

Pests Policy



Contents

1	Aims	1
2	Scope	1
3	Policy Statement	1
4	Definition of ‘Pests’	1
4.1	Residents Responsibilities	1
4.2	Jigsaw Responsibilities	2
4.3	Void Properties	3
4.4	Service Adjustments	3
4.5	Partnership Working	3
5	Monitoring and Delivery	4
6	Legislation and Regulation	4
7	Related Policies, Procedures and Guidance	4
8	Document Control	4
9		5

1 Aims

1. To outline Jigsaw's approach to managing pest infestations in both individual homes and communal areas to help residents maintain a safe and healthy living environment for themselves and their families.

2 Scope

2. This policy applies to all properties owned and managed by Jigsaw.

3 Policy Statement

3. Jigsaw is committed to ensuring its residents can live safely and well within their homes and free from harmful infestations. Pests can be distressing in a home environment and in instances where infestations occur, joined up working between residents and Jigsaw is required to help eradicate the problem as soon as possible.
4. As a landlord, Jigsaw has a duty of care to ensure that our homes provide a safe and healthy environment for our residents, employees, and visitors. Jigsaw will therefore respond to repair requests that discourages pest activity and prevents serious infestations within its prescribed response times.
5. This adoption of this policy is guided by the HHSRS (Housing Health and Safety Rating System (specifically Hazard 15 - Domestic hygiene, pests, and refuse which identifies risks arising from:
 - poor design, layout, and construction such that the property cannot be readily kept clean and hygienic.
 - access into and harborage within, the property for pests.

4 Definition of 'Pests'

6. 'Pests' will be defined as a destructive insect or animal that poses a risk to human health. Pests can spread diseases, damage property, and may sting or bite humans. Examples of pests include rats, mice, squirrels, and insects including bedbugs, fleas, and cockroaches. Depending on the severity of the infestation, this policy may also apply to other animals and creatures that are causing severe distress to a resident, and it should be reasonably expected that Jigsaw should assist in resolving the problem.

4.1. Residents Responsibilities

7. Residents have a key role to play in preventing and managing pest infestations, and would normally be expected to:

- Manage common household creatures such as flying insects, ants, moths, household beetles, daddy long legs, silverfish and spiders. This list is not exhaustive and covers creatures that are considered manageable without specialist intervention.
- Maintain their homes in line with their tenancy agreement, taking all reasonable steps to prevent pest infestations. This includes keeping living refuse areas clean and disinfected.
- Keep gardens tidy, ensuring they are free from rubbish, fly-tipping and food waste.
- Limit bird feeding and do so responsibly and not to excess.
- Report significant pest infestations to Jigsaw promptly. If the source of the issue originates from privately owned property, residents are expected to report the issue through their local authority's environmental department.
- Allow access for pest control contractors or Jigsaw maintenance teams to carry out inspections and treatments when required.

4.2. Jigsaw Responsibilities

8. Jigsaw is responsible for fulfilling the maintenance obligations outlined in our customers' tenancy agreements, including addressing issues that may contribute to pest infestations.
9. Jigsaw will:
 - Maintain a contract with a suitably qualified and accredited pest control provider to ensure professional and effective treatment of significant infestations.
 - Provide advice and support to residents on practical steps they can take to manage and prevent pest issues in their homes. In complex cases, Jigsaw will seek further guidance from a pest control expert.
 - Respond promptly to reports of pest infestations by arranging a timely inspection or instructing our appointed contractor to attend and assess the situation.
 - Treat all reports of pest infestation seriously, without prejudgment of the cause, as detailed in section 8 of this policy.
 - In cases where a customer's actions may be contributing to an infestation, Jigsaw's neighbourhoods team will work collaboratively with the resident to identify the root cause and provide support to help resolve the issue.
 - Keep customers informed throughout the process to manage expectations around outcomes and timescales.
 - In exceptional circumstances, where treatment is excessive or disruptive, we may consider moving residents into temporary accommodation.

- Work in partnership with local authorities to coordinate a response where infestations are affecting a wider local area. Jigsaw will make all reasonable efforts to engage with affected customers and those in the vicinity to ensure that treatment can proceed effectively.
- In communal areas, take responsibility for pest control in locations such as bin store areas, drains, roof spaces, car parks, stairwells, external areas.
- Consider preventative solutions in high-risk areas such as properties located near rivers or other natural habitats that may attract pests.

4.3. Void Properties

10. As part of Jigsaw's relet standard, our void teams will inspect for signs of pest infestation and address any issues before a property is relet. This includes repairing any structural defects or access points that may allow pests to enter.

4.4. Service Adjustments

11. We recognise that some customers - such as those experiencing hoarding behaviors or other vulnerabilities - may be more susceptible to pest infestations. In such cases, we will:
 - Provide reasonable adjustments and tailored advice and support to help customers manage their home and surrounding areas.
 - Consider temporary decanting where necessary to allow pest control treatments to be carried out safely and effectively.

4.5. Partnership Working

12. Jigsaw is committed to working collaboratively to resolve complex pest control issues. We will:
 - Work in partnership with our appointed pest control contractor to ensure professional and effective treatment.
 - Engage with Local Authority Environmental Health teams where wider or estate level infestations occur, to coordinate a joined-up response.
 - Make reasonable efforts to communicate and engage with affected customers to ensure treatment can proceed efficiently and with minimal disruption.

5 Monitoring and Delivery

13. Assistant Directors of Jigsaw Maintenance will monitor the effectiveness of this policy by regularly reviewing data collected both by Jigsaw and our approved pest control contractor. This includes monitoring:
- The number and type of pest reports received
 - Response times and treatment outcomes
 - Customer satisfaction and feedback

6 Legislation and Regulation

14. Health and Safety at Work Act 1972
15. Landlord and Tenant Act 1985
16. Housing Act 1988
17. Prevention of Damage of Pests Act 1949
18. Public Health Act 1961
19. Environmental Protection Act 1990
20. Workplace (Health, Safety and Welfare) Regulations 1992
21. Control of Substances Hazardous to Health (COSHH) 2002
22. Reporting of Injuries, Diseases and Dangerous Occurrences Regulation 2013
23. The Housing Health and Safety Rating System (HHSRS) (England) Regulations 2005

7 Related Policies, Procedures and Guidance

24. Housing Ombudsman Guidance
25. Responsive Repairs Procedure
26. Voids Procedure

8 Document Control

Responsible Officer/s:	Operations Director - Jigsaw Maintenance
Date of Approval:	
Approved by:	EMT
To be Reviewed Every:	Three years

Creating homes. Building lives.

Jigsaw Homes Group Ltd.

Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

<https://www.jigsawhomes.org.uk>
0300 111 1133
info@jigsawhomes.org.uk