



Chartered
Institute of
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Health



Pest control procedures manual

Rodents

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Introduction

The control of rats and mice presents a daily challenge to the pest control industry, as public and private sector technicians alike must provide an effective service whilst being able to meet ever increasing safety controls and customer expectations. The need for safe, effective and efficient treatments is paramount and this manual aims to provide the standard by which such treatments should be completed.

This manual is therefore intentionally prescriptive, but it does not intend to dictate the methods by which pest control technicians organise their work if the same level of service and safety is achieved - for example, the use of computerised records or ISO accredited quality systems.

It is hoped that by clearly stating the minimum requirements that a pest control technician should take into account when conducting any rodent treatment, consistent standards can be achieved throughout the industry that will allow it to develop and improve for the future.



1.0 Mice - within dwellings

An infestation of mice can develop very quickly both vertically and horizontally in a building due to their ability to move through very small spaces and holes in a constant search for food and shelter. Mice are recognised as potential carriers of many diseases presenting a risk to human health, as well as causing damage to property and stock.

1.1 Method of treatment

1.1.1 First visit

Confirm the existence of any infestation/ activity by completing a full site survey of the whole premises and identify signs of current mice activity – fresh droppings, footprints, gnawing, smear marks, odour, damage to food cartons etc. Sufficient details must be taken to ensure accurate records can be made, noting the areas where evidence of an infestation/ activity has been found and possible entry points.

Based on the evidence from the survey, confirm the distribution of any infestation/ activity and record the details. Details of contributory factors should also be recorded, including damage to structure, poor house keeping or poor standards of hygiene.

Advise the occupier of health risks due to mice being present (food contamination etc.).

1.1.2 Infestation not present

Explain to the occupier that there is no evidence of an infestation/activity and reassure the occupier that a revisit can be arranged if any complaint reoccurs.

As a minimum, the following details must be recorded:

- (i) Details of the premises (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) The areas surveyed (taking account of accessibility of areas, for example designated confined spaces)
- (v) The result of the survey confirming that an infestation/activity was not identified
- (vi) Any other information that may be of relevance (standard of hygiene, proofing, activity in adjacent properties etc)

Close down the job making such comments on the job sheet or electronic record.

1.1.3 Uncertain conclusion

If there is no evidence of any infestation/ activity and either the occupier will not accept the situation, or there are reasons to believe that there may be mice (entering from an adjoining property), then lay strategically placed non-toxic baits. Occupiers must be shown the locations of the non-toxic baits and informed that children and pets are not allowed access to these baits. Note: it is recommended that the occupier be advised of the difference between an infestation (breeding population) and a casual intruder (one off occurrence).

Provide information and advice to the occupier on improving standards of hygiene, housekeeping and proofing requirements.

Inform the occupier that a revisit will be made within two to three weeks.



As a minimum, the following information must be recorded:

- (i) Details of the premises (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) The areas surveyed
- (v) The evidence of potential infestation/activity
- (vi) The location, amount and type of non-toxic bait used (including suitable diagram)
- (vii) Any other information that may be of relevance

1.1.4 Infestation confirmed

Evaluate hygiene/housekeeping and proofing standards and identify alternative food sources and waste retention areas.

Where significant quantities of food are open and available to rodents no treatment should be commenced. Occupiers should be informed that a further appointment could be made as soon as the standards of hygiene and housekeeping have been improved. Tact and diplomacy are required to explain that rodents will not take toxic baits if other food sources are readily available. If necessary, show the occupier examples of poor practice (for example, presence of cat/dog food as a potential source of attraction for mice). However, this approach may not always be required where the pest control technician assesses the risk from alternative food sources to be minimal and the occupier's cooperation has been obtained.

Where necessary, adherence to appropriate health and safety procedures must be ensured to avoid potentially aggressive confrontations.

Notes will need to be comprehensive in describing reasons for the non-treatment and explanations provided. Consideration of the need for enforcement action is required if conditions do not improve sufficiently to permit an effective treatment.

As a minimum, the following information must be recorded:

- (i) Details of the premises (including any specific job reference)

- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) The areas surveyed
- (v) The evidence of infestation/activity, including any contributory factors
- (vi) The reasons for non-treatment
- (vii) Any other information that may be of relevance

Report circumstances to relevant supervisor/manager.

1.1.5 If premises are free from excessive alternative food sources

Identify any likely entry points including:

- (i) Gaps under external doors
- (ii) Gaps around water, drainage, gas or electricity services
- (iii) Damaged air vents
- (iv) Any other points that allow access from the exterior to the interior of the building

The pest control technician shall adopt a risk based approach, based on the information gathered on-site, as to whether any openings or gaps within the property should be sealed before or at the end of a treatment programme.

Accordingly, bring all defects to the attention of the occupier and ask for remedial works to be carried out. Explain to the occupier the works that are required to be carried out to exclude mice from the property.

If the local authority or other client organisation manages the property, written details of any recommendations for proofing or repair must be provided to the appropriate office for action. All advice on proofing is to be provided by the pest control technician or supervisor.

1.1.6 Decide on method of treatment

If an existing treatment is, or has been carried out, in the premises by another pest control company, the pest control technician will not commence any treatment until the occupier gives firm assurance that the other contract has been terminated and all baits previously laid are removed or authority is given for their removal.

Before any treatment is applied a full written on-site risk assessment must be carried out to provide the correct health and safety information. As a minimum, the risk assessment should take into account the presence of young children, pets and elderly/infirm individuals.

Based upon the on-site risk assessment, the pest control technician may consider the use of traps, which should be located accordingly. Traps can be baited using fruit, vegetables, chocolate or other suitable foodstuff obtained from the occupier and placed safely on the trap. The implications of the use of traps

should be explained to the occupier and arrangements made to call the next day to inspect the trap, or request the occupier to notify immediately if it is noticed that a mouse is caught on the trap.

Bait preparations, which are known to work in the area, should be used as a matter of routine. The experience of the pest control technician is fundamental in determining which baits should be used.

The placement of many small baits will be preferred to a few large baits. Bait stations may be placed in close proximity to each other to good effect. Sufficient quantities of bait should be placed so as to ensure that sufficient bait remains until the next scheduled visit (based upon the manufacturer's label requirements).

Not more than one type of rodenticide bait (where the active ingredient is taken as the defining pesticide type) should be laid in any premises at any time; however formulations can be varied depending upon the characteristics of the site.

Baits must be laid in accordance with manufacturer's label requirements and will always be protected from ready access by children and pets, using lockable stations if appropriate.

Explain the nature of the treatment and any specific safety requirements to the occupier. Occupiers must be shown the locations of the baits and informed that children and pets are not allowed access to these baits. Provide an appropriately annotated (safety data sheet) advice sheet to the occupier highlighting the premises address, the date, what product has been used and what action to take in cases of an emergency – including contact telephone number.

As a minimum, the following information must be recorded:

- (i) Details of the premises (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) The areas surveyed
- (v) The evidence of infestation/activity, including any contributory factors
- (vi) Relevant site information including the presence of young children, pets and elderly infirmed people
- (vii) The location, amount and type of rodenticide used (including suitable diagram)
- (viii) Any other information that may be of relevance

Estimate timing of the next visit and inform the occupier accordingly. This will generally be within seven days dependent upon the

level of activity and manufacturer's label requirements.

Identify any adjacent premises either immediately above or below or immediately to either side which may be 'at risk' of infestation. Where possible, contact and survey 'at risk' premises horizontally and vertically adjacent immediately, including any common parts. If this is not possible due to time or other constraints record details of property numbers, street or block to identify them for future survey and treatment as necessary.

1.1.7 Second or subsequent visits

Carry out a survey of the whole premises for evidence of mouse activity and make a suitable record.

Confirm infestation/activity by visual examination of all baiting points and any other evidence such as mouse droppings, mouse urine stains or gnaw/teeth marks/ chewing on packaging and foodstuffs.

Observe the amount of takes of the rodenticide and make a suitable record, for example. "N/T" - No Take, "P/T" - Part Take and "C/T" - Complete Take.

Re-evaluate hygiene and housekeeping standards within the premises.

Re-examine previously identified means of mouse access to the property to confirm whether proofing works have been carried out.

If substantial changes have occurred that could affect the safety and/or success of the treatment, a new on-site risk assessment should be completed. Additionally, if a different pest control technician attends the premises, a record must be kept as to whether the pest control technician agrees with the existing on-site risk assessment. Where the pest control technician disagrees with the assessment, a new on-site risk assessment must be completed and any discrepancies reported to the supervisor/manager.

1.1.8 If baits have been taken

Replenish baiting points as appropriate, however block baits can be rotated or loose bait evened out to provide a "fresh" surface for the next visit.

