

Pest Control - Fact Sheet



From time to time, your home, garden or the areas you share with neighbours could get a visit from pests such as ants or mice.

What is a pest?

A pest is any living creature that has an undesirable effect on our well-being, our food or our living conditions. This includes those that carry disease and parasites and that can damage food, clothing or buildings.

Pests in your home - whose responsibility is it?

In most cases, it's **your responsibility** to deal with a pest problem in your home or garden such as ants, mice, wasps, bees, moths, silverfish, bedbugs etc. It's also up to you to let us know of any situation that might cause pests to enter your home.

If it's obvious that the pest problem has been caused due to our neglect or disrepair, such as mice or wasps entering through a hole in the wall, we'll deal with the problem, e.g. the hole in the wall. We'll also deal with pests in any communal areas owned by us.

There are some pests that the Society will deal with should they become a **serious infestation** problem, these are:

- Bedbugs
- Cockroaches
- Mice
- Pharaoh ants
- Rats



The service could include delivering treatments and, if there are any defects to the property allowing pests to get inside, carrying out proofing works to stop access.

If an infestation in your or your neighbours' home is due to something you have or haven't done (such as left bags of food outside or not put your bins out for collection), we may recharge you the cost of getting rid of the pests

Don't ignore pests

If you know you have a pest problem and do nothing about it, you may be causing a health risk to both your and your neighbours' homes.

Where can I get help?

Contact Stoke on Trent City Councils public protection team. They'll be able to give you more information and advice about pest control services and charges.

The British Pest Control Association can also help you find a reputable commercial contractor and to identify what your pest is and what you need to do to get rid of it <https://bpca.org.uk/pest-advice>

We can also provide contact details of local companies who can offer a service to treat pests but we cannot vouch for the performance of any company in treating pest problems.