

Pest management procedure



Tenant contacts White Horse with concerns about pests

- Customer Service Advisor (CSA) goes through the list of triage questions with the resident, clarifies the issues, logs the answers on the assessment sheet and arranges for any photographs to be emailed in.
- The resident is given reassurance and is sent the Pest Control leaflet.
- The triage sheet and photos are put into a pre-inspection request and sent for the attention of the Maintenance Manager.

Assessment and photos are reviewed

- Maintenance Manager or Asset Management Officer (AMO) reviews the assessment sheet and photos within seven days allocating an action level and returns it to the CSA to carry out the actions.
- The CSA will send the pest control advice letter and leaflet to all residents at the scheme.

Level One

- The AMO or the Maintenance Manager has a discussion with the resident to reassure them and give advice.
- No further action is required. The contact item is closed.

Level Two

- The CSA will arrange for a routine initial inspection and/or works to be raised with the pest control contractor stating actions required.
- In addition a request will be made for a full written report to be sent to WHHA.
- Once the report has been received the CSA will upload it to the HomeMaster file.

After reviewing the report

- If no further action is required the contact log will be closed.
- If the report states further action is required the CSA will order more works or regular inspections/treatment with guidance from the Maintenance Manager.

Tenant feedback request

- CSA will send out a customer satisfaction survey requesting feedback.
- The CSA will upload the completed survey on to the HomeMaster file if the tenant is satisfied, if dissatisfied the CSA will contact the tenant again.

