

Tenants Charter Pest Control

Pest infestations are a product of nature and can naturally arise in domestic properties at any time without any obvious reason. We recognise that when this occurs it can be embarrassing, unpleasant, and if not resolved quickly potentially affect the health and well-being of you our tenants.

Pests do not categorise or judge the people they affect and neither will we, our aim is to work with tenants to resolve any such matter as quickly and sympathetically as possible. We have appointed a specialist experienced company who can deliver this service and confirmed that their staff have all been professionally trained and security checked, therefore would urge you to contact us as soon as possible for advice if you suspect or identify a pest problem so that we can arrange treatment for you.

We take our obligations very seriously and follow all reasonable steps to ensure our properties are handed over pest free at the start of the tenancy; in addition, all properties are surveyed and inspected on a regular basis. We would not knowingly allow a tenant to commence occupancy where an on-going problem exists.

Some pests especially rodents can, if not controlled, cause significant damage to the fabric of a property and heighten the risk of fire by chewing electric cables, placing your health at risk, so it is in all our interest to act quickly.

In some cases poor housekeeping can heighten the risk of infections, but there are many other factors outside a tenant's control that cause the problem; the key aim remains: to commence treatment at the earliest opportunity.

The benefit of using our contractor is that they are required to try and identify the possible source and then let us know, so that if necessary we can involve the authorities, or approach third parties where this is necessary to try and eradicate the problem and prevent a re-infestation.

Your tenancy agreement will confirm if you are responsible for any treatment payment and in these circumstances we will collect payment in the agreed manner. Finally, if you discover insects in one of our properties our contractors can arrange for a free identification and report to ascertain what if any treatment is required.

Signed by

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Designation

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Dated

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