Lay additional baiting stations as indicated by any new signs of activity. Where possible, old bait stations should be reused in order to increase the opportunity of mice using the bait station through the smell of other mice.

A record must be kept of all rodenticide used when replenishing baiting points or providing additional bait stations.

Sufficient quantities of bait should be placed so as to ensure that there is bait remaining at the time of the next visit. Where bait



consumption is high, it will be necessary to increase the frequency of visits to ensure that this is achieved. (If infestation is due to field mice rather than house mice, baits may be hoarded rather than eaten.)

As a minimum, the following information must be recorded:

- (i) Details of the premises (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Any changes in the premises that could affect the safety or success of the treatment (completing a new on-site risk assessment if necessary)
- (v) The evidence that the infestation/ activity still exists
- (vi) The number of takes observed and the amount of new rodenticide used
- (vii) The location, amount and type of rodenticide used for any new bait stations (including amendments to the baiting diagram)
- (viii) The nature of any proofing works carried out or still outstanding
- (ix) Any other information that may be of relevance

Explain nature of treatment, hygiene/ housekeeping requirements and any safety requirements to the occupier.

Estimate timing of the next visit and inform the occupier accordingly. This will generally be within seven days dependent upon the level of activity and manufacturer's label requirements.

1.1.9 Baits not taken but other signs of infestation present

On first and second revisits, inspect and refresh baits (where necessary) and note any findings to prove the presence of mice.

Ensure that horizontally and vertically adjacent premises have been identified for a survey.

Continue substituting alternative formulations using the same method above until an acceptable alternative is found and baits are taken. More than one type of toxic bait must not be used in any premises at the same time (where the active ingredient is taken as the defining pesticide type, however formulations can be varied depending upon the characteristics of the site) except by prior approval of an appropriate senior pest control technician.

Where all bait preparations have been tried and no takes are recorded, the matter must be referred to an appropriate senior pest control technician for consideration of alternative control methods.

As a minimum, the following information must be recorded:

- (i) Details of the premises (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Any changes in the premises that could affect the safety or success of the treatment (completing a new on-site risk assessment if necessary)
- (v) The evidence that the infestation/ activity still exists
- (vi) The number of takes observed and the amount of new rodenticide used
- (vii) The location, amount and type of rodenticide used for any new bait stations (including amendments to the baiting diagram)
- (viii) The nature of any proofing works carried out or still outstanding
- (ix) Any other information that may be of relevance

Having provided the owner suitable opportunity to remedy the defects, and if the remedial work remains uncompleted, local authorities have the power to serve a legal notice on the owner to ensure that the appropriate repairs are completed as soon as possible. The tenure of the property has implications for these responsibilities, particularly as proofing works may not be the responsibility of the individual occupier.

1.1.10 Completion

When all bait takes cease completely and no further signs of infestation/activity are noted remove all accessible bait and bait materials from the premises and return to the depot for authorised disposal. All rodent bodies and redundant rodenticide should only be disposed of as detailed in Section 5.0, pg 28.

Explain the situation to the occupier and restate any outstanding preventative works, proofing or hygiene/housekeeping issues that require attention.

The pest control technician must be certain that no evidence of activity is present in any part of the property

After the second revisit using a single bait type, where no bait takes have been observed, the pest control technician should remove all baits from the premises and re-bait using an alternative preparation using the same pattern as above.

Examine bait placement points and re-evaluate their efficacy. (Relatively small distances can alter the level of bait takes from a baiting point.)

Record the changes to the baiting regime on each occasion. Issue a new rodenticide safety data sheet/advice sheet to the occupier and update the on-site risk assessment.

Close down the job and maintain suitable permanent record of all notes, on-site risk assessments, bait location records, copy letters and other relevant documents.

1.2 Block treatments

1.2.1 First visit

If request for service centres on a single dwelling within a larger block of dwellings (for example, flats or terraced housing) confirm the existence of any infestation/activity in initial dwelling by completing a full survey of the whole premises and identify signs of current mouse activity – fresh droppings, footprints, gnawing, smear marks, odour, damage to food cartons etc.

Sufficient details must be taken to ensure accurate records can be made, noting the areas where evidence of an infestation/activity has been confirmed. Care should be taken to examine all areas of the property including communal halls, lofts, bins stores, garages etc. In addition, the external of the property as a whole should be examined to obtain any evidence of activity outlined above.

Based on the evidence from the survey confirm the distribution of any infestation/activity and record the details. Details of contributory factors should also be recorded, including damage to structure, poor house keeping or poor standards of hygiene. Advise the occupier(s) of health risks due to mice being present (food contamination etc).

The pest control technician must consider the property as a whole, and not individual dwellings, when making any assessment. Depending upon the size and nature of the property and the extent of any infestation/activity, consideration should be given to obtaining senior pest control technician involvement as a number of agencies may need to be involved in the treatment to secure control from the outset. Such agencies may include environmental health officers, housing officers or representatives of any other client organisation who manages the property and representatives of the occupants of the property.

1.2.2 Infestation not present

The pest control technician must be certain that no evidence of activity is present in any part of the property. Where conclusions are uncertain, follow the advice given in the next section. Explain to the occupiers that there is no evidence of an infestation/activity and reassure the occupiers that a revisit can be arranged if any complaint reoccurs.

As a minimum, the following details must be recorded:

- (i) Details of each individual dwelling within the property (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Details of all areas surveyed

- (vii) The result of the survey confirming that an infestation/activity was not identified
- (viii) Any other information that may be of relevance

Close down the job making such comments on the job sheet or electronic record.

1.2.3 Uncertain conclusion

Ensure all dwellings and communal areas outlined above have been surveyed including those that adjoin the original source of the complaint to identify any signs of activity. If there is no evidence of any infestation/activity and either the occupier(s) will not accept the situation, or there are reasons to believe that there may be mice (entering from an adjoining dwelling or other area), then lay strategically placed non-toxic baits and/or tracking board/dust plates. Occupiers must be shown the locations of the non-toxic baits/tracking plates and informed that children and pets are not allowed access to these baits. Note: it is recommended that the occupier(s) be advised of the difference between an infestation (breeding population) and a casual intruder (one off occurrence).

Provide information and advice to the occupiers on improving standards of hygiene, housekeeping and proofing requirements.

If no signs of activity are found, inform all occupiers that a revisit will be made within two to three weeks as a precaution.

As a minimum, the following information must be recorded:

- (i) Details of each individual dwelling within the property (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Details of all areas surveyed (including any dwellings where access was denied)
- (v) The evidence of potential infestation/activity
- (vi) The location, amount and type of non-toxic bait used (including suitable diagram)
- (vii) Any other information that may be of relevance

1.2.4 Infestation confirmed

Evaluate hygiene/housekeeping and proofing standards and identify alternative food sources and waste retention areas.

Where significant quantities of food are open and available to rodents no treatment should be commenced. Occupiers should be informed that a further appointment could be made as soon as the standards of hygiene and housekeeping have been improved.

Tact and diplomacy are required to explain that rodents will not take toxic baits if other food sources are readily available. If necessary, show the occupier examples of poor practice (for example, presence of cat/dog food as a potential source of attraction for mice).

However, this approach may not always be required where the pest control technician assesses the risk from alternative food sources to be minimal and the occupier's cooperation has been obtained.

Where necessary, adherence to appropriate health and safety procedures must be ensured to avoid potentially aggressive confrontations.

Notes will need to be comprehensive in describing reasons for the non-treatment and explanations provided. Consideration of the need for enforcement action is required if conditions do not improve sufficiently to permit an effective treatment for the entire block of dwellings. Therefore a coordinated approach of treatment and enforcement is required.

As a minimum, the following information must be recorded:

- (i) Details of each individual dwelling and/or common parts (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Details of all areas surveyed
- (v) The evidence of potential infestation/activity
- (vi) The location, amount and type of non-toxic bait used (including suitable diagram)
- (vii) Any other information that may be of relevance

Report circumstances to relevant supervisor/manager.

1.2.5 If premises are free from excessive alternative food sources

The pest control technician must consider the property as a whole, and not individual dwellings when formulating the treatment strategy.

Identify any likely entry points including:

- (i) Gaps under external doors
- (ii) Gaps around water, drainage, gas or electricity services
- (iii) Damaged air vents
- (iv) Any other points that allow access from the exterior to the interior of the building

The pest control technician shall adopt a risk based approach, based on the information gathered on-site, as to whether any openings or gaps within the property should be sealed before or at the end of a treatment programme. Dependent upon the size and nature of the property, significant detailed notes (including photography) will be required, and consideration should be given to allocating sufficient resources to implement the treatment strategy.

Accordingly, bring all defects to the attention of the occupier and ask for remedial works to be carried out. Explain to the occupier the

works that are required to be carried out to exclude mice from the property.

