

# Pest Control

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Blaenau Gwent CBC provides a domestic pest control service in partnership with Rentokil Pest Control.

The service offers free treatments for rat infestations at domestic properties within Blaenau Gwent. *(As discussed during the Scrutiny Committee of 28.2.22 – this covers owner occupiers, Housing Association tenants and private tenants).*

Rentokil Pest Control also offer other pest control treatments at domestic properties for which there is a charge (payment is by credit or debit card over the phone directly to Rentokil Pest Control). These services are-

- Mice £57.60
- Bedbugs £57.60
- Cockroaches £57.60
- Fleas £57.60
- Black garden ants £57.60
- Cluster fly £57.60
- House crickets, firebrats & silverfish £57.60
- Textile moth £57.60
- Wasps nests £57.60

\*All the above prices are inclusive of VAT

Residents of Blaenau Gwent who are on the following benefits will receive a 50% concession for the treatment of mice, bedbugs, cockroaches and fleas as long they reside at the domestic premise where the treatment takes place:

- Universal credit
- Income support
- Council tax reduction
- Working or child tax income credit
- Job seekers allowance (income based)

(You will be asked to provide proof of benefit receipt during the pest control operative's initial visit before treatment can begin. Please note that no services other than rat treatments will be undertaken without pre-payment.)

The pest control service operates from Monday to Friday between 8.30am and 5pm. (Please note the service does not operate on public holidays)

To arrange for a pest control visit from Rentokil please contact them directly on-

- Telephone- 01454 771515

Rentokil also offers pest control services to commercial and industrial premises. For prices on these treatments please contact Rentokil Pest Control directly.

For information about pests visit the [British Pest Control Association website](#).

### **28.2.2022 – Members requested further information**

**Out of hours** – From the above information, Members will note that the service does not run out of hours. Enquirers are advised to seek alternative (Private Pest Controls Company) if urgent assistance is needed out of hours via the following link [British Pest Control Association website](#).

**Response Times:** Rentokil's target response times (in accordance with the contract) are as follows:

<b>Service</b>	<b>Maximum Response Time – 1st visit</b>
Rodent trapped within property and visible to occupant (i.e. required to be humanely destroyed in situ)	Same Day
Rodents within property	Next working day
Rodents within garden	3 working days
Cockroaches, Bedbugs, Fleas	3 working days
Other Pests	3 working days

For each case, further visits will be made at appropriate intervals until the infestation is cleared. At the time of the final visit all residual pesticides; relevant equipment and vermin carcasses will be removed for proper disposal.

**Adjacent properties** - where The Pest Control Officer is satisfied that an infestation originates from or extends to an adjoining property then Environmental Health should be informed without delay with a view to investigations and potential enforcement action.

Where it has been ascertained that an infestation exists or is thought to exist on an adjacent property/premises and the Pest Control Officer has been refused access, then Environmental Health should be informed without delay with a view to investigations and potential enforcement action.

Should the Pest Control Officer identify defects, deposits or other circumstances that would require enforcement or other intervention by Env Health they shall inform the Authority as soon as practicable with the details of the address/location of the premises and the matters that require to enable an investigation and potential enforcement action to eradicate the infestation.

End.

Member Info - Pest Control Service