



Pest, Vermin and Animal Control Policy

October 2026

Document Details	
Prepared By:	Robert Calvert, Property Services Manager Jacqueline Stirling, Housing and Factoring Manager
Date Created:	October 2026
Date of Last Review:	October 2026
Date of Next Review:	October 2029, or sooner if required
Review Remit:	Management Committee
Consultation:	Internal

Regulatory Standards Mapping		
	1	The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
✓	2	The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
	3	The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.
✓	4	The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
	5	The RSL conducts its affairs with honesty and integrity.
✓	6	The governing body and senior officers have the skills and knowledge they need to be effective.
	7	The RSL ensures that any organisational changes or disposals it makes safeguard the interests of, and benefit, current and future tenants.

Core Objective Mapping	
	Provision of affordable social housing
✓	Local control and accountability
✓	Efficient local service provision
	Viability
	Equality of opportunity for all customers
✓	Legal and regulatory compliance

Contents

Introduction	4
Purpose and Intent	4
Definitions	4
Principles	4
Scope	5
Legislative Framework.....	5
Determining Responsibility	6
Cause-Based Responsibility.....	6
Building-Related	6
Tenant or Occupier Related	6
Environmental Or Shared Cause Issues	7
Responsibilities	7
The Association Will.....	7
Residents Are Expected To.....	7
Recharges	8
Equality and Vulnerability.....	8
Complaints and Appeals	8
Monitoring and Review of Information.....	8
Policy Review	8
Equalities Impact Assessment.....	9

Introduction

Purpose and Intent

Yorkhill Housing Association (**'the Association'**) recognises that pest, vermin and animal issues can affect the condition of homes, the health and wellbeing of residents, neighbourhood amenity and the Association's resources.

The purpose of this Policy is to provide a clear framework for investigating reports, identifying responsibility and ensuring a consistent approach to pest, vermin and animal control.

The Association will take a proportionate, evidence-based approach to all reports.

Definitions

Pest or Vermin: Any animal, insect or organism capable of causing damage to property, creating a health risk or negatively affecting residents' enjoyment of their home.

Infestation: Evidence of sustained or repeated pest or vermin activity requiring investigation or intervention.

Principles

The Association will adopt a co-ordinated, cross service approach to pest, vermin and animal control, recognising that infestations may arise from building condition and maintenance, environmental factors and communal areas or tenant behaviour or tenancy management issues.

To this end, the Association will:

- Investigate reports of pest, vermin or animal activity where appropriate, with the Association exercising its discretion based on available evidence, risk to health and safety, property condition and legal responsibilities;
- Take a structured and evidence-based approach;
- Consider the likely cause of the issue before determining responsibility;
- Work with Glasgow City Council, pest control contractors and other agencies where required;
- Manage resources responsibly to ensure efficient and consistent handling of cases without placing undue pressure on any single service area;
- Maintain accurate records of investigations, decisions and the reasons supporting those decisions;
- Seek to identify and address underlying causes where these fall within the Association's responsibilities;

- Ensure the Association gives regard to individual support needs, vulnerabilities and communication requirements when implementing this Policy.

Scope

This Policy applies to both tenants, private and/or factored owners and anybody else occupying a property within the Association's area of operation. Given that the Association operates within housing stock which is often heavily mixed between tenants and private/factored owners, the Association's powers and responsibilities may differ depending upon tenure and ownership arrangements.

In terms of pests and vermin, the stance outlined in this document applies to:

- Rats;
- Mice;
- Fleas and Bedbugs (where infestations spread beyond a single dwelling);
- Ants;
- Cockroaches;
- Birds;
- Foxes;
- Other pests, vermin or animals that may affect health, safety, property condition or neighbourhood amenity.

The presence of a single pest or animal does not constitute an infestation. Intervention will be based on evidence of ongoing activity, infestation, or risks to health, safety or property.

Legislative Framework

In addition to operating within the wider framework of the Scottish Housing Quality Standard and the Scottish Social Housing Charter - which guide the quality of housing and services provided to tenants by the Association, this Policy also operates within the requirements of:

- Housing (Scotland) Act 2001;
- Housing (Scotland) Act 2006;
- The Repairing Standard;
- Environmental Protection Act 1990;
- Prevention of Damage by Pests Act 1949;
- Public Health etc. (Scotland) Act 2008

Determining Responsibility

Cause-Based Responsibility

The Association recognises that assignation of duties and responsibilities depend on the cause of vermin or pest issue and not simply the location from where it is reported. The provision of inspections, advice or treatment does not in itself determine responsibility for the infestation.

The Association also recognises that some cases may involve multiple contributing factors occurring simultaneously, for example overflowing bins, structural gaps, housekeeping issues or an overspill of vermin from neighbouring properties. In such cases, responsibility may therefore be shared between the Association, residents, owners and external agencies.

The Association will not determine responsibility solely on the existence of an infestation and will consider all relevant evidence before reaching a conclusion.

In determining responsibility, the Association will consider all relevant information available, including inspections, photographic evidence, contractor findings, staff observations, resident reports, historical records and any known property defects. The Association will record the factors identified, the evidence considered and the reasons for any decision reached.

Each case will therefore be assessed individually and categorised as one of the following:

Building-Related

The Association will normally be responsible for addressing pest or vermin issues in cases where they have arisen from:

- Building defects, disrepair; defects within common or communal areas under the Association's control;
- Structural openings enabling pest or vermin access to a building;
- Defects in drainage systems for which the Association is responsible.