If the local authority or other client organisation manages the property, written details of any recommendations for proofing or repair must be provided to the appropriate office for action. All advice on proofing is to be provided by the pest control technician or supervisor.

1.2.6 Decide on method of treatment

If an existing treatment is, or has been carried



out, in any part of the premises by another pest control company, the pest control technician will not commence any treatment until the individual occupier and/or landlord gives firm assurance that the other contract has been terminated and all baits previously laid are removed or authority is given for their removal.

Before, any treatment is applied a full written on-site risk assessment must be carried out to provide the correct health and safety information. As a minimum, the risk assessment should take into account the presence of young children, pets, elderly/infirm individuals and other non-target species.

Based upon the on-site risk assessment, the pest control technician may consider the use of traps, which should be located accordingly. Traps can be baited using fruit, vegetables, chocolate or other suitable foodstuff obtained from the occupier and placed safely on the trap. The implications of the use of traps should be explained to the occupier(s) and arrangements made to call the next day to inspect the trap, or request the occupier to notify immediately if it is noticed that a mouse is caught on the trap.

Bait preparations, which are known to work in the area, should be used as a matter of routine. The experience of the pest control technician is fundamental in determining which baits should be used.

The placement of many small baits will be preferred to a few large baits. Bait stations may be placed in close proximity to each



other to good effect. Sufficient quantities of bait should be placed so as to ensure that sufficient bait remains until the next scheduled visit (based upon the manufacturer's label requirements).

Not more than one type of rodenticide bait (where the active ingredient is taken as the defining pesticide type) should be laid in any premises at any time; however formulations can be varied depending upon the characteristics of the site.

Baits must be laid in accordance with manufacturer label requirements and will always be protected from ready access by children and pets, using lockable stations if appropriate.

Explain the nature of the treatment and any specific safety requirements to each occupier. Provide an appropriately annotated (safety data sheet), advice sheet to each occupier highlighting the premises address date, what product has been used and what action to take in cases of an emergency, including contact telephone number.

As a minimum, the following information must be recorded:

- (i) Details of each individual dwelling and/or common parts (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Details of all areas surveyed
- (v) The evidence of infestation/activity, including any contributory factors
- (vi) Relevant site information including the presence of young children, pets and elderly infirmed people

- (vii) The location, amount and type of rodenticide used (including suitable diagram) of each dwelling and communal area(s)
- (viii) Any other information that may be of relevance

Estimate timing of the next visit and inform the occupier(s) accordingly. This will generally be within seven days dependent upon the level of activity and manufacturer's label requirements.

1.2.7 Second or subsequent visits

Carry out a survey of the whole premises (including each dwelling and common parts) for evidence of mouse activity and make a suitable record.

Confirm infestation/activity by visual examination of all baiting points and any other evidence such as mouse droppings, mouse urine stains or gnaw/teeth marks/chewing of packaging and foodstuffs.

Observe the amount of takes of the rodenticide and make a suitable record, for example. "N/T" - No Take, "P/T" - Part Take and "C/T" - Complete Take.

Re-evaluate hygiene and housekeeping standards within the entire premises (including each dwelling and common parts).

Re-examine previously identified means of access to the whole of the property to confirm whether proofing works have been carried out.

If substantial changes have occurred that could affect the safety and/or success of the treatment, a new on-site risk assessment should be completed. Additionally, if a different pest control technician attends the premises, a record must be kept as to whether the pest control technician agrees with the

Baits must be laid in accordance with manufacturer instructions and will always be protected from ready access by children and pets

existing on-site risk assessment. Where the pest control technician disagrees with the assessment, a new on-site risk assessment must be completed and any discrepancies reported to the supervisor/manager.

1.2.8 If baits have been taken

Replenish baiting points as appropriate, however block baits can be rotated or loose bait evened out to provide a “fresh” surface for the next visit.

Lay additional baiting stations as indicated by any new signs of activity. Where possible, old bait stations should be reused in order to increase the opportunity of mice using the bait station through the smell of other mice.

A record must be kept of all rodenticide used when replenishing baiting points or providing additional bait stations.

Sufficient quantities of bait should be placed so as to ensure that there is bait remaining at the time of the next visit. Where bait consumption is high, it will be necessary to increase the frequency of visits to ensure that this is achieved. (If infestation is due to field mice rather than house mice, baits may be hoarded rather than eaten.)

As a minimum, the following information must be recorded:

- (i) Details of each individual dwelling and/or common parts (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Any changes in the premises that could affect the safety or success of the treatment (completing a new on-site risk assessment if necessary)
- (v) The evidence that the infestation/ activity still exists
- (vi) The number of takes observed and the amount of new rodenticide used
- (vii) The location, amount and type of rodenticide used for any new bait stations (including amendments to the baiting diagram)
- (viii) The nature of any proofing works carried out or still outstanding
- (ix) Any other information that may be of relevance

Explain nature of treatment, hygiene/ housekeeping requirements and any safety requirements to the occupier(s).

Estimate timing of the next visit and inform the occupier accordingly. This will generally be within seven days dependent upon the level of activity and manufacturer’s label requirements.

1.2.9 Baits not taken but other signs of infestation present

On first and second revisits, inspect and refresh baits (where necessary) and note any findings to prove the presence of mice. Mouse activity

throughout a block of dwellings is likely to be significant and therefore any incidents where rodenticide is not being taken, but evidence of activity still exists should be dealt with seriously.

After the second revisit using a single bait type, where no bait takes have been observed, the pest control technician should remove all baits from the entire of the premises and re-bait using an alternative preparation using the same pattern as above – or a combination where this is appropriate for the premises type (suitable senior pest control technician approval should be sought.)

Examine bait placement points and re-evaluate their efficacy. (Relatively small distances can alter the level of bait takes from a baiting point).

Record the change of bait on each occasion. Issue a new rodenticide safety data sheet/ advice sheet to each occupier and update the on-site risk assessment.

Continue substituting alternative formulations using the same method above until an acceptable alternative is found and baits are taken. A senior pest control technician should decide upon the bait used throughout the entire property (including each dwelling and common parts) and be advised of any requests to change the formulations if control is not achieved.

As a minimum, the following information must be recorded:

- (i) Details of each dwelling and/or common parts (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Any changes in the premises that could affect the safety or success of the treatment (completing a new on-site risk assessment if necessary)
- (v) The evidence that the infestation/ activity still exists
- (vi) The number of takes observed and the amount of new rodenticide used
- (vii) The location, amount and type of rodenticide used for any new bait stations (including amendments to the baiting diagram)
- (viii) The nature of any proofing works carried out or still outstanding
- (ix) Any other information that may be of relevance

Having provided the owner suitable opportunity to remedy the defects, and if the work remains uncompleted, Local Authorities have the power to serve a legal notice on the owner to ensure that the appropriate repairs are completed as soon as possible.

The tenure of the property has implications for these responsibilities, particularly as proofing works may not be the responsibility of the individual occupier. For local authorities, consideration should be given to Part 1 of the Housing Act 2004 or Part III of the Environmental Protection Act 1990. This may therefore require liaison with the appropriate officer within the local authority who has responsibility for housing conditions.

Explain the situation to the occupier and restate any outstanding preventative remedial works, proofing or hygiene/housekeeping issues that require attention.

Close down the job and maintain suitable permanent record of all notes, on-site risk assessments, bait location records, copy letters and other relevant documents.

1.2.10 Completion

When all bait takes cease completely and no further signs of infestation/activity are noted remove all accessible bait and bait materials from the premises and return to the depot for authorised disposal. All rodent bodies and redundant rodenticide should only be disposed of as detailed in Section 5.0, pg 28.





2.0 Rats - within dwellings

Of all pests that infest domestic premises, rats cause greater damage and distress than any other pest. They are frequently known to gnaw through plumbing and electrical cabling, doors and frames and even structural timbers, which coupled with their known disease carrying capabilities, makes them a high priority for treatment for the occupiers of all residential properties.

2.1 Method of treatment

2.1.1 First visit

Confirm the existence of any infestation/activity by completing a full site survey of the whole premises and identify signs of current rat activity – fresh droppings, footprints, gnawing, smear marks, odour, damage to food cartons etc. Sufficient details must be taken to ensure accurate records can be made, noting the areas where evidence of an infestation/activity has been found and possible entry points.

Based on the evidence from the survey confirm the distribution of any infestation/activity and record the details. Details of contributory factors should also be recorded, including damage to structure, poor house keeping or poor standards of hygiene.

Advise the occupier of health risks due to rats being present (food contamination etc.).

2.1.2 Infestation not present

Explain to the occupier that there is no evidence of an infestation/activity and reassure the occupier that a revisit can be arranged if any complaint reoccurs.

