

**Pest Control Specification**

**Description of the Service**

1. The Contractor is required to provide a pest treatment service to properties of Magenta Living which will include: all communal areas and the inside of flats, houses, bungalows, maisonettes and high-rise blocks located across Wirral, Ellesmere Port and Cheshire.

1. The service will consist of:

a) Responsive pest control treatments on a price per treatment basis, which means the adequate control of the infestation; this may require repeat visits until the infestation is satisfactorily treated. Magenta Living expects the contractor to adequately control the infestation. The contractor is required to carry out an assessment plus 1-2 treatments depending upon the severity of the problem when treating all rodents (includes Rats, Mice & Squirrels), baiting and treatment may be required. **Please check the Price Assumption worksheet within Document 3 – Price Response Document for guidance on service required.**

b) A cyclical pest control service to eight high-rise blocks owned or managed by Magenta Living. This will consist of quarterly visits to inspect the premises, treat infestations and undertake any small proofing works (fitting vents, pointing, filling holes etc).

1. The contractor shall charge Magenta Living the cost for the treatment using a price list as part of this tender.
2. The contractor shall assess and provide advice on any proofing work required. This will include the supply and fit of vents or minor pointing and filling of brick and blockwork. For minor proofing works up to a value of £20, these may be performed and invoiced for while undertaking treatment inspections and visits. For all proofing works over a value of £20, a quote for this work should first be provided and agreement obtained before undertaking any such works. Where possible photographic evidence should be supplied.
3. The contractor may be required to provide a survey of the internals to a property for proofing recommendations for a standard fee. Any remedial work recommended should be priced separately. The client is under no obligation to proceed with the quote provided.
4. The contractor should provide a dedicated number and email address so Magenta Living can book appointments
5. The contractor will provide all labour, materials, equipment, vehicles and any other items necessary to fulfil the requirements of this contract. The contractor’s price for the treatment shall be inclusive of all charges and costs.
6. The contractor’s technicians shall be fully trained and qualified to perform pest control duties competently. They shall decide on the methods, equipments and materials that should be used in a treatment with due regard for the health and safety of the service user, the public, contractors staff, any household pets or other animals.
7. The contractor will carry out the service in accordance with the code of practice issued by the British Pest Control Association. This includes any future changes to the code, or such guidance.
8. The contractor shall provide and carry out the services in compliance with all relevant other statutory requirements, including regulations, circulars and codes of practice. The contractor should carry out services in accordance with their Health & Safety Policy, risk assessments and method statements.
9. Pest Control referral numbers may fluctuate according to seasons. Fluctuations will be monitored and periodic higher referral levels must be catered for.
10. **When attending tenanted properties, your approach to service delivery must be Covid-Safe/Covid-Secure.**

**Operating Times**

The contractor should provide the service between the hours of 08:00 and 17:00 Monday to Friday except for Bank Holidays. Treatments can be carried out at other times by agreement between Magenta Living and the contractor.

**Service Standard**

1. Magenta Living expect the contractor to respond to a service request within one working day to arrange a convenient time to either carry out an assessment or to arrange for a treatment.
2. Magenta Living expects a treatment to commence within 5 working days of the initial service request.
3. The contractor shall keep adequate records of all treatments and provide quarterly reports or as requested. There are occasions when the client will require detailed reports from the contractor of their findings and recommendations regarding the type of pest and how to eradicate.
4. At the end of each treatment, in the case of rodents, all baiting kits and any remaining pesticides shall be removed from the location. The storage, use and disposal of pesticides, together with the disposal of the pests shall all be undertaken in accordance with current legislation and relevant Codes of Practice.
5. The contractors shall have a professional appearance and wear clothing that is appropriate for the service provided and should wear ID badges at all times.
6. The contractor will be required to cooperate in all cases of service complaint. The contractor will be required to attend site meetings held to resolve service complaints at no cost to Magenta Living.

**Key Performance Indicators**

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| --- | --- | --- |
| **KPI** | **Measure** | **Target** |
| Time Service User Contacted after service request | >1 working day | 95% |
| Time taken to Initiate Treatment | >5 working days | 95% |
| Customer Satisfaction upon completion of work |  | 98% |

The contractor shall provide performance data including the KPI targets as above.

**Risk Assessments**

Risk Assessments must be completed before the contractor undertakes any treatment. The Contractors Operative must have regard for the outcome of the risk assessment before commencing the work. **The contractor shall provide a COSHH assessment for pesticides and rodent treatments used.**

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| **PESTS TO BE INCLUDED IN THIS SERVICE** | | |
| Rodents (includes Rats & Mice) | | |
| Squirrels inside lofts communal areas | | |
| Wasps/Hornets communal areas | | |
| Cluster flies communal areas | | |
| Bed Bugs major infestation | | |
| Fleas communal areas / void properties | | |
| Cockroaches communal areas | | |
| **PEST** | Service requests in April 2019/20 | Total no’ of visits 2019/20 |
| Rodents | 113 | 226 |
| Squirrels inside lofts | 1 | 4 |
| Wasps/Hornets | 15 | 15 |
| Cluster Flies | 0 | 0 |
| Bed Bugs | 0 | 0 |
| Fleas | 7 | 14 |
| Cockroaches | 0 | 0 |
| Silverfish | 0 | 0 |
| Starling Nest | 1 | 1 |
| Proofing | 29 | 29 |