

Customer First

Environmental Health – Pest Control



South Hams
District Council

These are the **service standards** we aim to achieve during 2007/08

| If you | We will |
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| 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. |