

Chapter 9: Problems with pests

Pests are insects and rodents that can invade your home and affect your health. If you have a problem with pests in your home, you can contact Haringey Council's pest-control service, which deals with pest control on our behalf. You can also contact your tenancy management officer, visit your local Customer Services Centre, or visit www.homesforharingey.org and fill in the on-line form.

We will pay for treatment carried out by pest control if your home is infested by one of the following.

Rats	In houses, flats or maisonettes
Cockroaches	In flats and maisonettes only
Mice	In flats and maisonettes only
Pharaoh ants	In flats and maisonettes only
Pigeons	In blocks only

We will arrange to treat **ants, wasps, beetles, bedbugs and fleas** through the council's environmental services (pest control), but you will have to pay for the cost of the treatment unless these pests are causing a danger in a shared area. An example of this would be a wasps' nest.

We can make similar arrangements for cockroaches, mice and pharaoh ants in houses but you will have to pay for the treatment.

If your home has a problem with squirrels, our staff will carry out an inspection to find out if there is a repair problem. Pest control will provide necessary treatment and our building services will repair damaged areas to prevent further problems.

You should report all problems with pests to your tenancy management officer, to pest control or to your local Customer Services Centre. They can give you advice and, if appropriate, co-ordinate treatment if the problem affects more than one property. You can also get more details from our website at www.homesforharingey.org.

What you need to tell us

- Tell us what pest infestation you have.
- Give us your name, address and contact details.

Individual treatment – pest control will contact you direct to make arrangements to treat the problem.

Block treatments – pest control will send letters to all affected properties giving the date and time that they will visit to carry out the treatment.

If pest control cannot get into your home, they will leave a card clearly showing the date and time of their visit. Your tenancy management officer will contact you if there is a problem with getting into your home to carry out the treatment. We will give you reasonable notice if we need to get into your home. Even if you do not have a problem with pests, we may still need to carry out a treatment. If you do not let us in, this could affect the success of the treatment. You may be breaking your tenancy agreement, which may result in us taking legal action against you.

Pigeons

Pigeons cause a huge amount of damage each year. Putting right damage caused to paintwork, window frames and brickwork by pigeon droppings takes money away from spending on essential repairs. The appearance of the buildings and the surrounding areas is also spoilt. For this reason, you must not feed pigeons outside your home. If you do you may face court action.

If you have any questions, you can contact your tenancy management officer, the Customer Services Centre or pest control direct. You can also use the on-line form on our website at www.homesforharingey.org.

Pest control

Phone: 020 8489 5551

Fax: 020 8489 5530 E-mail: enforcement@haringey.gov.uk