Tenant or Occupier Related

Residents may be expected to play a role in helping to address the issue where the available evidence indicates that the pest or vermin issue has arisen from factors within their control, including:

- Poor housekeeping or waste management practices that have materially contributed to the infestation;
- Inadequate storage of food or other materials attractive to pests or vermin;
- Failure to follow reasonable advice or requests;
- Actions or omissions that have contributed to the infestation

Environmental Or Shared Cause Issues

Some issues arise from factors outside the control of either party, including:

- Actions or issues from neighbouring properties;
- Shared tenement structures;
- Wider environmental conditions;
- Inadequate waste management arrangements

In such circumstances, the Association will determine the most appropriate course of action based on the evidence available and may work jointly with residents, owners, local authorities or other agencies where responsibility is shared.

Where multiple contributing factors are identified, the Association will consider the role of each factor and determine which actions fall reasonably within its own responsibilities and what actions are expected from residents, owners or other parties. Where responsibility is shared, the Association will take a reasonable and proportionate approach to determining the actions it will undertake, having regard to the circumstances of the case and the responsibilities of all parties involved.

Responsibilities

The Association Will...

- Investigate reports where appropriate;
- Arrange inspections where necessary;
- Address building-related causes within its responsibility;
- Consider treatment measures where appropriate;
- Liaise with relevant agencies and contractors;
- Maintain records and monitor trends.
- The Association cannot compel third parties to undertake treatment or repairs where it has no legal authority to do so.

Residents Are Expected To...

- Maintain reasonable standards of cleanliness in their homes, and avoid contributing to unhygienic conditions within common areas such as closes, backcourts and bin stores;
- Store and dispose of waste appropriately;
- Report issues promptly;

- Allow reasonable access for pest- or vermin-related inspections and treatments – failure to provide reasonable access may inhibit the Association’s ability to investigate or resolve reported infestations and fulfil certain obligations under this Policy;
- Follow reasonable advice provided by the Association or pest control contractors;
- Avoid feeding birds, vermin or animals in a manner that could contribute to infestations.

Recharges

Where there is sufficient evidence that costs incurred to address pest or vermin issues arose due to resident failure to adhere to the above expectations, the Association may recharge residents. Decisions made to do so will be supported by documented evidence, which may include inspection reports, contractor findings, photographs, witness observations, tenancy records or previous warnings.

Residents will be advised of the reasons for any recharge decision and informed of the relevant review or complaints process.

Equality and Vulnerability

Where a resident's age, disability, health condition or other vulnerability affects their ability to comply with recommendations or responsibilities under this Policy, the Association will consider whether reasonable adjustments, additional support, referral to relevant services or alternative arrangements may be appropriate.

Complaints and Appeals

Dissatisfaction with decisions or actions taken by the Association in relation to pest or vermin issues may be pursued through the Association’s Complaints Handling Procedure.

Monitoring and Review of Information

The Association will maintain records of pest or vermin reports received alongside investigations undertaken, treatments instructed and associated costs.

This information may be used to identify recurring issues, inform asset management decisions and improve service delivery.

Policy Review

This Policy will be reviewed every 3 years, or sooner where legislative, operational or organisational changes necessitate a review before this time.

Equalities Impact Assessment

Yorkhill Housing Association Equality Impact Assessment Tool			
Name of Policy/proposal to be assessed	Pest, Vermin and Animal Control Policy	Is this a new policy or a revision?	New Policy
Person responsible for the assessment.	Robert Calvert, Property Services Manager Jacqueline Stirling, Housing and Factoring Manager		
Briefly describe the aims, objectives and purpose of the policy.	To articulate the Association's approach towards pest or vermin reports within its housing stock, and to establish the roles and responsibilities of both the Association and its residents in preventing or tackling cases.		
Who is intended to benefit from the policy/proposal (e.g. applicants, staff, tenants, contractors).	All stakeholders residing in the Yorkhill area.		
What outcomes are wanted from this policy/proposal (e.g. the benefits to customers).	A formalised frame of reference for all stakeholders establishing when and how the Association becomes involved in addressing pest or vermin reports, and measures taken to do so. Clear guidance regarding resident responsibilities towards preventing pest or vermin cases, and the circumstances in which responsibility is assigned to the Association, the resident, or a mixture of both.		
Which protected characteristics could be affected by the proposal? (tick all that apply)			
☒ Age	☒ Disability		
☐ Marriage/Civil Partnership	☒ Pregnancy/Maternity		
☒ Race	☐ Religion or Belief		
☐ Gender	☐ Gender Reassignment		
☐ Sexual Orientation			
Describe the likely positive or negative impact(s) the policy/proposal could have on the protected characteristics identified.	Positive impact	Negative impact	
	The Association recognises that some residents may require additional support due to age, disabilities/health conditions, communication needs or other vulnerabilities. These needs will be taken into account if or when liaising with stakeholders who fall under this criteria.	'Race' also ticked as residents with limited English may require additional support in following or understanding reporting processes, advice provided or access arrangements. The Association can make suitable arrangements to enable clear communication in these cases.	
What actions are required to address the impacts arising from this assessment? (This might include; collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).	Potential collection of additional data where specific needs are not already known. Frequent and effective collaboration between Property Services and Housing Management staff, including utilisation of Tenancy Services Assistant where tailored communication or monitoring arrangements are required.		

