

Our Pest and Infestations Policy (2025–2028)

An easy read guide from emh



What this policy is about

- This policy explains how emh will deal with pests in homes and shared areas.
- It explains who is responsible.
- It helps keep residents safe and healthy.
- It helps us follow the law and meet housing standards.

This policy applies to all emh homes, shared areas and buildings.



What the policy covers

We will:

- Follow the law
- Make sure homes meet safety standards
- Give a service that is quick, fair and helpful
- Tell residents what they need to do
- Check how well we deal with pests
- Improve our service



Why this is important

Homes must be safe.

Pests can make people ill or damage homes.

Pest problems can be upsetting.

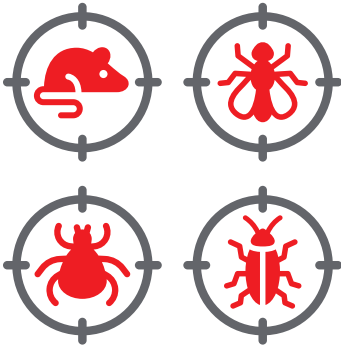
We will always take reports seriously.



The law

We follow laws like:

- Homes (Fitness for Human Habitation) Act 2018
- Landlord and Tenant Act 1985
- Housing Act 2004.



What counts as a pest

Rats, mice, silverfish, cockroaches.

Fleas, bed bugs.

Daddy long-legs.

Wasps, pigeons.

Squirrels, ants, moles.

Bees are not pests because they are important for nature.



Where pest problems can happen

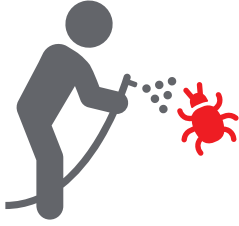
1. Inside your home.
2. In shared areas (hallways, lofts, gardens, bin areas).



Pests in shared areas

We will:

- Inspect the area
- Fix problems letting pests in
- Arrange treatments
- Tell residents what is happening
- Check the problem until it is solved.



Pests inside your home

Residents are responsible for:

- Keeping the home clean
- Storing rubbish correctly
- Not feeding wild animals
- Using simple shop treatments.

emh may help if:

- The problem is caused by a building fault
- The infestation is severe or dangerous
- Pests come from shared areas.



Supporting vulnerable customers

We will make reasonable adjustments for:

- Disabled residents
- Older residents
- Homes with babies or young children.



Leaseholders and shared owners

We fix shared areas and the building structure.

Leaseholders fix pests inside their own home.

We may charge leaseholders if required by the lease.



Pests coming from a non-emh neighbour

We will tell the local council's Environmental Health team.

If pests spread into our areas, we will act.



Decanting (temporary move)

We try to avoid moving people out.

We only move someone if the infestation is severe and unsafe.



Recharges

You may be charged if:

- **The problem was caused by neglect or misuse.**
- **emh had to act to protect the property.**

We will tell you early if charges apply and offer support and payment plans.



Empty homes

Before re-letting, we:

- **Check for pests**
- **Remove carpets if needed**
- **Make sure the home is clean and safe.**



Customer involvement

We will work with residents to:

- Improve services
- Listen to feedback
- Explain how feedback was used.



Monitoring performance

We record:

- Visits
- Types of pests
- Treatments used
- Complaints
- Recommendations.



Review and improvement of this policy

First review after one year.

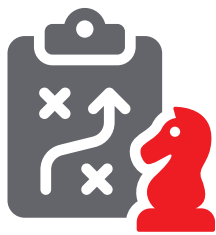
Then every three years or sooner if needed.



Staff training

Staff are trained to:

- Give good advice
- Understand pest processes
- Manage repairs and treatments.



Responsibility

The Head of Strategic Asset Management manages this policy.

It is reviewed every year.