

Pest Control Service

SERVICE
STANDARDS

Our services

The Pest Control Service provides treatments for rats, mice, squirrels, cockroaches, pharaoh ants, fleas, wasps and bedbugs. There is a charge for these services.

Our promise

- We will provide treatment for rats and mice within five working days.
- We will provide treatment for other pests within 10 working days (there may be delays during peak periods in summer months).
- We will provide free advice on identifying insects.
- We will provide advice on dealing with foxes.
- We will carry out treatments between Monday to Friday from 8am to 12.30pm, and from 1pm to 4pm.
- We will offer a discount rate to people who are responsible for the property and are registered as disabled or receive means-tested benefits. These benefits include Income Support, income-based Jobseeker's Allowance, Pension Credit, Working Tax Credit, Housing Benefit and Council Tax Benefit.

How you can help us

- If you are a tenant of Homes for Haringey, please contact us on the number below to book your appointment direct. Homes for Haringey does not pay to get rid of bedbugs or fleas, unless the problem is in a shared area of a building.
- If you live in a rented property, your landlord is usually responsible for booking the appointment and paying for the treatment. Please do not contact us direct to make an appointment.
- You should prepare your property before we come to carry out the treatment. We will tell you or your landlord what needs to be done when booking the appointment, and also send a letter to you with this information.
- You should have your payment ready when the pest control officer visits. If you are paying by cash, please have the exact amount as our officers do not carry change. If you are paying by cheque, please make sure you have your cheque guarantee card.
- If you are claiming the discount rate, please show the officer proof of your benefits before they carry out the treatment.
- We welcome your views about our service. Please tell us how you think we can improve.



Find out more

You can find out about charges and ask for treatment or advice online at www.haringey.gov.uk/pest_control_charges_2007-8.

Phone: 0845 055 0921 (from 8am to 6pm Monday and Friday, and from 8am to 8pm Tuesday, Wednesday and Thursday)

Emergencies out of office hours: 020 8348 3148 (between 5pm and 8.45am)

E-mail: enforcement@haringey.gov.uk

Address: Pest Control
Enforcement
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