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<b>Policy:</b>	Pest Control Policy
<b>Legal Requirements:</b>	The Housing (Scotland) Act 2001 and any subsequent amendments.
<b>Regulatory Standards:</b>	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p> <p>Standard 5. The RSL conducts its affairs with honesty and integrity.</p>
<b>Equality and Diversity:</b>	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
<b>Complaints:</b>	<p>Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.</p>
<b>General Data Protection Regulation (GDPR):</b>	<p>The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.</p>
<b>Policy Author:</b>	Lesley Bryce
<b>Policy Review:</b>	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of May.
<b>Policy Approval:</b>	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 27th of May 2021.



## Statement of Policy Aims and Principles

5 Yoker Housing Association ("the Association") recognises that properties can become infested by pests such as rodents, ants, fleas, wasps and other insects for various reasons. We also recognise that pests and infestations in the home can be stressful and upsetting as well as a potential risk to health and safety.

The aim of this policy is to clearly set out where responsibility lies for dealing with the different types of pests in and around the property.

## Policy Details

### The Association's Responsibility

10 Schedule 4 of the Housing (Scotland) Act 2001 states that the landlord in a Scottish Secure tenancy must ensure that the house is, at the commencement of the tenancy, wind and watertight and in all other respects reasonably fit for human habitation. If there is evidence of serious pest infestation such as rats or cockroaches during the void period which renders the property unfit for human habitation, it will be the responsibility of Yoker Housing Association to liaise with Environmental Health or appoint a pest control contractor to eradicate the problem prior to the property being offered for let.

15 If pests are accessing a property through holes in the building fabric, then the Association will ensure that the pests are removed and the holes repaired.

20 The Association will appoint a pest control contractor to eradicate live wasps' nests where the exact location is known, visible and accessible.

25 The Association will appoint a pest control contractor to deal with an infestation of cockroaches. These pests can spread germs and move freely from building to building. If a tenant suspects an infestation of cockroaches, they should notify the Association immediately.

30 The Association is not responsible for the eradication of mice or rats. If a tenant suspects their home / external area / communal back court to have an infestation of mice or rats, they must contact Glasgow City Council Environmental Health on one of the following numbers:

0141 287 1059 – Glasgow City Council Environmental Protection Emergency Line, or

0141 287 9700 (option 2, Environmental Control) – Glasgow City Council Cleansing Line.

### The Tenant's Responsibility

35 The tenant is responsible for dealing with common household pests such as flying insects, ants, bed bugs, moths, household beetles or spiders. This list is not exhaustive.

40 The Association will offer advice where we can on treatment and prevention.

45 If a tenant has tried and failed to deal with pests which are not the responsibility of the Association, we can help by appointing a pest control contractor but this will be rechargeable to the tenant.

If a tenant does not deal with an infestation or request assistance to do so, and consequently, neighbouring properties or the building fabric become infested or damaged due to a tenant's neglect, the Association will intervene to address the problem. In this situation, all associated costs will be recharged to the tenant who failed to eradicate the pests from their property in the first instance.

50 The Association is not responsible for damage caused by pests to tenant's belongings.

Bats are a protected species, and it is illegal to kill, injure and capture a bat or deliberately damage its roost. Tenants are advised to contact the Association if they suspect bats are nesting in the building.