

Pest Control Policy

This policy sets out Bromford Flagship LiveWest’s approach to the prevention and control of pests, in support of delivering safe, fair and responsive services to our customers. It is underpinned by legal duties, regulatory expectations, and a commitment to fairness, accountability, and transparency.

Department	Customer Experience
Policy owner	Regional Director - Customer
Approved date	December 2025
Date for review	October 2028
Approving body	Customer SLT
Associated legislation/regulation	Animal Welfare Act 2006 Biocidal Products Regulation (retained EU law) Conservation of Habitats and Species Regulations 2017 Control of Pesticides Regulations 1986 (as amended) Control of Substances Hazardous to Health (COSHH) Regulations 2002 Environmental Protection Act 1990 Health and Safety at Work etc. Act 1974 Homes (Fitness for Human Habitation) Act 2018 Housing Act 2004 (Housing Health & Safety Rating System – HHSRS) Landlord and Tenant Act 1985 Prevention of Damage by Pests Act 1949 Public Health Acts 1936 & 1961 Regulator of Social Housing – Consumer Standards (2024) Wildlife and Countryside Act 1981 Environmental Protection (Duty of Care) Regulations 1991
Legal advice from	Internal Legal Team
Equality impact assessment date	October 2025
Version number	1.0

This policy applies to customers of:




Purpose/principles

The purpose of this policy is to ensure Bromford Flagship provides safe and healthy living environments by preventing, identifying, and responding to pest-related issues in our homes and neighbourhoods.

This policy supports the Safety & Quality Standard (ensuring homes are safe, well maintained and pest-free) and the Neighbourhood & Community Standard (ensuring communal areas are safe, clean and well-managed).

Principles:

- **compliance** - we will treat pests deemed a statutory nuisance in accordance with legal requirements.
- **best practice** - colleagues and contractors will remain vigilant to pest-related risks and report concerns promptly.
- **partnership** - we will work in collaboration with local authorities and qualified pest control contractors.
- **fairness** - we will balance our landlord repairing obligations with customer responsibilities, including recharges where infestations arise from customer behaviour
- **safeguarding and health** - we will recognise the health and safeguarding risks associated with infestations, and act proportionately to protect vulnerable customers

Scope

This policy applies to:

- all properties owned or managed by Bromford Flagship, including general needs housing, supported housing, sheltered housing, leasehold and shared ownership homes
- all colleagues, contractors, and partners involved in preventing, identifying, investigating and responding to pest-related issues¹
- all customers living in homes owned or managed by Bromford, Newtide Homes, Samphire Homes, Victory Homes and Flagship Homes

¹ Colleagues, contractors and partners of Bromford and Flagship and their subsidiaries, plus any former Bromford and Flagship colleagues now operating under Bromford Flagship LiveWest. At the time of writing LiveWest operate under a separate policy.

Roles/responsibilities

Board / Committees provide oversight and assurance that the policy aligns with strategic priorities, customer outcomes, and regulatory requirements.

Executive Leadership Team / Directors are accountable for ensuring the policy is implemented consistently across their areas of responsibility and that compliance is maintained.

Heads of Service / Service Leads are responsible for embedding the policy within their service areas, ensuring colleagues are aware of and follow the requirements, and providing assurance on compliance.

Customer-facing colleagues are responsible for applying the policy in day-to-day service delivery, supporting customers, and taking action or escalating issues in line with procedures.

All colleagues are expected to understand the policy as it relates to their role, complete any required training, and seek support where clarification is needed.

Policy content

This is where you will set out the main content of the policy, what you're aiming to achieve, and why, including details of any appeals process where applicable. It may include multiple sections.

EIA statement

Effective pest control requires a balanced approach that combines prevention, timely intervention, partnership working, and clear accountability between Bromford Flagship and our customers. This policy sets out how we will meet our legal and regulatory responsibilities while also supporting customers to prevent and manage infestations.

Our approach is guided by four key principles: compliance with the law, safeguarding health and wellbeing, fair allocation of responsibilities, and continuous improvement through monitoring and learning.

How Bromford Flagship LiveWest will deliver its responsibilities

Bromford Flagship LiveWest is committed to maintaining safe, healthy, and pest-free environments for all customers. We will take a proactive and proportionate approach to pest control, balancing our legal duties as a landlord with effective partnership working, customer support, and environmental responsibility.

Our role is to act quickly when infestations occur, minimise health and safety risks, and provide clear communication and fair outcomes for customers. To achieve this, we will:

