



Pest Control Specification

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1.0 General

1. The Service Provider and their operatives must be qualified and competent to carry out the works required under this agreement.
- 1.2 The Service Provider must at all times take reasonable precautions to ensure the safety of users of the development and ensure that they are caused the minimum of inconvenience.
- 1.3 This document should be read as part of the Short Form Contract in relation to Estates Services.
- 1.4 All Planned work shall be carried out on weekdays only between 8:30am and 5:30pm.
- 1.5 If weekend or Bank holiday work is considered necessary due to inclement weather, this must be agreed with the Client before this takes place.
- 1.6 The Service Provider shall be responsible for any necessary precaution to avoid damage to the property of the Client and its residents. Any such damage is to be reported to the Client and the costs of repair, making good, or replacement shall be recoverable from the Service Provider.
- 1.7 The Service Provider is to ensure that no machinery, materials etc. are left unattended. Under no circumstances shall toxic, inflammable or noxious substances be stored on site.
- 1.8 The Service Provider is to make good any damage to pipes, ducts, windows, main cables etc. due to any cause within his control.
- 1.9 If for any reason beyond the Service Provider's control it should prove impossible to carry out the works specified in this contract the Client's representative should be advised immediately.

2.0 Services Provided

- 2.1 This agreement shall include for all work associated with planned and reactive pest control of the properties, estates or schemes in the schedule attached within the contract documentation.
- 2.2 This specification defines the quality and standards of the service provision. The service strives not only to meet those standards but to exceed them and add value.
- 2.3 n/a
- 2.4 All operatives need to familiarise themselves with the Fire evacuation procedure for any building in which they work.
- 2.5 The Service Provider must produce written Risk Assessments relative to the tasks being undertaken and to include as a minimum, Lone Working, Lifting and Handling, Working at Heights.
- 2.6 All signage required during the course of work undertaken are to be supplied by the Service Provider
- 2.7 All containers/bait traps utilised by the Service Provider are to be appropriately labelled.
- 2.8 The work is to be carried out to the complete satisfaction of the Client and all work is to be carried out to approved standards.

3.0 Scope of Work

3.1 Description

3.1.1 The Contract includes but is not limited to the prevention and removal of the following:

- Rats
- Mice
- bedbugs
- fleas
- cockroaches
- pigeons
- wasps
- bees
- glis
- ants
- moths
- squirrels
- beetles
- moles
- foxes
- other pests typically encountered

3.2 Works Programme

3.2.1 Pest Control Services are required on a reactive or a Planned Programme basis

3.3 Areas

3.3.1 The Successful service provider shall be expected to have familiarised themselves with the nature of the various areas within the patches to which this contract applies and the common pests that can occur.

3.4 Schedule of Rates (SOR).

3.4.1 The reactive works shall be tendered on a SOR basis per visit

3.4.2 Any form of trap or other type of equipment that may be necessary in the exercise of the required works shall be identified as a separate cost within the suppliers SOR cost

3.4.3 Planned Programmed Properties shall also have call outs as required at an agreed SOR

3.5 Planned Programmes

- 3.5.1 A breakdown of programmed properties and Reactive related properties for SOR is included in the schedule.
- 3.5.2 The schedule sets out our priority properties, particularly those with communal boilers, those close to railway lines or those with shared refuse facilities that will require preventative pest control carried out on a quarterly basis.
- 3.5.3 The service provider is required to work together with WPH to highlight these issues and look at ways of reducing overall pest control programmes and costs, as part of the Contract Management specification.
- 3.5.4 Planned Programmed Properties shall also have call outs as required at an agreed SOR

3.6 Reactive

- 3.6.1 The reactive works shall be tendered on a SOR basis per visit
- 3.6.2 The volume of reactive work is indicative, and may fluctuate during any year, it is imperative that the Successful Service provider works with WPH to reduce the number of reactive call-outs.
- 3.6.3 The Emergency Response time: 4 Hours
- 3.6.4 Reactive Response time: Contact to tenant within 24 hours and 1st visit carried out within 3 working days or an agreed time by the resident.
- 3.6.5 Following the visit(s) to treat the problem, the service provider will follow up with the Estates Services Officer to ensure the problem has been resolved.

3.7 Operational Requirements

- 3.7.1 The service provider shall provide a comprehensive Pest Control Service to the benefit of WPH, its residents.
- 3.7.2 The standard of Pest Control Services within WPHs sites plays an important part in maintaining the health and wellbeing of the individuals residing and entering each site.
- 3.7.3 The service provider shall ensure that high standards of service delivery are provided.

