Case Number	Freedom of Information Request	Status
FOI-30		Published

Request Details

Use of pest control on your properties

Dear Housing Association,

I am enquiring about the use of pest control on your properties. Please provide the following information for the period 1 April 2020 to 31 March 2025, broken down by financial year:

1) Total expenditure by the Housing Association on pest control services, including both in-house provision and external/contracted services.

2) If any services are contracted out, please provide the supplier name(s) and the contract value(s).

3) The number of call-outs/treatments by species category (e.g. rats, mice, pigeons, gulls, foxes, grey squirrels, wasps, bedbugs, cockroaches—please use your own categories if recorded differently).

4) For any lethal control commissioned or carried out by the Housing Association, the number of animals killed by species and, where recorded, the method used (e.g. trapping, poisoning, shooting).

5) A copy of any policy, guidance, or standard operating procedure relating to the Housing Association's pest control service or contractors.

Please also provide the information in CSV, Excel, or another machine-readable format where possible.

If any part of this request is unclear, or if fulfilling it would exceed the statutory cost limit, please provide advice and assistance on how I can refine it.

Thank you for your assistance.

Yours faithfully,
Rob Pownall

30 Oct 2025 11:47:42 FOI complete

Dear Rob,

Further to your FOI request, please find our response below:

I am enquiring about the use of pest control on your properties. Please provide the following information for the period 1 April 2020 to 31 March 2025, broken down by financial year:

1. Total expenditure by the Housing Association on pest control services, including both in-house provision and external/contracted services.

   All included within the attached Excel spreadsheet from 2019 to 31 March 2025 & has been broken down by financial year as requested.

2. If any services are contracted out, please provide the supplier name(s) and the contract value(s).

   Excel Environmental carry out all pest control works. Values all included within the attached Excel spreadsheet from 2019 to 31 March 2025 & has been broken down by financial year as requested.

3. The number of call-outs/treatments by species category (e.g. rats, mice, pigeons, gulls, foxes, grey squirrels, wasps, bedbugs, cockroaches—please use your own categories if recorded differently).

   All included within the attached Excel spreadsheet from 2019 to 31 March 2025 & has been broken down by financial year as requested.

4. For any lethal control commissioned or carried out by the Housing Association, the number of animals killed by species and, where recorded, the method used (e.g. trapping, poisoning, shooting).

This information is not captured / retained by the Association.

5. A copy of any policy, guidance, or standard operating procedure relating to the Housing Association’s pest control service or contractors.

We currently do not have internal policies, guidance documents, or standard operating procedures in place for this area. As such, we engage external contractors or on occasion, the local authority who possess the relevant expertise and experience to ensure the work is carried out effectively and in line with legislation and best practices.

Regards

Heather Elder

Corporate & Governance Officer