

Pest Control Policy

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Executive Lead (Owner):	Executive Director of Customer Services					
Author (Leadership Team member):	Director of Customer Services					
Which Strategy does this support?	Landlord Resident Strategy					
Review frequency:	Every 3 years	<input checked="" type="checkbox"/>	Other (state period)			
Date created:	August 2025					
Previous review date:	N/A					
Review date:	N/A					
Next review:	August 2028					
Current status:	Draft	<input checked="" type="checkbox"/>	Final	<input type="checkbox"/>		
IMPACT ASSESSMENTS						
Equality Impact Assessment						
STAGE 1 completed?	STAGE 2 required?	No	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>		If not required, state reason:				
Customer Impact Assessment						
1) Is this one of the agreed policies requiring resident consultation? Please refer to: Our policies - Settle		Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	
2) If yes, please confirm resident consultation has taken place		<input type="checkbox"/>	Briefly detail changes arising from resident feedback: Updates made following resident feedback: <ul style="list-style-type: none"> Included examples of pests within the scope of the policy. Included full name alongside acronyms. 			
APPROVAL						
Approval journey:	Executive Team	Committee				Board
		ARC	DAC	Ops	NRC	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date approved:	10 09 25					
Which Regulatory Standard does this Policy support?	Economic					
	Governance & Viability	Rent		Value for Money		
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		
	Consumer					
	Neighbourhood & Community	Safety & Quality	Tenancy	Transparency, Influence & Accountability		
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Associated legislation	<ul style="list-style-type: none"> • Equality Act 2010 • Data Protection Act 2018 • Human Rights Act 1998 • Environmental Protection Act 1990 & Noise and Statutory Nuisance Act 1993 • General Data Protection Regulations 2018 • Prevention of Damage by Pests Act 1949 • Landlord and Tenant Act 1985 • Housing Health and Safety Rating System (England) Regulations 2005 • Wildlife and Countryside Act 1981 • The Housing Act 2004 • The Environment Act 2021 • Homes (fitness for human habitation) Act 2018 • Public Health Act 1936 & 1961 • Common Law Nuisance and Private Nuisance • Anti-Social Behaviour, Crime and Policing Act 2014 • Regulatory Code 3.4.1 • The Complaint Handling Code • Wild Mammal Protection Act 1996 • Animal Welfare Act 2006 • The Habitats Regulations 2017 • Control of Substances Hazardous to Health Regulations 2002 • Control of Pesticides Regulations 1986 • Regulatory of Social Housing Framework for both the Homes and Neighbourhood and Community Standards
Associated procedures	<ul style="list-style-type: none"> • Safeguarding Policy, Procedures and Toolkit • Vulnerable Customers Policy • Hoarding Protocol • Purchase Order Guidance • Settle Neighbourhood Standards • Neighbourhood Management Policy • Repairs Policy
Does this policy contain delegated authority?	

Pest Control Policy

Introduction

Our purpose is to give residents a firm foundation on which to build their lives. Our vision is a safe, comfortable, and affordable home for every household.

This Policy is aligned to our Landlord Resident Strategy and sets out our approach to managing reports of pests in our properties, outlining our landlord responsibilities and the service we offer to set clear expectations for residents and those occupying commercial lets.

Purpose

This Policy aims to ensure:

- Settle properties including homes, communal areas, estates and commercial units are kept safe, healthy and free of pests (some examples of pests are given within the scope of this policy).
- All reports of pest infestations are dealt with fairly and consistently.
- The responsibilities of Settle and residents are clearly defined.
- We are clear on expectations with regards to our approach to pests in Settle homes and communal areas.

Clear responsibilities and expectations are out in this Policy, in accordance with our service standards, the terms of tenancy agreements and relevant legislation. This is with the aim of ensuring that we meet the legal, regulatory and Housing Ombudsman's expectations regarding pest control.

Any contractor undertaking pest control services on our behalf must hold a valid pest control license and if using pesticides have undertaken the necessary training and they must hold a Specified Certificate in the Use of Pesticides.

Scope

This Policy applies to all residents occupying a Settle property.

Settle properties may be subject to an infestation of pests, including but not limited to, rats, mice, wasps, bedbugs, and cockroaches. Some other animals, such as foxes, bats and birds, may present a nuisance but are not considered pests, many are also protected under the Wildlife and Countryside Act 1981, which may determine the course of action undertaken.

The effective control of pests within our properties will ensure that, in the event of an outbreak, the responsibilities of Settle and the resident are clearly defined and that the appropriate advice is given and action undertaken.

Our approach to managing pests differs depending on whether the issue is confined to a resident's home or within communal spaces.

