

4. Legal & Regulatory Framework

- 4.1. The Prevention of Damage by Pests Act 1949, which places a duty on local authorities to address infestations of rats and mice. Abri has a responsibility to keep dwellings free from pests in a way that neither attracts them or easy for them to occupy.
- 4.2. The Environmental Protection Act 1990, which obliges landlords to ensure their properties are free from conditions that may cause health risks or nuisance due to pests.
- 4.3. The Housing Act 2004 introduced the Housing Health and Safety Rating System (HHSRS). Pests are considered a hazard under the HHSRS and landlords have a responsibility to ensure their properties are free from serious hazards, including pest infestations caused by property defects.
- 4.4. The Homes (Fitness for Human Habitation) Act 2018, which requires landlords to maintain properties in a condition that is fit for human habitation, including freedom from pests.

5. Related Policies

Appendix A - Pest Policy

- Chargeable Works Policy
- Decant Policy
- Neighbourhood Policy
- No Access Policy
- Reasonable Adjustments Policy
- Vulnerable Customer Policy
- Safeguarding Vulnerable Adults & Children Policy
- Tenancy Management Policy

Related Procedures

- Decant Procedure
- Safeguarding Procedure
- Exposure to Biological Agent, Pest and Infection Control Procedure
- No Access Procedure
- Pest Procedure
- Property Inspection Procedure