As a minimum, the following details must be recorded:

- (i) Details of the premises (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) The areas surveyed (taking account of accessibility of areas, for example designated confined spaces)
- (v) The result of the survey confirming that an infestation/activity was not identified
- (vi) Any other information that may be of relevance (standard of hygiene, proofing, activity in adjacent properties etc)

Close down the job making such comments on the job sheet or electronic record.

2.1.3 Uncertain conclusion

If there is no evidence of any infestation/activity and either the occupier will not accept the situation, or there are reasons to believe that there may be rats (entering from an adjoining property) then lay strategically placed non-toxic baits. Occupiers must be shown the locations of the non-toxic baits and informed that children and pets are not allowed access to these baits. Note: it is



advisable that the occupier be advised of the difference between an infestation (breeding population) and a casual intruder (one off occurrence).

Provide information and advice to the occupier on improving standards of hygiene, housekeeping and proofing requirements.

Inform the occupier that a revisit will be made within one to two weeks.

As a minimum, the following information must be recorded:

- (i) Details of the premises (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) The areas surveyed
- (v) The evidence of potential infestation/ activity
- (vi) The location, amount and type of non-toxic bait used (including suitable diagram)
- (vii) Any other information that may be of relevance

2.2 Live rat in property

2.2.1 Options to consider

Advise occupier of options, which are:

- (i) Catch and kill
- (ii) Trapping
- (iii) Placement of rodenticide baits

Pest control technicians may attempt to physically catch and kill the rat if it is running around freely and causing distress.

Trapping, which would result in a dead rat being retained in the trap used, will require the occupier to contact the Pest control technician for collection and disposal of the dead animal.

Placement of rodenticide baits could result in the death of the rat within the structure of the building, creating an unpleasant odour for some time (seven to 10 days, or longer).

The pest control technician must determine the best method of treatment.

2.2.2 Catch and kill

This method is potentially dangerous from a health and safety perspective and great care must be taken not to run into or fall over furniture/static objects or damage furniture in the heat of the chase. Furthermore, to ensure the rat is killed outright with the first blow, the pest control technician must be competent to use this method humanely and safely.

The use of an air pistol to despatch live rats may also be used where it is considered safe to do so. All pest control technicians must be competent and trained in the use of air weapons and a thorough risk assessment completed. No other person must be present in the same room when the air pistol is used. The air pistol is only to be used when the pest control technician has satisfied themselves that the rat has been cornered and a close up shot can be taken. Safety glasses must be worn during this operation. Alternatively, the rat could be chased into a live trap and then taken outside of the property (for example, a garden or yard area) to be despatched with an air pistol.

Clean any blood spillage from surfaces using wipes and disinfectants and dispose of safely.

All dead rats should be disposed of as detailed in Section 5.0, pg 28., using protective gloves.

Advise and show the occupier any necessary proofing works to prevent future infestation/ activity. Examine the areas from which rats may have entered the building to see if further treatment is required.

If the pest control technician is satisfied that the captured rat was the only rat in the property, close down the job and maintain suitable permanent record of all notes, on-site risk assessments and other relevant documents. If the pest control technician believes further rats may be present, the source of the activity should be determined and the matter referred to a supervisor/manager for determination of further treatment.

Close down the job and maintain suitable permanent record of all notes, on-site risk assessments, bait location records, copy letters and other relevant documents.

2.2.3 Trapping

First visit

More than one trap should be employed where suitable locations can be identified for placement. Bait the traps using fruit, vegetables, chocolate or other suitable foodstuff obtained from the occupier and place safely on the trap. Ensure that the trap is set with the kill platform at right angles to the wall. This will allow rats to approach the trap from either side.

Explain the nature of the treatment to the occupier and stress the hazards of contact with the trap, especially if children or pets are present. Advise the occupier as to any necessary proofing requirements to prevent further infestation/activity by showing the occupier the issues concerned.

Arrange to call the next day to inspect the trap, or request the occupier to notify immediately if it is noticed that a rat is caught on the trap. Revisit the same day of notification to remove the rat.

Second visit

Inspect the trap for evidence of rat interference with bait or trap. If no catch has occurred re-bait and reset the trap if necessary. Consider relocating the trap/s.

Re-survey the whole premises for further evidence of infestation/activity and note any signs of new movement or damage. Advise the occupier of the situation and restate safety and/or proofing advice as required.

Arrange to call next day to inspect the trap.

Third visit

Inspect the trap for signs of activity. If no evidence of rodent activity at the trap can be found re-survey the whole of the property for evidence of infestation/activity.

If no evidence of activity is found within the property, advise the occupier as to any necessary proofing requirements to prevent further infestation/activity by showing the occupier the issues concerned. Close down the job and maintain suitable permanent record of all notes, on-site risk assessments, bait location records, copy letters and other relevant documents.

When there are obvious signs of an active rat infestation, advise the occupier to consider the use of poison baits and reinforce proofing recommendations.

2.3 Poison baits

2.3.1 Infestation confirmed

Evaluate hygiene/housekeeping and proofing standards and identify alternative food sources and waste retention areas.

Where significant quantities of food are open and available to rodents no treatment should be commenced. Occupiers should be informed that a further appointment could be made as soon as the standards of hygiene and housekeeping have been improved. Tact and diplomacy are required to explain that rodents will not take toxic baits if other food sources are readily available. If necessary, show the occupier examples of poor practice. However, this approach may not always be required where the pest control technician assesses the risk from alternative food sources to be minimal and the occupier's cooperation has been obtained.

Where necessary, adherence to appropriate health and safety procedures must be ensured to avoid potentially aggressive confrontations. Notes will need to be comprehensive in describing reasons for the non-treatment and explanations provided. Consideration of the need for enforcement action is required if conditions do not improve sufficiently to permit an effective treatment.

As a minimum, the following information must be recorded:

- (i) Details of the premises (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) The areas surveyed
- (v) The evidence of infestation/activity, including any contributory factors
- (vi) The reasons for non-treatment
- (vii) Any other information that may be of relevance

Report circumstances to relevant supervisor/manager.

2.3.2 If premises are free from excessive alternative food sources

Identify any likely entry points including:

- (i) Gaps under external doors
- (ii) Gaps around water, drainage, gas or electricity services
- (iii) Damaged air vents
- (iv) Any other points that allow access from the exterior to the interior of the building

The pest control technician shall adopt a risk based approach, based on the information gathered on-site, as to whether any openings or gaps within the property should be sealed before or at the end of a treatment programme.

Accordingly, bring all defects to the attention of the occupier and ask for remedial works to be carried out. Explain to the occupier the works that are required to be carried out to exclude rats from the property.

If the local authority or other client organisation manages the property, written details of any recommendations for proofing or repair must be provided to the appropriate office for action. All advice on proofing is to be provided by the pest control technician or supervisor.

2.3.3 Decide on method of treatment

If an existing treatment is, or has been carried out, in the premises by another pest control company, the pest control technician will not commence any treatment until the occupier gives firm assurance that the other contract has been terminated and all baits previously laid are removed or authority is given for their removal.



Before, any treatment is applied a full written on-site risk assessment must be carried out to provide the correct health and safety information. As a minimum, the risk assessment should take into account the presence of young children, pets and elderly/infirm individuals.

Bait preparations, which are known to work in the area, should be used as a matter of routine. The experience of the pest control technician is fundamental in determining which baits should be used.

Bait stations should be located where evidence of rat activity has been observed. Sufficient quantities of bait should be placed so as to ensure that bait remains until the next scheduled visit.

Not more than one type of rodenticide bait (where the active ingredient is taken as the defining pesticide type) should be laid in any premises at any time; however formulations can be varied depending upon the characteristics of the site.

Baits must be laid in accordance with manufacturer's label requirements and will always be protected from ready access by children and pets, using lockable stations if appropriate.

Explain the nature of the treatment and any specific safety requirements to the occupier. Occupiers must be shown the locations of the baits and informed that children and pets are not allowed access to these baits. Provide an appropriately annotated (safety data sheet) advice sheet to the occupier highlighting the premises address, the date, what product has been used and what action to take in cases of an emergency – including a contact telephone number. Neophobia should be explained to the occupier to account for the time taken for the treatment to be effective.

As a minimum, the following information must be recorded:

- (i) Details of the premises (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) The areas surveyed
- (v) The evidence of infestation/activity, including any contributory factors
- (vi) Relevant site information including the presence of young children, pets and elderly infirm people
- (vii) The location, amount and type of rodenticide used (including suitable diagram)
- (viii) Any other information that may be of relevance

Estimate timing of the next visit and inform the occupier accordingly. This will generally be within seven days dependent upon the level of activity and manufacturer's label requirements.

