



**Pests such as insects or rodents represent a potential health hazard and our pest control team can offer advice to residents and businesses about how to get rid of them, where we do not undertake treatment.**

### **What we do**

- We offer advice to residents and businesses about how to get rid of insects, rodents or other potential health hazards
- We have effective treatments for certain types of pests and can help with identifying pests and information about what to do
- We will come to your home and treat, any infestations of rats, mice, cockroaches, bed bugs and pharaoh's ants
- We also deal with fleas and wasps at a nominal cost. Please call for details.

### **What pest control officers do?**

- We investigate the cause of any infestation and recommend a treatment. We will give you safety information, offer advice on what you can do and tell you roughly how long the treatment will last. If we cannot help we will give you advice on alternatives.
- To book an appointment or to seek further information on pests in Tower Hamlets:
- Report the problem online at [environmentalhealth@towerhamlets.gov.uk](mailto:environmentalhealth@towerhamlets.gov.uk) or
- contact the Pest Control Call centre between 8am and 8pm Monday to Friday. 8am to 1pm Saturday on 020 7364 5007

### **What you can expect from the pest control service**

- We will:
- Make sure that someone is available to take calls

- Respond to your request by providing a morning or afternoon appointment
- Investigate the cause of the pest infestation you are suffering
- Put in place a quality controlled treatment system aimed at eradicating the pest from your premises
- Provide safety information about the pest treatment used in your premises when necessary
- Offer advice on any actions possible and timescales involved where practical
- Offer advice or alternative action if we were unable to help
- Keep your details confidential

