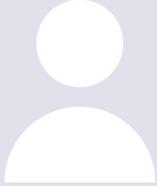


**Pest  
Management  
Responsibility  
Document**

# Our pest management responsibility

- We expect customers to take responsibility of their homes in line with their tenancies and to take all reasonable steps/precautions adjustments to prevent pest infestation.
- There may be times where we take responsibility for an infestation within a flat or bedsit to stop the spread of the pest to other homes. The cost with may be re-charged if no effort has been made to prevent the infestation or spread of it.
- We are responsible for dealing with entry points for pests, such as holes. This includes where the entry point is in loft space between properties.
- Where we are responsible for dealing with an infestation or remediation in a communal area, costs will be re-charged via service charges for leaseholders.
- If the root cause of a pest infestation is due to an external factor (e.g. neighbouring land that doesn't belong to us) we'll liaise with the owner and Environmental Health if necessary.
- We know that some customers may not be able to afford the cost of pest control treatments or contractors. In these instances, we may pay for the visits and this cost recharged and paid over instalments via an agreed payment plan.
- If customers have exhausted all efforts, we may work with and support the customer to find the right remedy. This may be re-charged.
- Customers will need to buy over the counter pest management treatments or make contact with a private pest control company or through the Local Authority to treat the pest infestations, where it is their responsibility.
- We expect customer keep their home, garden and balcony areas clear of pest waste such as pigeon or mice droppings, so that it doesn't impact theirs or others health.

Who's responsible for what	
VIVID's responsibility	Customer's responsibility
	

The table below confirms the responsibility between us and our customers.

	Individual properties (houses)	Flats	Communal areas (inside)	Communal areas (outside)
Rats and mice				
Fleas				N/A
Ants, spiders, ladybirds				N/A

	Individual properties (houses)	Flats	Communal areas (inside)	Communal areas (outside)
Silverfish				N/A
Bedbugs				N/A
Wasps and bees				
Slugs				N/A
Caterpillars and moths			N/A	N/A
Cockroaches and beetles				N/A
Squirrels				N/A

	Individual properties (houses)	Flats	Communal areas (inside)	Communal areas (outside)
Pigeons				
Maggots and flies (incl. craneflies/yellow jackets)				N/A
Bats	<b>Protected species - no action</b>			
Foxes and badgers				N/A

There are some contributing factors which encourage pest infestation which includes overgrown gardens, domestic waste and fly tipping, how food is stored or unhygienic living conditions within the home. It is a condition of a lease and tenancy agreement to keep homes and gardens clean and clear. If you need some support with this, please let us know.

Please allow access to your home and work with us if pests are impacting others. If we need to undertake any works the costs may be recharged to you. If access cannot be gained, we may obtain access by way of a court injunction. This cost may also be recharged.