

Chapter 12

Problems with pests

Pests are insects and rodents that can invade your flat and affect your health. If you have a problem with pests in your flat, 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 online form.

We will arrange to treat **ants, wasps, beetles, bedbugs, cockroaches, fleas, mice, pharaoh ants, pigeons, rats and wasps** 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 wasp nest. We will charge you for treatment carried out in a shared area through your service charge.

If your flat 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 flat, 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 flat to

carry out the treatment. We will give you reasonable notice if we need to get into your flat. 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 the terms of your lease, 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 flat. 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 online form on our website at www.homesforharingey.org.

Pest Control

Phone: 020 8489 5551

Fax: 020 8489 5530

E-mail:

enforcement@haringey.gov.uk