

Pest Control Service Standards (domestic properties)

What you can expect from us and what we require from you once the service has been booked.

For any treatment no guarantee of eradication is implied or given. This is due to the nature of the work dealing with pests as well as external factors.

It is the responsibility of the householder to ensure that any rodenticide laid by the Pest Control Technician is not moved or interfered with.

A safety data sheet will be left on product used at the time of the visit.

Missed appointments may be classed as one booked appointment. Please allow a minimum of 24 hour's notice for cancellations, rebooking or changes.

Rodents

Rats: The charge covers up to 3 visits to deal with the current problem. The current treatment method is an anticoagulant rodenticide. We do not use traps routinely (see FAQ's). It is the owner or occupiers' responsibility to book follow up appointments every 7-14 days until the issue is resolved. If we have not received contact from the householder within 1 month of the last visit we close the call. After 1 month has elapsed or if more than 3 visits are required a further payment will need to be made.

Mice: The charge covers up to 3 visits to deal with the current problem. The current treatment method is an anticoagulant rodenticide. We do not use traps routinely (see FAQ's). It is the owner or occupiers' responsibility to book follow up appointments every 10 -14 days until the issue is resolved. If we have not received contact from the householder within 1 month of the last visit we close the call. After 1 month has elapsed or if more than 3 visits are required a further payment will need to be made.

Squirrels: The charge covers initial survey and a placement of a squirrel trap. The Technician will discuss options at the time of the visit. It includes a further 2 visits to remove any squirrels and reset trap. If more than 3 visits are required a further payment will need to be made.

Rodent Control Proofing Recommendations

Advice will be given on potential entry points into a property. It is not always obvious and can sometimes be from below ground drainage or a neighbouring property. We do not undertake any proofing works. This would be down to the owner/occupier/landlord to organise.

Ensuring repairs are completed is an essential part of effective rodent control to prevent issues re-occurring. Advice will be given as to the best time throughout the treatment as to when to complete works.

Treating when pets/children are present

Bait is laid in a safe manner in areas not accessible by pets or children without reducing the effectiveness of the treatment.

However, it is also the householders responsibility to be aware of the location of bait and keep pets and small children away from the area.

Attic Spaces

The Technicians do not enter attic spaces unless boarded. Treatment will still be effective as bait is deemed a food source and will be accessed by the rodent irrespective of where noises are being heard.

Dead Rodents

Any dead rodents can be double bagged and binned by the householder. If they are unable to do so then a visit can be arranged and the dead rodent removed if accessible.

Removal of Bait

The bait and any boxes/traps/equipment remain in the ownership of Cardiff Council and will be removed at the end of the treatment period.

Insects

Wasps: The charge covers initial survey and treatment if required. One treatment is normally sufficient. However, if activity is still noted within 7 days of treatment a subsequent treatment will be carried out free of charge. However, if it turns out to be a new or a different nest then there will be an additional charge. The nest is not removed but can be done by householder when no further activity noted or can remain in situ as will not be re-occupied.

Bees: We do not treat for bees. If, however, a visit for wasps has been paid for and subsequently turns out to be bees, advice will be given. The customer may be entitled to a 50% refund of the fee; this is to cover the call out cost and advice. Customers will be made aware of this at the time of booking.

Fleas: The charge covers 1 spray treatment which is usually sufficient providing guidance on treatment of pets and vacuuming of the property has been adhered too. If fleas are still present within 2-3 weeks after a spray we will provide a follow up treatment at no extra cost. If contact is made after 1 month or more than 2 visits are necessary then any further visits will be chargeable.

Bed bugs: The charge covers you for two full treatments of all sleeping areas in the property. For charging purposes if people sleep in a lounge or other area then this will be counted as a bedroom. The second visit should be carried out 3 to 4 weeks from the first and it is the owner or occupiers' responsibility to contact the office to make a booking for the second visit. Householders must follow advice given in order for treatment to be effective.

Guidance on preparation for treatment needs to be followed. Failure to have fully prepared may result in treatment being denied. Further charges may be incurred.

Failure to prepare effectively, may also result in treatment being less effective or take longer to bring under control.

Any treatments beyond the initial 2 are charged at a reduced rate. A treatment may require additional multiple visits as can be extremely difficult to bring under control especially if the infestation is well established.

Cockroaches: The charge covers 2 monitoring visits and 2 treatment visits. The Technician will advise the recommended period between visits, but it is the owner or occupiers' responsibility to contact the Pest Control office to make a follow up visit. Subsequent visits are charged at a reduced rate. If no contact is made within 1 month or if the Technician has deemed the job finished, then it will be deemed as a new booking.

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