

Customer First

Environmental Health – Pest Control



South Hams
District Council

These are the **service standards** we aim to achieve during 2009/10

If you	We will
Complain about rats or mice in your domestic premises.	Respond within 1 working day. Where necessary, carry out treatment, free of charge, within 2 working days.
Complain about wasps, bees, hornets or fleas in your domestic premises.	Respond within 1 working day. Where necessary, carry out treatment, at a fixed charge, within 2 working days.
Complain about a general pest problem.	Commence investigation within 2 working days
Would like advice about any pest control issues.	Offer advice and information within 5 working days.
Have pest control treatment undertaken at your premises.	Provide details of the treatment including health, safety and emergency advice at the time of the treatment.