

Pest Control Contract Information

The Trust currently has a contract with Rentokil (formerly Terminix / Mitie) for pest control services on all Trust sites. This contract also covers electric fly killer units.

Support Services are responsible for managing the pest control contract across the Trust and they are responsible for authorising payment of invoices. Support Services Managers are the nominated contacts for this contract.

Under the contract the contractor requires to visit each facility 8 times per year (6 routine visits and 2 QI audits).

In the event of a Pest Problem

Any sightings or signs of pests must be reported to the relevant Support Services Manager for your area who will request a callout by the pest control contractor (hereinafter called "the contractor").

The contractor is expected to attend the site for a callout request within 24 hrs.

The contractor will issue a report for each visit by email to Support Services and the relevant Support Services Manager will be responsible for sharing reports with the designated contact for the facility/department.

Support Services will log the works on the Maintenance portal if they are responsible for the domestic staff working in the facility.

If Support Services are not responsible for the domestic staff working in the facility then the designated contact for the facility is responsible for logging the works on the maintenance portal.

If the estates works has not been completed within 7 days of request then the relevant Building Officer in Estates Services should be contacted to ensure that corrective or preventative action is taken to prevent pest ingress.

If the recommended estates works are not completed within the next 14 days this should be escalated to the relevant Assistant Head of Estates Operations.

It is important that any contract performance issues (including non-compliance with agreed frequency of visits) are reported to the relevant Support Services Manager as soon as possible in order that these can be raised with the contractor.

If a facility is closed but ownership remains in the Trust then the premises will still require to be inspected by the contractor.

Facility staff may be asked to sign off dockets after the contractor has visited and if they have any issues regarding this they should contact the relevant Support Services Manager.