

# Freedom Of Information Request Response



<b>Ref No.</b>	FOISA 2025-7
<b>Date Received</b>	07/10/2025
<b>Date Responded</b>	24/12/2025
<b>Title</b>	Pest Control Services

<b>Request</b>	<p>Dear Housing Association,</p> <p>I am enquiring about the use of pest control on your properties. Please provide the following information for the period 1 April 2020 to 31 March 2025, broken down by financial year:</p> <ol style="list-style-type: none"><li>1) Total expenditure by the Housing Association on pest control services, including both in-house provision and external/contracted services.</li><li>2) If any services are contracted out, please provide the supplier name(s) and the contract value(s).</li><li>3) The number of call-outs/treatments by species category (e.g. rats, mice, pigeons, gulls, foxes, grey squirrels, wasps, bedbugs, cockroaches—please use your own categories if recorded differently).</li><li>4) For any lethal control commissioned or carried out by the Housing Association, the number of animals killed by species and, where recorded, the method used (e.g. trapping, poisoning, shooting).</li><li>5) A copy of any policy, guidance, or standard operating procedure relating to the Housing Association's pest control service or contractors.</li></ol> <p>Please also provide the information in CSV, Excel, or another machine-readable format where possible.</p> <p>If any part of this request is unclear, or if fulfilling it would exceed the statutory cost limit, please provide advice and assistance on how I can refine it.</p> <p>Thank you for your assistance.</p>
<b>Response</b>	<p>Hello,</p> <p>We acknowledge your request for information under the Freedom of Information Scotland Act (FOISA), made earlier this year where you requested information regarding pest control services. We apologise for the delay in responding.</p>

As you will be aware disclosure of information held by a public authority under the FOISA is deemed to be a disclosure to the world at large for the purposes of the public interest.

We can confirm we do hold some information relating to your request.

1) Total expenditure by the Housing Association on pest control services, including both in-house provision and external/contracted services.

2020/21	672.01
2021/22	1116
2022/23	10152.05
2023/24	15262.49
2024/25	12149.48
<b>Grand Total</b>	<b>39352.03</b>

2) If any services are contracted out, please provide the supplier name(s) and the contract value(s).

This is ad-hoc. There are no recurring contracts in place. Ad-hoc suppliers used are

Bell Group  
East Ayrshire Council  
North Ayrshire Council  
Regency  
Terminix  
Vergo Pest Management Ltd

3) The number of call-outs/treatments by species category (e.g. rats, mice, pigeons, gulls, foxes, grey squirrels, wasps, bedbugs, cockroaches—please use your own categories if recorded differently).

This information is not tracked and is not recorded.

4) For any lethal control commissioned or carried out by the Housing Association, the number of animals killed by species and, where recorded, the method used (e.g. trapping, poisoning, shooting).

This information is not tracked and is not recorded.

5) A copy of any policy, guidance, or standard operating procedure relating to the Housing Association's pest control service or contractors.

There is no separate policy but we have the following extracts

**Pest Infestations:**

**Riverside's Responsibility:** If the infestation has been caused due to a problem design or fabric of the building, it is Riverside's responsibility to make safe and repairs. A P1 (Emergency Repair) will be raised to make safe and then a P3 (Routine) to complete the repair. Riverside will be responsible for covering costs associated with control and property remediation, excluding special damages for customers.

**Customer's Responsibility:** If the infestation has not been caused by the design or fabric of the building, it is the customer's responsibility to resolve the matter and cover all associated costs. The customer may use local councils, low-cost services or private companies to remove infestations.

**Non - Communal/Communal Areas**

**Please note if bees/wasps nest is not attached to the property, we would advise customer it is their responsibility and pass them the Environmental Health contact number. We would advise EH will charge for this service**

Pest	Action
<b>Bees &amp; Wasps (if attached to property)</b>	Advise the customer we will arrange for Environmental Health to attend
<b>Rats</b>	Advise the customer we will arrange for Environmental Health to attend
<b>Bats</b>	Advise the customer we will arrange for Environmental Health to attend however as bats are a protected species they will not be able to remove them.
<b>Mice</b>	Advise the customer we will arrange for Environmental Health to attend
<b>Insects - ants/beetles etc.</b>	Advise the customer it is their responsibility and give advice on treatment using traps etc. Provide them with the contact number for Environmental Health and advise EH will charge for this service.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be

submitted within 40 days of the date of receipt of your original response and should be forwarded to: [foi@riverside.org.uk](mailto:foi@riverside.org.uk)

However, if you are not content with the outcome of the internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision via the following details:

**Email**

[enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

**Post**

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

**Telephone**

01334 464610

Kind regards,

FOI Team  
The Riverside Group