

Pest Control Policy

Version Date: Feb 2024
 Review Date: Feb 2027
 Policy Owner: Director Housing and Homelessness, Director Property

1. Purpose

The purpose of this policy/procedure is to outline the principles and responsibilities for the treatment of pests in Unison properties.

2. Scope

This policy applies to all Unison staff, including employees, contractors and volunteers.

3. Policy Statement

Principles:

- Unison delivers maintenance and upkeep to properties to ensure a safe environment for the residents, as well as ensuring the asset portfolio is adequately maintained.
- Pest infestations will be treated as a serious risk to Unison renters, property, staff and contractors. Unison will respond promptly to infestations.
- Unison will ensure that licensed pest control operators undertake pest control activities using tested and appropriate treatments.
- Place Management and Facilities Management practices will seek to reduce the risks of pest infestation by engaging and working with renters.

Application:

In the first instance, pest control in a unit is the responsibility of the renter. An agreed pest control plan will be developed by Unison and may include details on property preparation for treatment, payment responsibilities, renter and housing provider responsibilities and an environmental risk assessment.

In general, renters (and/or their support agency, if applicable) are expected to treat the pests and bear the cost, where reasonable and practicable.

Unison will treat (at Unison's expense or as negotiated with renters and/or supports):

- Pests that are evident in internal common areas of buildings, such as kitchens, hallways, and laundries
- Pests that are evident in external common areas of buildings where Unison has responsibility for garden maintenance e.g. wasps, pigeons
- Pests that cause structural damage to properties e.g. termites

- Pests in units in high density properties that have been infested by neighbouring units
- Pests that have resisted control by other means, e.g. keeping property clean, using domestic pest sprays.

Unison may treat (at the renter's expense or as negotiated):

- Pests in standalone buildings in conjunction with pest control measures such as education and agreement from the tenant to follow a pest control plan
- Subsequent infestations that pose a risk to renters
- Pests in units in high density properties that are caused by individual renters e.g. non-compliance with pest control plan

Responsibilities:

Place Management Team Leaders and Facilities Advisors are responsible for the implementation of the policy and ensuring that staff have access to resource materials and training in identification, treatment, control, and prevention of pests.

Unison Facilities Advisors are responsible for:

- Common area inspections, identification and assessment of infestations
- Generating service requests and liaising with Pest Control contractors
- Arranging treatment of properties in Vacant Maintenance where required
- Liaising with and coordinating works in conjunction with Place Management team

Place Management teams are responsible for:

- Discussing prevention and pest control management with tenants at sign-up
- Having tenants sign a Pest Control Agreement when difficulties managing pests are identified
- Identifying signs of infestation during property inspections
- Reporting infestations promptly to their Team Leaders, Facilities Advisers and renter's supports (if applicable)
- Liaising with Support Workers (where applicable) to ensure tenants are assisted to understand, prevent, identify and treat pest infestations.
- Discussing the tenant's responsibility in preparing the property for treatment (i.e. remove all items on floors, throw away rubbish etc.)
- Providing referrals to support agencies for renters where appropriate

Renters are responsible for:

- Making efforts to prevent pest infestations
- Ensuring property is ready for pest control (i.e. clean floors and surfaces etc.)
- Following advice on the treatment of personal items

- Notifying Place Management staff as soon as possible of confirmed or suspected pest infestations, whether in units or in common areas

4. Related Information

Glossary:

Pests: Include bed bugs, fleas, flies, cockroaches, spiders, termites, and vermin such as rats, mice, etc.

High density properties: multi-unit developments with enclosed, shared corridors between rooms/units

Related:

Pest Control Procedure

5. Review

This policy/procedure will be reviewed every three years by the Policy Owner and approved by Executive.