- 3.7.4 The service provider shall be expected to have familiarised themselves with the nature of the various areas within the Patches to which this contract applies.
- 3.7.5 The service provider shall continually seek to enhance the performance of the services whilst decreasing the cost to WPH through the concept of continuous improvement.
- 3.7.6 The service provider shall ensure regular communication with WPH regarding all pest control, housekeeping and proofing issues.
- 3.7.7 The service provider shall provide copies of site surveys and site reports to ESO's and the WPH head office.
- 3.7.8 The service provider shall appoint a named individual to manage the contract and any others employed by the service provider in the delivery of the service related to this contract should wear a uniform with the service provider's Logo.
- 3.7.9 All employees shall wear an approved form of ID that must be carried and used at all times

3.8 Sheltered

- 3.8.1 If there is a pest in a communal kitchen in a sheltered scheme then this must be treated as an emergency and the service provider must comply with environmental health guidelines in relation to food hygiene and inform staff if the treatment will contravene these guidelines

4.0 Work Intervals

- 4.1 Planned works on a predetermined day once per quarter to suit both WPH and the residents on all General Needs properties.
- 4.2 Planned works on a predetermined day once per quarter to suit both WPH and the residents on all Sheltered properties.
- 4.3 The Emergency Response time: 4 Hours
- 4.4 Reactive Response time: Contact to tenant within 24 hours and 1st visit carried out within 3 working days or an agreed time by the resident

5.0 Measurement

- 5.1 Compliance will be measured against the frequency of scheduled visits.
- 5.2 Service Providers are required to provide a schedule of attendance on a monthly basis to support their payment application, whether this is reactive or planned.
- 5.3 Estates Service Officers (ESO's) will be undertaking monitoring on a 3 star basis any monitoring showing below standard workmanship on two consecutive visits will be brought to the attention of the Service Provider.
- 5.3 All service providers to sign in / out on each visit, this log book will be held locally and managed by the ESO's or Shelter Managers as applicable
- 5.4 The ESO's have the right to inspect all of the Services executed by the Service provider at any time
- 5.5 Joint inspections shall be undertaken by the ESO and Service provider to assess performance and quality of work completed in each area.
- 5.6 The ESO may require the Service provider to undertake joint inspections where there has been a complaint. Thereafter the Service provider shall advise the ESO of the subsequent action taken if the complaint is deemed to be justified.
- 5.7 The Service provider shall carry out his own routine performance monitoring of the Contract and provide evidence of this activity at monthly and quarterly Contract meetings
- 5.8 ESO will inform the Service provider of any Services requiring rectification and will specify the time for completion following receipt of instruction. The Service provider shall rectify any of the Service failures within the prescribed time scales. ESO will specify timeframes that are considered reasonable according to the circumstances.

6.0 Liaison

- 6.1 Additional requests for general or specific tasks will be raised via the ESO and or Scheme Manager as a verbal instruction and will be followed up by a separate request from the repairs team. If work is carried out via a verbal instruction it is also the responsibility of the Service Provider to ensure a form of written request is generated by WPH.
- 6.2 Only in exceptional circumstances will 'a lack of labour' be an acceptable reason for failing to meet the service target.
- 6.3 From time to time health and safety audits will be carried out by ESO in conjunction with the service provider.

7.0 Reporting

- 7.1 During visits to the site, the Service Provider is to bring to the attention of the Client any works, which they consider requires attention and which is not covered by this Agreement.
- 7.2 This would particularly apply to any item, which poses a threat of danger to persons or property and any acts of vandalism and/or damage (including graffiti) in addition to items stored in the communal areas that could be flammable or obstruct the escape routes.
- 7.3 Where any additional work is required a written request must be sent to the ESO's who will arrange authority for the work to be undertaken.
- 7.4 Following a visit, irrespective of it being planned or reactive, the contractor is to furnish WPH with written confirmation of their actions whether they have found any positive signs of pests or not.

8.0 Disputes

- 8.1 Disputes regarding any matter relating to the Specification shall, in the first instance be referred to the ESO for the relevant address.
- 8.2 If it is considered that a satisfactory resolution has not occurred full details should be escalated to the Estate Services Manager who will investigate further.

9.0 Call Out Procedures

- 9.1 It would be highly unlikely that cleaning staff would be called outside normal working hours. However any emergency situations should be reported via 24 hour help line which will be picked up via the appropriate WPH Management Team.

10.0 Finance

- 10.1 The monthly invoice will list the following: correct works order number, full treatment addresses, dates visited included completion date and full costing, and whether a reactive or planned treatment visit.

11.0 Specification Acceptance

Name.....Signature.....

(For and on behalf of Service Provider)

Position.....

Date.....

Name.....Signature.....

(For and on behalf of Women’s Pioneer Housing)

Position.....

Date.....