Advise the occupier as to the risk of smells being generated from dead carcasses and the possibility of these smells persisting for a period of time (seven to 10 days, or longer).

2.3.4 Second or subsequent visits

Carry out a survey of the whole premises for evidence of rat activity and make a suitable record.

Confirm infestation/activity by visual examination of all baiting points and any other evidence such as droppings, footprints, smear marks or gnaw/teeth marks/chewing on packaging and foodstuffs.

Observe the amount of takes of the rodenticide and make a suitable record, for example. "N/T" - No Take, "P/T" - Part Take and "C/T" - Complete Take.

Re-evaluate hygiene and housekeeping standards within the premises.

Re-examine previously identified routes of entry to the property to confirm whether proofing works have been carried out.

If substantial changes have occurred that could affect the safety and/or success of the treatment, a new on-site risk assessment should be completed. Additionally, if a different pest control technician attends the premises, a record must be kept as to whether the pest control technician agrees with the existing on-site risk assessment. Where the pest control technician disagrees with the assessment, a new on-site risk assessment must be completed and any discrepancies reported to the supervisor/manager.

2.3.5 If baits have been taken

Replenish baiting points as appropriate, however block baits can be rotated or loose bait evened out to provide a "fresh" surface for the next visit.

Lay additional baiting stations as indicated by any new signs of activity.

A record must be kept of all rodenticide used when replenishing baiting points or providing additional bait stations.

Sufficient quantities of bait should be placed so as to ensure that there is bait remaining at the time of the next visit. Where bait consumption is high, it will be necessary to increase the frequency of visits to ensure that this is achieved.

As a minimum, the following information must be recorded:

- (i) Details of the premises (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Any changes in the premises that could affect the safety or success of the treatment (completing a new on-site risk assessment if necessary)



- (v) The evidence that the infestation/ activity still exists
- (vi) The number of takes observed and the amount of new rodenticide used
- (vii) The location, amount and type of rodenticide used for any new bait stations (including amendments to the baiting diagram)
- (viii) The nature of any proofing works carried out or still outstanding
- (ix) Any other information that may be of relevance

Explain nature of treatment, hygiene/ housekeeping requirements and any safety requirements to the occupier.

Estimate timing of the next visit and inform the occupier accordingly. This will generally be within seven days dependent upon the level of activity and manufacturer's label requirements.

2.3.6 Baits not taken but other signs of infestation present

On first and second revisits, inspect and refresh baits (where necessary) and note any findings to identify prove the presence of rats.

After the second revisit using a single bait type, where no bait takes have been observed, the pest control technician should remove all baits from the entire premises and re-bait using an alternative preparation using the same pattern as above – or a combination where this is appropriate for the premises type (suitable senior pest control technician approval should be sought).

Examine bait placement points and re evaluate their efficacy. Relatively small distances can alter the level of bait takes from a baiting point.

Record the change of bait on each occasion. Issue a new rodenticide safety data sheet/ advice sheet to the occupier and update the on-site risk assessment.



Where all bait preparations have been tried and no takes are recorded, the matter must be referred to an appropriate senior pest control technician for consideration of alternative bait preparations.

As a minimum, the following information must be recorded:

- (i) Details of the premises (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Any changes in the premises that could affect the safety or success of the treatment (completing a new on-site risk assessment if necessary)
- (v) The evidence that the infestation/ activity still exists
- (vi) The number of takes observed and the amount of new rodenticide used
- (vii) The location, amount and type of rodenticide used for any new bait stations (including amendments to the baiting diagram)
- (viii) The nature of any proofing works carried out or still outstanding
- (ix) Any other information that may be of relevance

Where activity continues for prolonged periods, consider the potential for hidden methods of entry resulting in rats entering the property for example potential defects in the drainage system.

Having provided the owner suitable opportunity to remedy the defects, and if the remedial work remains uncompleted, local authorities have the power to serve a legal notice on the owner to ensure that the appropriate repairs are completed as soon as possible. The tenure of the property has implications for these responsibilities, particularly as proofing works may not be the responsibility of the individual occupier. For local authorities, consideration should be given to Part 1 of the Housing Act 2004 or Part III of the Environmental Protection Act 1990. This may therefore require liaison with the appropriate officer within the local authority who has responsibility for housing conditions.

2.3.7 Completion

When all bait takes cease completely and no further signs of infestation/activity are noted remove all accessible bait and bait materials from the premises and return to the depot for authorised disposal. All rodent bodies and redundant rodenticide should only be disposed of as detailed in Section 5.0, pg 28.

Explain the situation to the occupier and restate any outstanding preventative works, proofing or hygiene/housekeeping issues that require attention.

Close down the job and maintain suitable permanent record of all notes, on-site risk assessments, bait location records, copy letters and other relevant documents.

Provide information and advice to the occupiers on improving standards of hygiene, housekeeping and proofing requirements

Continue substituting alternative formulations using the same method above until an acceptable alternative is found and baits are taken. More than one type of toxic bait must not be used in any premises at the same time except by prior approval of an appropriate senior pest control technician (where the active ingredient is taken as the defining pesticide type. However formulations can be varied depending upon the characteristics of the site).

2.4 Block treatments

2.4.1 First visit

If request for service centres on a single dwelling within a larger block of dwellings (i.e. flats or terraced housing) confirm the existence of any infestation/activity in initial dwelling by completing a full survey of the whole premises and identify signs of current rat activity – grease smears and scuffs along runs, gnawing damage to woodwork, pipes and cables etc or the presence of rat droppings.

Sufficient details must be taken to ensure accurate records can be made, noting the areas where evidence of an infestation/activity has been confirmed. Care should be taken to examine all areas of the property including communal halls, lofts, bins, stores, garages etc. In addition, the external of the property as a whole should be examined to obtain any evidence of activity outlined above.

Based on the evidence from the survey confirm the distribution of any infestation/activity and record the details. Details of contributory factors should also be recorded, including damage to structure, poor house keeping or poor standards of hygiene. Advise the occupier(s) of health risks due to rats being present (Weil's disease, food contamination etc.).

The pest control technician must consider the property as a whole, and not individual dwellings, when making any assessment. Depending upon the size and nature of the property and the extent of any infestation/activity, consideration should be given to obtaining senior pest control technician involvement as a number of agencies may need to be involved in the treatment to secure control from the outset. Such agencies may include environmental health officers, housing officers or representatives of any other client organisation who manages the property and representatives of the occupants of the property.

2.4.2 Infestation not present

The pest control technician must be certain that no evidence of activity is present in any part of the property. Where conclusions are uncertain, follow the advice given in the next section. Explain to the occupiers that there is no evidence of an infestation/activity and reassure the occupiers that a revisit can be arranged if any complaint reoccurs.

As a minimum, the following details must be recorded:

- (i) Details of each individual dwelling within the property (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Details of all areas surveyed
- (v) The result of the survey confirming that an infestation/activity was not identified
- (vi) Any other information that may be of relevance

Close down the job making such comments on the job sheet or electronic record.

2.4.3 Uncertain conclusion

Ensure all dwellings and communal areas outlined above have been surveyed including those that adjoin the original source of the complaint to identify any signs of activity. If there is no evidence of any infestation/activity and either the occupier will not accept the situation, or there are reasons to believe that there may be rats (entering from an adjoining dwelling or other area) then lay strategically placed non-toxic baits and/or tracking plates. Occupiers must be shown the locations of the non-toxic baits/tracking plates and informed that children and pets are not allowed access to these baits. Note: it is advisable that the occupier(s) be advised of the difference between an infestation (breeding population) and a casual intruder (one off occurrence).

Provide information and advice to the occupiers on improving standards of hygiene, housekeeping and proofing requirements.

If no signs of activity are found, inform all occupiers that a revisit will be made within two to three weeks as a precaution.

As a minimum, the following information must be recorded:

- (i) Details of each individual dwelling within the property (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Details of all areas surveyed (including any dwellings where access was denied)
- (v) The evidence of potential infestation/activity
- (vi) The location, amount and type of non-toxic bait used (including suitable diagram)
- (vii) Any other information that may be of relevance

2.4.4 Infestation confirmed

Evaluate hygiene/housekeeping and proofing standards and identify alternative food sources and waste retention areas.

Where significant quantities of food are open and available to rodents no treatment should be commenced. Occupiers should be informed that a further appointment could be made as soon as the standards of hygiene and housekeeping have been improved. Tact and diplomacy are required to explain that rodents will not take toxic baits if other food sources are readily available. If necessary, show the occupier examples of poor practice. However, this approach may not always be required where the pest control technician assesses the risk from alternative food sources to be minimal and the occupier's cooperation has been obtained.



Where necessary, adherence to appropriate health and safety procedures must be ensured to avoid potentially aggressive confrontations.

