

**Department of Community Services  
Environmental Services Unit**

**Charging Policy on Pest Control Treatments**

The following is Harrogate Borough Councils (HBC) policy on Pest Control Treatments. The service is offered to support public health of the district. Residents have a duty under the Prevention of Damage by Pests Act 1949 to keep their own property free of pests.

**1. What can be treated by HBC technicians?**

- Rodents (inc rats, mice and squirrels)
- Insects (inc ants, fleas, flies, wasps)
- Bees – will only be treated where a registered Bee Keeper cannot safely deal with the matter

**2. What services cannot be offered?**

- Moles
- Foxes
- Feral Cats
- Birds (i.e. pigeons)
- Bats (protected)
- Badgers
- Woodworm
- Personal Hygiene
- Rabbits

Please refer to specialist private Pest Control companies as listed in the telephone directories.

**3. Who can we help?**

Domestic and business customers.

**4. Charges**

The service is chargeable to all customers except for domestic customers who are registered disabled or receiving Income Support or Guaranteed Pension Credit.

Charges will be levied for a visit (call out) where no treatment is required.

## **5. How the service works – Ad hoc- requests**

- Customers are requested to telephone for a treatment. Charges are indicated at the time of booking. Bookings are only accepted from the person who pays the charge. Payment is normally requested at the time of booking. The exception being those who are entitled to a free service. Where payment in advance is not possible arrangements may be made to invoice the customer.
- Contact, by a technician, will be made within a maximum of 4 working days, usually within 2 working days, to make an appointment to visit the property.
- The service, dependant on the nature of the request, may require between 1 and 4 visits (normally). Customers are not always required to give access to the inside of the property if the treatment can be completed from the exterior.

## **6. How the service works – Contracts**

- Yearly contracts are agreed with the customer upon the anniversary of the agreement. Payment is made annually, quarterly or monthly.
- Periodic visits (including materials) are included in the contract.
- Ad-hoc visits or special works outside the specified contract may be charged at the appropriate rate.
- Contact, by a technician, will be made within 5 working days

## **7. Times of operation**

- The service is normally offered during the period 8am to 4pm – Monday to Thursday and 8am to 3.30pm Friday. Normal working hours do not normally include evenings, weekend or Bank Holidays.

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