Treatment for Rats and Mice in Domestic Properties

Type of Treatment
We use poison (rodenticide) to kill the rodents, an information leaflet will be provided during the initial visit which will show which rodenticide we use. We are unable to use live capture or break-back traps in the vast majority of cases.

What does the service include?
- The services of our personnel who are trained to a high level of expertise in accordance with health and safety regulations. We are fully insured and only use pesticides and methods that fully comply with the law.
- On the first visit, if the customer hasn’t paid up front, the Service Officer will collect the payment for the service. He will also check for proof of any qualifying benefit so the documents should be to hand.
- On the first visit the service officer will carry out an initial inspection and lay rodent bait in tamper-resistant boxes in key locations. He may use loose bait if he feels it is safe to do so, this would be in areas inaccessible to children or pets such as behind kickboards in the kitchen.
- An information leaflet will be left giving advice on the pesticide used and safety precautions to take.
- The customer will be asked to sign a card to say they have received the safety precaution leaflet.
- Advice will be given on proofing & housekeeping measures needed to help prevent re-infestation.
- If the infestation is inside then the drainage inspection chamber may be inspected and baited.
- Inspection/treatment visits will normally be made 2-3 weeks apart. **The customer would need to ring up near the date of their next visit to book the second appointment.**
- On the second visit the service officer will carry out another inspection of the bait boxes he previously left and decide if they need filling with bait again. He may decide that the treatment is complete and lift the baits.
- If the officer leaves the bait down on the second visit then the customer will once again need to ring for the third appointment when the bait will be removed and the job will be completed.
- If the customer is still experiencing problems with rodents on the third visit then they should speak to the service officer. The bait can be left down but there would be an additional charge.
- If the customer is not present on the last visit a note will be left explaining that the treatment is now complete and the bait has been removed.

If at any time the customer is not in on the agreed appointment date then a card will be left asking the customer to ring the office and re-book the appointment. The next appointment could be 7 to 10 days away. Appointments which are not kept cost the Council valuable time and money.

The job will be closed within two weeks if we do not have any contact from the customer after a card is left.
Please note that we do not offer a treatment for mice outside, this is because mice outside are not considered a danger to health.

Different baits and amounts are used depending on whether the treatment is for rats or mice.

For additional information about rats see the document “Information about rats”.

**How much will the service cost?**

**Dead Rodent**

During the course of the treatment you may find a dead rodent. The easiest way to dispose of it is to double bag it and place it in your black wheelie bin, wear gloves and wash hands thoroughly afterwards. (You could use a spade, shovel or litter picker to pick the rodent up.)

If your next visit is due then the Service Officer will take the rodent body away **if it is accessible**, we may not be able to crawl beneath floorboards or in difficult loft spaces. We can visit to remove a rodent body, but you should be aware that this would count as one of the three visits.

If the body of the rodent is not accessible you may become aware of a rotting cabbage/fish/gas type odour as well as the presence of flies. The odour can be dealt with by using a deodoriser which, unlike air fresheners, takes the odour out of the air. These can be purchased from supermarkets, DIY and other various stores. Look for sprays or gel containing Neutradol. The odour can take between 10 to 14 days to disappear. The odour is faint as first and then gets progressively worse while the decomposition process takes place, the odour will then gradually tail off. The flies can be dealt with using a fly spray (available from supermarkets DIY and other various stores); they will gradually disappear as the rodent body decomposes.