Section 2 – Policy

2.1 Policy Principles

This Policy sets out our commitment to ensuring that reports of pests in Settle properties and communal spaces are managed effectively by:

- Being clear on our service offer; what is included and what is not.
- Setting clear expectations, defining what is considered the responsibility of Settle or the resident.
- Working collaboratively with both internal and external partners to ensure that pest control reports are dealt with swiftly.
- Aiming to get it right first time; offering clear explanations and maintaining communication on progress.
- Understanding and responding to the diverse need of our residents, treating all residents with fairness and where possible tailoring services to recognise individual needs of residents.

2.2 Policy Detail and Outcome

Policy expectations:

- To act in line with our legal obligations in regard to pest control and all key legislation.
- Appropriate action undertaken in a timely manner to prevent intervention of statutory agencies, such as Environmental Health.
- Prompt action when statutory agencies do become involved.
- Take prompt action to address residents' concerns in accordance with our service standards.
- Have clear information available to residents around what is their responsibility and what we can do to help / the different approaches we take (including on our Pest Control page on our website; [Communal areas and facilities - Settle](#)).
- Prompt and effective management of pests within communal areas, including any required remedial work to prevent reoccurrence.
- Appropriate advice / signposting to specialist pest control agencies is given to residents on how to deal with pest infestations at their own cost, where it is their responsibility.
- Support is given to residents to deal with the issue in exceptional circumstances and the recharge process followed.
- Concerns regarding condition of property, which is residents' responsibility to keep clean and tidy, that could lead to pest infestation are dealt with promptly and effectively.
- Reasonable and proportionate enforcement action is taken if a tenancy breach which has caused the pest infestation is identified.
- Deliver a service that is easy for our residents to use.
- Ensure tailored care and support, enabling residents to enjoy their home.
- Carry out recommended repairs as appropriate, both in residents' homes and communal areas, that fall under Settle's responsibility, in line with service standards.
- Take an empathetic approach to carrying out repairs, taking into consideration residents' circumstances.
- Gather feedback on neighbourhood satisfaction through the "Big Check In".
- Demonstrably respond to resident feedback and continually improve our service.
- Review Service Level Agreements (SLAs) to ensure they are fit for purpose and manage resident expectations.

Desired outcomes:

- Safe and comfortable, pest free, environments for residents living in our homes.
- Residents feel supported when they contact us to report pest issues.
- Colleagues are equipped with the knowledge to address reports.

- Reduction in the number of complaints in relation to the handling of pest control reports.

Section 3 – Roles and responsibilities

3.1 Key Roles and Responsibilities

- All Settle colleagues are responsible for ensuring this Policy is applied.
- Settle's Executive Director of Customer Services has strategic oversight of this Policy as the policy owner and is responsible for conducting a review every 3 years, or sooner should there be a material change or if a more frequent review is required.
- The Policy will then be reviewed and approved by the Executive Team for escalation to the Operations Committee, which operates under the jurisdiction of the Board, is responsible for approving and monitoring this Policy.

Section 4 – Compliance and Enforcement

4.1 Compliance

We will:

- Measure compliance with this Policy through an annual self-assessment against the relevant expectations of the consumer standards in relation to the Safety and Quality Standard and the Neighbourhood and Community Standard.
- Monitor feedback from residents, including complaints, ensuring that we are continuing to improve the services and support we offer to all residents.
- Monitor the number of complaints in relation to the handling of pest control reports at the Tenant and Resident Assurance Panel.

Section 5 – Related Policies, Procedures and Key Documents

Related Policies

Neighbourhood Management Policy

Reasonable Adjustments & Vulnerable Customers Policy

Repairs Policy

Safeguarding Policy

Related Procedures

Safeguarding Procedure and Toolkit

Key Documents

Landlord Resident Strategy

Settle Neighbourhood Standards

Regulator for Social Housing Consumer Standards – Safety & Quality, and Neighbourhood & Community

Relevant legislation

Service Level Agreements

Hoarding protocol

Purchase Order Guidance

Section 6 – Review, Approval, Publication

6.1 Review and Approval

This Policy will be reviewed every 3 years, or sooner should there be a material change or if a more frequent review is required.

Section 7 – Document Control

Document Name	Pest Control Policy
Approval Date	
Approved By	
Version Number	V1.0
Version History	

IMPACT ASSESSMENT EVIDENCE					
EQUALITY IMPACT ASSESSMENT ATTACHED		Stage 1		Stage 2	
		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
CUSTOMER IMPACT ASSESSMENT Resident feedback		Attached <input type="checkbox"/>		N/A <input type="checkbox"/>	
PUBLISHING REQUIREMENTS					
INTERNALLY	<input checked="" type="checkbox"/>	WEBSITE	<input checked="" type="checkbox"/>	SETTLE CONNECT	<input type="checkbox"/>

OFFICE USE ONLY	
RELEVANT 'APPROVAL LOGO' ADDED TO COVER	<input type="checkbox"/>
Keywords for search function	