Notes will need to be comprehensive in describing reasons for the non-treatment and explanations provided. Consideration of the need for enforcement action is required if conditions do not improve sufficiently to permit an effective treatment for the entire block of dwellings. Therefore a coordinated approach of treatment and enforcement is required.

As a minimum, the following information must be recorded:

- (i) Details of each individual dwelling and/or common parts (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Details of all areas surveyed
- (v) The evidence of potential infestation/activity
- (vi) The location, amount and type of non-toxic bait used (including suitable diagram)
- (vii) Any other information that may be of relevance

Report circumstances to relevant supervisor /manager.

2.4.5 If premises are free from excessive alternative food sources

The pest control technician must consider the property as a whole, and not individual dwellings when formulating the treatment strategy.

Identify any likely entry points including:

- (i) Gaps under external doors
- (ii) Gaps around water, drainage, gas or electricity services
- (iii) Damaged air vents
- (iv) Any other points that allow access from the exterior to the interior of the building

The pest control technician shall adopt a risk based approach, based on the information gathered on-site, as to whether any openings or gaps within the property should be sealed before or at the end of a treatment programme. Dependent upon the size and nature of the property, significant detailed notes (including photography) will be required, and consideration should be given to allocating sufficient resources to implement the treatment strategy.

Accordingly, bring all defects to the attention of the occupier and ask for remedial works to be carried out. Explain to the occupier the works that are required to be carried out to exclude rats from the property.

If the local authority or other client organisation manages the property, written details of any recommendations for proofing

or repair must be provided to the appropriate office for action. All advice on proofing is to be provided by the pest control technician or Supervisor.

2.4.6 Decide on method of treatment

If an existing treatment is, or has been carried out, in the premises by another pest control company, the pest control technician will not commence any treatment until the occupier gives firm assurance that the other contract has been terminated and all baits previously laid are removed or authority is given for their removal.

Before, any treatment is applied a full written on-site risk assessment must be carried out to provide the correct health and safety information. As a minimum, the risk assessment should take into account the presence of young children, pets and elderly/infirm individuals.

Bait preparations, which are known to work in the area, should be used as a matter of routine. The experience of the pest control technician is fundamental in determining which baits should be used.

Bait stations should be located where evidence of rat activity has been observed. Sufficient quantities of bait should be placed so as to ensure that bait remains until the next scheduled visit.

Not more than one type of rodenticide bait (where the active ingredient is taken as the defining pesticide type) should be laid in any premises at any time; however formulations can be varied depending upon the characteristics of the site.

Baits must be laid in accordance with manufacturer's label requirements and will always be protected from ready access by children and pets, using lockable stations if appropriate.

Explain the nature of the treatment and any specific safety requirements to the occupier. Occupiers must be shown the locations of the baits and informed that children and pets are not allowed access to these baits. Provide an appropriately annotated (safety data sheet) advice sheet to the occupier highlighting the premises address, the date, what product has been used and what action to take in cases of an emergency – including contact telephone number. Neophobia should be explained to the occupier to account for the time taken for the treatment to be effective.

As a minimum, the following information must be recorded:

- (i) Details of the premises (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) The areas surveyed





- (v) The evidence of infestation/activity, including any contributory factors
- (vi) Relevant site information including the presence of young children, pets and elderly/infirm individuals
- (vii) The location, amount and type of rodenticide used (including suitable diagram)
- (viii) Any other information that may be of relevance

Estimate timing of the next visit and inform the occupier accordingly. This will generally be within seven days dependent upon the level of activity and manufacturer's label requirements.

Advise the occupier(s) as to the risk of smells being generated from dead carcasses and the possibility of these smells persisting for a period of time (seven to 10 days, or longer).

2.4.7 Second or subsequent visits

Carry out a survey of the whole premises (including each dwelling and common parts) for evidence of rat activity and make a suitable record.

Confirm infestation/activity by visual examination of all baiting points and any other evidence such as droppings, footprints, urine stains or gnaw/teeth marks/chewing of packaging and foodstuffs.

Observe the amount of takes of the rodenticide and make a suitable record, for example. "N/T" - No Take, "P/T" - Part Take and "C/T" - Complete Take.

Re-evaluate hygiene and housekeeping standards within the entire premises (including each dwelling and common parts).

Re-examine previously identified means of access to the whole of the property to confirm whether proofing works have been carried out.

If substantial changes have occurred that could affect the safety and/or success of the treatment, a new on-site risk assessment should be completed. Additionally, if a different pest control technician attends the premises, a record must be kept as to whether the pest control technician agrees with the existing on-site risk assessment. Where the pest control technician disagrees with the assessment, a new on-site risk assessment must be completed and any discrepancies reported to the supervisor/manager.

2.4.8 If baits have been taken

Replenish baiting points as appropriate, however block baits can be rotated or loose bait evened out to provide a "fresh" surface for the next visit.

Lay additional baiting stations as indicated by any new signs of activity.

A record must be kept of all rodenticide used when replenishing baiting points or providing additional bait stations.

Sufficient quantities of bait should be placed so as to ensure that there is bait remaining at the time of the next visit. Where bait consumption is high, it will be necessary to increase the frequency of visits to ensure that this is achieved.

As a minimum, the following information must be recorded:

- (i) Details of each individual dwelling and/or common parts (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Any changes in the premises that could affect the safety or success of the treatment (completing a new on-site risk assessment if necessary)
- (v) The evidence that the infestation/activity still exists
- (vi) The number of takes observed and the amount of new rodenticide used
- (vii) The location, amount and type of rodenticide used for any new bait stations (including amendments to the baiting diagram)
- (viii) The nature of any proofing works carried out or still outstanding
- (ix) Any other information that may be of relevance

Explain nature of treatment, hygiene/housekeeping requirements and any safety requirements to occupier(s).

Estimate timing of the next visit and inform the occupier accordingly. This will generally be within seven days dependent upon the level of activity and manufacturer's label requirements.

2.4.9 Baits not taken but other signs of infestation present

On first and second revisits, inspect and refresh baits (where necessary) and note any findings to prove the presence of rats. Rat activity throughout a block of dwellings is likely to be significant and therefore any incidents where rodenticide is not being taken, but evidence of activity still exists should be dealt with seriously.

After the second revisit using a single bait type, where no bait takes have been observed, the pest control technician should remove all baits from the entire of the premises and

A record must be kept of all rodenticide used when replenishing baiting points or providing additional bait stations



re-bait using an alternative preparation using the same pattern as above – or a combination where this is appropriate for the premises type (suitable senior pest control technician approval should be sought).

Examine bait placement points and re evaluate their efficacy. (Relatively small distances can alter the level of bait takes from a baiting point).

Record the change of bait on each occasion. Issue a new rodenticide safety data sheet/ advice sheet to each occupier and update the on-site risk assessment.

Continue substituting alternative formulations using the same method above until an acceptable alternative is found and baits are taken. A senior pest control technician should decide upon the bait used throughout the entire property (including each dwelling and common parts) and be advised of any requests to change the formulations if control is not achieved.

As a minimum, the following information must be recorded:

- (i) Details of each dwelling and/or common parts (including any specific job reference)
- (ii) Name of pest control technician who attended
- (iii) The date of visit
- (iv) Any changes in the premises that could affect the safety or success of the treatment (completing a new on-site risk assessment if necessary)
- (v) The evidence that the infestation/ activity still exists
- (vi) The number of takes observed and the amount of new rodenticide used
- (vii) The location, amount and type of rodenticide used for any new bait stations (including amendments to the baiting diagram)

- (viii) The nature of any proofing works carried out or still outstanding
- (ix) Any other information that may be of relevance

Where activity continues for prolonged periods, consider the potential for hidden methods of entry resulting in rats entering the property for example potential defects in the drainage system.

Having provided the owner suitable opportunity to remedy the defects, and if the remedial work remains uncompleted, local authorities have the power to serve a legal notice on the owner to ensure that the appropriate repairs are completed as soon as possible. The tenure of the property has implications for these responsibilities, particularly as proofing works may not be the responsibility of the individual occupier. For local authorities, consideration should be given to Part 1 of the Housing Act 2004 or Part III of the Environmental Protection Act 1990. This may therefore require liaison with the appropriate officer within the local authority who has responsibility for housing conditions.

2.4.10 Completion

When all bait takes cease completely and no further signs of infestation/activity are noted remove all accessible bait and bait materials from the premises and return to the depot for authorised disposal. All rodent bodies and redundant rodenticide should only be disposed of as detailed in Section 5.0, pg 28.

Explain the situation to the occupier and restate any outstanding preventative works, proofing or hygiene/housekeeping issues that require attention.

Close down the job and maintain suitable permanent record of all notes, on-site risk assessments, bait location records, copy letters and other relevant documents.



