

Pest Control – Frequently Asked Questions

Pests can be prevented around the home or your business by maintaining the property; ensuring food waste is contained and gardens maintained.

Most pests are harmless and can often be dealt with by using humane traps and chemicals available from DIY stores, garden centres and supermarkets.

It is important to always read the label carefully and only use the insecticide for the use that it is intended. Sometimes it is advisable to call in a pest control company support to solve a persistent problem.

The following two trade organisations have a code of conduct which their members should adhere to when dealing with customers. These organisations may be able to assist in finding contractors or helping should any disputes arise.

[National Pest Technicians Association \(NPTA\)](http://www.npta.org.uk) – www.npta.org.uk

[British Pest Control Association \(BPCA\)](http://www.bpca.org.uk) – www.bpca.org.uk

Q: When should I call out a pest control company?

A:

If you have seen rats or mice in your garden over a period of time.

If you find droppings and/or items chewed inside your property.

If you have heard noises i.e. scratching over a few days, and cannot find a non-pest related cause for the noises.

Q: How much does it cost?

A: You will need to discuss this with the pest control company, details can be found in the Yellow Pages, Thomson's Local, local newspapers or internet, if you are in doubt about the price obtain up to three quotes. We would recommend that before hiring anyone to treat your property that you get at least three quotes, make sure you know whether the charge is fixed or by the hour and ask if there is a guarantee attached to the work.

Q: I receive Pension Credit/Income Support, will I receive a free treatment?

A: No

Q: How long does treatment take?

A: It depends on the scale of the problem. A technician would discuss this with you once an initial assessment is made.

Q: Does someone have to be at the property when the pest control technician arrives?

A: Yes, especially on the first visit. For re-visits if you have agreed with the technician at the initial visit that alternative access will be available, you no longer need to be at the property during treatments.

Q: Are weekend appointments available?

A: Most companies do work weekends and there may also be emergency cover available.

Q: Is any advice available?

A: Yes, there is also guidance on the Tamworth Borough Council internet.

Q: How do I know what treatment to buy if I don't know what the insect is?

A: Regrettably, we do not have the means to offer an identification service. You may have to contract the services of a private pest company.

Q: I rent my property from a private landlord/ Housing Association; do I have to pay for a pest control service?

A: Yes, alternatively your landlord may agree to pay but you would need to arrange this with them.

Q: Are there any after affects with the treatments?

A: In cases of rats or mice being treated with bait inside your property you may experience a problem with smell. You may experience a smell for a few days or longer depending on where the body is, temperature etc. Sometimes where wasp nests are treated a smell may develop which should only last a few days.

Q: What happens to the dead pests?

A: You will need to dispose of these yourself. The council is not responsible for collecting dead target species from your property.

Q: What happens if I sight pests in my neighbour's property?

A: Advise your neighbour if this fails contact 01827 709445 and the Environmental Health Team will investigate further.

Q: What happens if I sight pests on commercial land neighbouring my property?

A: Advise the owner, if this fails contact 01827 709445 and the Environmental Health Team will investigate further.

Q: What happens if I sight pests on land owned by Tamworth Borough Council?

A: Contact 01827 709445 we will investigate the matter further and ensure Tamworth Borough Council owned land is so far as reasonably practicable kept free from pests.