- respond to infestations where required by law or landlord repairing obligations
- provide a responsive and proactive pest control service within all communal areas we own
- carry out regular inspections of communal areas and high-risk locations
- investigate reports of pests within individual properties before determining responsibility
- respond proportionately to infestations of bed bugs, providing advice and treatment where responsibility lies with Bromford Flagship (for example, communal or structural infestations), and guidance where treatment is a customer responsibility.
- provide advice and signposting to customers on dealing with bed bugs where responsibility rests with them, ensuring support for vulnerable households where required
- arrange treatment or removal of wasp or bee nests only where there is an immediate health and safety risk or where access to homes is affected
- ensure that protected species such as bats, or nesting birds are not harmed, and that any action taken complies with relevant wildlife protection laws – while bees are not legally protected, we recognise their ecological importance and will aim to manage or relocate hives responsibly through qualified contractors
- work with qualified pest control contractors or environmental specialists to manage or relocate protected animals safely and lawfully when required
- in independent living and supported housing schemes where Bromford Flagship LiveWest retains communal or room responsibility, provide a responsive pest control service to individual rooms as well as shared areas
- complete associated remedial works that contribute to infestations in a timely manner
- arrange surveys and treatments through licensed and qualified contractors who operate in line with industry standards, health and safety, and environmental regulations
- require contractors to provide detailed reports following inspections or treatments, including outcomes and follow-up actions.
- appoint qualified pest control contractors to carry out treatments or preventative measures
- communicate clearly with customers about procedures, responsibilities, and expected outcomes
- apply recharges where infestations are caused by customer behaviour (e.g. waste disposal, pet care, hoarding), explaining clearly when and why this applies.
- support vulnerable customers with reasonable adjustments, including additional communication or financial support where appropriate.

- safeguard health and wellbeing by ensuring infestations are addressed quickly, and referring cases to safeguarding teams where infestations indicate neglect, hoarding, or vulnerability
- work in partnership with local authorities, Environmental Health, and Public Health teams
- monitor performance and learn lessons by tracking cases, hotspots, and repeat infestations, reviewing trends, and discussing outcomes with contractors and customers

Customer responsibilities

Effective pest control relies on a shared commitment between us and our customers. Customers play an essential role in preventing infestations and helping to ensure that treatments are successful when required.

We expect customers to take reasonable care of their homes, report pest issues promptly, and co-operate fully with access and treatment arrangements. Customers are therefore expected to:

- maintain cleanliness and hygiene within their homes to reduce the risk of infestation.
- report any signs of pests promptly to us
- co-operate with pest control treatments, including allowing access to their home when required
- follow any guidance provided by Bromford Flagship LiveWest or pest control professionals during and after treatments
- take reasonable steps to prevent infestations of bed bugs, including maintaining cleanliness, treating personal belongings promptly, and cooperating fully with pest control guidance
- arrange and fund treatment where bed bugs are introduced through personal belongings, furniture, or travel
- report bee or wasp nests promptly and follow our advice and the advice of appointed contractors
- refrain from attempting to treat or remove protected species (e.g. bees, bats, or nesting birds) and allow authorised contractors or environmental specialists to manage them safely

Appeals and complaints

We want customers to have confidence that pest control decisions are made fairly and transparently. Customers therefore have the right to challenge decisions made under this policy. They may:

- request a review of any decision relating to pest control responsibility. Reviews will be undertaken by a senior leader not involved in the original decision

- raise a formal complaint under the our Complaints Policy at any stage

Our commitments to customers

We are committed to providing a fair, transparent, and responsive pest control service. This means we will:

- treat infestations that are our legal responsibility
- respond promptly and within agreed service standards, arranging contractor attendance as soon as practicable following referral
- provide clear advice to customers about bed bugs, bees, wasps, and protected species, explaining responsibilities, available support, and safe treatment or relocation options
- support vulnerable customers with reasonable adjustments
- keep you informed about what action will be taken and when
- recharge costs only where infestations result from customer behaviour and explain clearly when and why this applies
- provide advice and guidance to help you prevent future infestations
- work in partnership with local authorities and contractors to deliver effective, safe, and sustainable solutions

EIA statement

An Equality Impact Assessment (EIA) has been undertaken for this policy. It considered potential impacts on customers with protected characteristics, including disability, age and pregnancy/maternity. Actions have been identified to mitigate adverse impacts, such as providing reasonable adjustments and additional communication support.

This policy works alongside the Vulnerability, Inclusive Services & Reasonable Adjustments Policy to ensure inclusive practice.

We recognise that we may not have identified all adverse impacts on one or more protected characteristics. We welcome feedback on, or examples of, things we may have overlooked so that we can continuously improve our policy.

Training statement

This policy will be trained out to:

- Neighbourhood Coaches, Contact Centre, and Service Delivery colleagues via induction and refresher training
- contractors through contractual agreements and compliance briefings

Measuring effectiveness

The effectiveness of this policy will be measured through:

- contractor performance monitoring (including % of surveys completed within SLA)
- audits of pest-related cases
- customer satisfaction and complaints monitoring
- reporting to Customer Experience Leadership and assurance committees

Review period

This policy will be formally reviewed every three years. Earlier review may take place if required by changes in legislation, regulation, organisational priorities, or following feedback from colleagues, customers, or stakeholders. Any updates will be approved through the appropriate governance route.

Approval

This Policy was approved by Customer SLT and is applicable to:

- Bromford Housing Association Ltd (operating as Bromford)
- Bromford Home Ownership Ltd (operating as Bromford)
- Merlin Housing Society Ltd (operating as Bromford)
- Flagship Housing Limited (operating as Flagship) and the following housing divisions:
Samphire Homes, Victory Homes, Newtide Homes

Any references to Bromford Flagship LiveWest should be interpreted as equally applicable to all the above.

For internal use only –

Supporting documents

- Pest & Vermin Easy Guide
- Pest Control Procedures

Version control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	First issue	Customer SLT	16 December 2025