3.0 Rats - on open land

3.1 Environmental assessments

The purpose of the environmental assessment is to determine possible environmental effects and identify which precautions are necessary to protect wildlife and the wider environment. The treatment must therefore be carefully considered and the selection of active ingredient and bait formulation fully justified.

A record must be kept of all actions including all bait points and the amount of bait laid, in addition to amount of activity observed.

3.1.1 What and where the rodent problems are?

The extent and location of the rodent problem must be ascertained by the drawing of a site plan, which identifies the buildings and layout of the area, including all baiting points.

Treatments that are conducted near sites of special status in law (for example nature reserves, wildlife corridors and conservation areas) must ensure that these sites are protected from any possible harmful effects resulting from using rodenticides in or near them.

The site plan should also detail the inspection regime to be followed, including emphasis on regular inspections of bait stations and searches for rodent carcasses.

3.1.2 Protected species that may be present in or near the treatment site

Wildlife as well as domestic and companion animals that may be affected by the treatment are:

- (i) birds
- (ii) wild mammals
- (iii) livestock
- (iv) companion animals
- (v) fish and other aquatic vertebrates (voles, otters etc.)

Risk to humans should also be considered.

3.1.3 What alternative environmental measures would be appropriate?

Several methods can be successful in reducing rodent numbers, including:

- (i) Removal of harbourages, for example rubbish and disused equipment
- (ii) Maintenance and proofing of buildings
- (iii) Removal or restriction of access to foodstuffs

With the exception of the removal of foodstuffs, these practices should not be carried out before a rodenticide treatment takes place to avoid the spreading of the infestation.

3.1.4 What is the risk to non-target species that have been identified?

The manufacturer's label requirements on any given rodenticide should be followed to ensure that all necessary measures are used to make baits non-accessible to non-target species.

This may be done using materials available on-site, such as pieces of corrugated metal, bricks, concrete slabs etc. But such protection must be robust enough to prevent access to bait by larger animals such as dogs, badgers and foxes.

If insufficient materials are available on-site, purpose made tamper resistant bait stations should be used. However, this may prolong the duration of the treatment.

Where safe to do so, the direct application of bait to rodent burrows is highly effective; however frequent checks of baited burrows are required to clear up rodenticide kicked out by rodents.

3.1.5 What is the treatment designed to achieve and how will success be measured?

The exact purpose of the treatment must be ascertained before the treatment starts and how the success of the treatment will be determined. These results must be recorded, but it may not be practical to expect total eradication.

3.1.6 What is expected from the client?

The pest control technician should provide instruction and guidance to the client on the measures that are required. These will include how to deal with spilled or disturbed bait and the discovery and disposal of rodent carcasses. Advice on proofing and housekeeping should also be included. Advice on emergency measures should also be given.

Where environmental management measures are planned, these must be implemented and subsequently maintained.

If clients fail in their responsibilities, this must be recorded and the client advised.

3.1.7 What follow up measures are required?

Once the treatment has been completed, proactive measures to prevent re-infestation should be carried out. Written details of such works should be provided to the client.

All redundant rodenticide should be removed from the site and a final search conducted to remove any rodent carcasses. Disposal methods are outlined in Section 5.0, pg 28.

All records should be kept for five years after treatment.

3.2 First Visit

Visit complainant and ascertain where rats have been seen.

Carry out a full survey of the area paying particular attention to holes in the ground around buildings, in embankments and particularly near drainage, gas and telecom inspection chambers as well as areas of accumulated rubbish and other potential harbourage.

If no obvious visible signs of rat activity are found carry out test baiting using non toxic baits. Confirm that any rodent activity found in close proximity to streams, rivers etc. attributable to rats and is not due to the presence of water voles.

If rat activity is confirmed, a treatment programme should be carried out.

A written environmental assessment (detailed above) must first be carried out and toxic baits laid and positioned where it is safe to do so and in such positions to prevent access to non-target animals.

Direct baiting deep into rat holes using loose grain bait can be used, however where this is not possible, suitably protected and/or anchored protected bait stations should be used. Rat holes should be heeled over once baited.

Where rat activity is confirmed on open land that is subject to fly tipping such as domestic refuse, building rubble etc. the refuse must remain undisturbed until the treatment programme has been completed and all surface rat activity has been controlled.

Arrangements must then be made with the owners of the land, taking enforcement action (Prevention of Damage by Pests Act 1949) as necessary, to secure the removal of all refuse and harbourages to prevent future re-infestation from occurring.

Record the position of all bait stations on the job sheet/file record including the type and approximate quantities of bait used at all locations.

Advise any complainants of the investigation and action taken, necessary safety procedures and leave safety data/poisons advice sheet.

3.3 Second or subsequent visits

Revisits should be made in accordance with the environmental assessment.

Re-survey the area referring to bait point location records on the job sheet/file record to ensure that all bait stations are visited.

Replenish all points where bait has been taken and make a record.

Where a partial takes have occurred, repeat the baiting, replenishing with a similar quantity of bait to that used for the initial baiting. Where complete bait take has occurred, re-bait using double the quantity used on the previous visit.

Advise any complainants of the current situation and ensure the safety data/rodenticide advice sheet is still available in case of accident/incident.

Arrange to revisit as dictated in the environmental assessment and carry on revisits until all takes of bait cease.

When no further takes are recorded remove any rat carcasses and uneaten baits for safe disposal.

3.4 Completion

When all bait takes cease completely and no further signs of infestation/activity are noted remove all accessible bait and bait materials from the area and return to the depot for authorised disposal. All rodent bodies and redundant rodenticide should only be disposed of as detailed in Section 5.0, pg 28.

Close down the job and maintain suitable permanent record of all notes, on-site risk assessments, bait location records, copy letters and other relevant documents.

4.0 Rat treatment in privately owned drains and sewers

(Drainage inspection chambers not road manhole covers)

4.1 Introduction

Many surface rat infestations in and around domestic and other properties are due to defective privately owned drains and sewers. Defects can arise for many reasons including incorrect connections, building extensions, subsidence, or a failure to cap off old drainage – especially unused water closet connections.

Where investigations indicate an infestation is due to a drainage defect, an appropriate investigation of the drainage system must be undertaken, which may include the use of drain trace dyes, smoke testing and or use of CCTV equipment.

Potential defects that allow rats to escape from drainage systems, include:

- (i) missing stoppers to the rodding eyes of interceptor traps and surface water gullies
- (ii) collapsed pipes
- (iii) defective fresh air inlet pipes
- (iv) displaced joints
- (v) missing gulley grates
- (vi) rats gnawing through plastic pipes and connections

Legislation ensures that it is the responsibility of the owner/occupier to make good and defective private drains or sewers, but it may also be necessary to liaise with the relevant water authority and/or their pest control contractor.

4.2 Health and Safety

Before commencing any work on drainage systems, a suitable and sufficient risk assessment must be carried out. Specific risks of manual handling, biohazards, ventilation and potential road traffic movements should be addressed. Additionally, the pest control technician should conduct an on-site risk assessment for the use of rodenticides.

4.3 Initial Survey

The initial survey should include the interior and exterior of any infested property. Visible drainage equipment (for example, the rear of WCs), any roof spaces should be checked for rat activity. Drainage inspection chambers and surrounding land should also be checked.

Inspection chambers should be removed using appropriate lifting equipment, where necessary, and using a torch to look for evidence of rat activity (for example, droppings, foot marks, gnawing etc. as well as deposits of soil from rat excavations).

4.4 Control

Where evidence of rats is confirmed, it may be desirable to control the rats in the drainage system as well as baiting elsewhere.

The rodenticide manufacturer's label requirements must be followed and will entail placing a test bait of 50-100 grams of rodenticide onto the benching of the inspection chamber. If no benching is present, the rodenticide blocks may be suspended using steel wire (or similar) from the top of the chamber.

Identify potential defects which allow rats to enter the drainage system from the main drainage system

Baiting should be extended to other inspection chambers as necessary. Detailed records of all work should be made and copied to the occupier of the premises, including:

- (i) Type and amount of rodenticide used
- (ii) Contact information
- (iii) Relevant health and safety information

It is not recommended that acute second generation rodenticides (for example brodifacoum) are used under light weight inspection chamber covers to reduce risk of non-target species accessing the bait.

A revisit should be made within seven to 10 days in accordance with the product label and if the rodenticide has been taken, it should be replenished using double the original quantity (based upon the manufacturer's label requirements). Part takes should be replenished with the original amount. Suspended 'wash offs' should be recorded and dealt with as complete takes. Detailed records should be maintained and provide to the occupier.

During all visits a thorough search for dead rodent bodies must be carried out internally and externally. Dead bodies should be disposed of as detailed in Section 5.0, pg 28.

When all takes cease, rodenticide baits should be left on-site, if safe to do so, until any defects have been identified and remedied. The owner/occupier of the property will have to arrange the repairs, which may require the local authority to serve a legal notice.

4.5 Completion

When all rodent activity has ceased and all repairs have been carried out, all accessible rodenticide should be removed from the exterior and interior of the property and disposed of in accordance with Section 5.0, pg 28.

Ensure the owner/occupier is aware of any further proofing work and/or hygiene and housekeeping requirements that require attention.

Close down the job and maintain suitable permanent record of all notes, on-site risk assessments, bait location records, copy letters and other relevant documents.



5.0 Disposal of rodenticides and rodent bodies

5.1 Legal background

The safe disposal of rodenticides and rodent bodies is an important aspect of any pest control operation. The legislation covering this area is complex and all pest control operators are recommended to obtain suitable advice to ensure that their disposal routes are satisfactory.

Such disposal routes may exist within the resources of the local authority or by the use of a third party. Whichever option is chosen, pest control operators are advised to satisfy themselves that all the necessary permissions, as required by the legislation, are in existence. For example, the disposal routes for spent bait are different from unused or obsolete products.

Under the Environmental Protection Act 1990 and the Pollution Prevention & Control Act 1999, Pest Control Operators must dispose of controlled, including hazardous waste in accordance with the Pollution Prevention and Control (England and Wales) Regulations 2000, the Controlled Waste (Registration of Carriers and Seizure of Vehicles) Regulations 1991, the Environmental Protection (Duty of Care) Regulations 1991 and the Waste Framework Directive 75/442/EEC as enacted under the Environmental Permitting (England and Wales) Regulations 2007. In Scotland the relevant legislation is the Waste Management Licensing Regulations 1994 (as amended) and in Northern Ireland it is The Waste Management Licensing Regulations (Northern Ireland) 2003 (as amended 2006) Pest control companies should contact the relevant Environment Agency (see page 31) for further advice.





The Landfill (England and Wales) Regulations 2002 amended the Duty of Care Regulations to require transfer notes to identify waste by reference to the Consolidated European Waste Catalogue (EWC) six digit code, and also to restrict the types of waste accepted at certain sites.

Specific hazard classification and disposal advice is contained on each individual product safety data sheet. pest control operators must comply with this information when disposing any product; however, the following guidance provides an outline of the disposal method.

All interim waste should be stored in a suitable storage facility designed to the standard outlined in HSE Information Sheet AISno.16 and handled in accordance with appropriate risk assessments.

All such waste arising from pest control activities should be consolidated in a systematic way, for example spent bait and bait stations should be stored separately from other container wastes, and accumulated in such quantities as to allow economic and efficient disposal.

Such waste should be bagged for interim storage and transported in bags having the necessary strength to withhold the weight of the waste and provide resistance to puncture. 300 gauge clear polythene bags with plastic pull tags are recommended for this purpose.

It is a statutory requirement of the Control of Pesticides Regulations 1986 (as amended) to empty containers completely, which is important not only from a legal standpoint, but also from a waste reduction perspective. Therefore where containers have held hazardous classified formulations, and have not been completely emptied, then the container must also be treated as hazardous waste. Any waste residues should be disposed of legally. Similarly, it may be possible for the disposal operator to seek re-use, re-cycle or recovery options for products that are contained within a plastic bag within a bucket. These buckets should be emptied completely and stacked inside each other. The contaminated polythene bags should be packed into a separate sack.

Disposal operators cannot accept waste unless it is in accordance with the Regulations, and therefore consideration should be given as to whether a licensed carrier is required to transport the waste products. Such materials may be transported to the disposal operator in a designated pest control vehicle. Where a Pest Control Operator considers the use of a waste carrier, these must hold a valid waste carrier's licence.

The 'duty of care' obligation under Environmental Protection Act 1990 requires that all parties involved in any waste transfer must keep records (for example, transfer notes and waste descriptions) for at least two years.

5.2 Methodology: excess, out of date, obsolete unusable stock

The responsibilities and principles to be applied when disposing these products are the same as those described in the previous section, however the type and quantity of the waste product may require specific disposal. pest control operators are advised to seek suitable professional opinion from their nominated disposal operator as to the most viable disposal option for all such products.

5.3 Methodology: rodent bodies

Rodent bodies are generally classified to be considered as 'non-hazardous waste' but pest control operators must apply the precautionary principle. A risk assessment should be completed for suspected or confirmed infection hazards. If such infection is known to be present, suitable 'clinical' waste advice should be sought and the bodies disposed of as hazardous waste.

The Animal By-Products Regulations 2003 do not apply to creatures killed during the course of pest control activity.

The product safety data sheet must be consulted and rodent carcasses removed separately where possible and removed from site as non-hazardous waste. Disposal of the material should be as industrial waste and not as 'black bag' waste i.e. in the municipal or household waste stream. Rodent bodies should not be burned or buried on-site or elsewhere.



6.0 Storage of rodenticides

All pest control storage facilities should be designed to the standard outlined in HSE information sheet titled *Guidance on storing pesticides for farmers and other professional users*. – *Agricultural Information Sheet no.16* (Reprinted and redesigned 06/06).

All bulk pest control materials shall be stored in the pest control store immediately from the time they are delivered to the site, until they are needed by the operatives concerned. Materials may only be used by the operatives from original containers, or are

in containers which are suitable and appropriately labelled. Waste materials may only be disposed of as detailed in Section 5.0, pg 28.

A detailed inventory must be maintained of all products and quantities, and the amount provided to each pest control technician. All rodenticide received into the storage facility, and the quantities distributed to pest control technicians, must be recorded.

7.0 Useful addresses

Chartered Institute of Environmental Health

Chadwick Court
15 Hatfields
London
SE1 8DJ
Tel: 02079 286006
www.cieh.org

British Pest Control Association

1 Gleneagles House
Vernongate
South Street
Derby
DE1 1UP
Tel: 01332 294288
www.bpca.org.uk

Department for Environment, Food & Rural Affairs

Nobel House
17 Smith Square
London
SW1P 3JR
Tel: 08459 335577
www.defra.gov.uk

Environment Agency

National Customer Contact Centre,
P.O. Box 544
Rotherham
S60 1BY
Tel: 08708 506506
www.environment-agency.gov.uk

Environment Planning and Countryside

Welsh Assembly Government
Cathays Park
Cardiff
CF10 3NQ
Tel: 0845 0103300 (English)
or 0845 0104400 (Welsh).
<http://www.countryside.wales.gov.uk>

The Food and Environment Research Agency (FERA)

Previously Central Science Laboratory (CSL)
Sand Hutton
York
YO4 1LW
Tel: 01904 462000
www.fera.defra.gov.uk

Health and Safety Executive London Headquarters

Rose Court
2 Southwark Bridge
London
SE1 9HS
Tel: 0207 5562100
www.hse.gov.uk
HSE/PSD_Chemicals
Regulation Directorate – from April 2009

National Pest Technicians Association

NPTA House
Hall Lane
Kinoulton
Nottingham
NG12 3EF
Tel: 01949 81133
www.npta.org.uk

Natural England

Enquiries:
Natural England
Northminster House,
Peterborough,
PE1 1UA
Tel: 01733 455000
www.naturalengland.org.uk

Northern Ireland Department of Environment

Department of Environment Headquarters
Clarence Court
10 - 18 Adelaide Street
Belfast
BT2 8GB
Tel: 028 90540540
Email: doe.internetteam@doeni.gov.uk
Web: <http://www.doeni.gov.uk>
Alternatively, please contact your local council

Northern Ireland Environmental Agency

Klondyke Building, Cromac Avenue,
Gasworks Business Park,
Lower Ormeau Road
Belfast BT7 2JA
Tel: 0845 3020008
www.ni-environment.gov.uk

Royal Society for Public Health

3rd Floor, Market Towers
1 Nine Elms Lane
London
SW8 5NQ
Tel: 0203 1771600
www.rsph.org

Scottish Environment Protection Agency

SEPA Corporate Office, Erskine Court,
Castle Business Park, Stirling
FK9 4TR
Tel: 01786 457700
www.sepa.org.uk
See web site for Regional SEPA offices

Scottish Natural Heritage

Great Glen House
Leachkin Road
Inverness
IV3 8NW
Tel: 01463 725000
www.snh.org.uk



Chartered
Institute of
Environmental
Health

The National Pest Advisory Panel
Chartered Institute of Environmental Health
Chadwick Court, 15 Hatfields, London SE1 8DJ
Telephone 020 7928 6006 **Fax** 020 7827 5831
Email npap@cieh.org.uk **Web** www.cieh-npap.org.uk