

Paper Petition Details

Tamarisk Way – Pest Control Issues

The residents of Tamarisk Way are signing this petition to inform the local authority that despite the treatment last year, that bedbugs have reappeared. Residents were informed that the Council will not be doing any more to eradicate the problem telling residents that they will have to pay for treatment themselves.

Residents were informed at the time the company who did the treatment guaranteed they would eradicate the problem they have not. As a resident of Tamarisk Way I agree that the Council is ultimately responsible for this problem.

This petition was received on 9th August, 2019.

This petition was passed to the Service Lead, Strategic Housing Services on 16th August, 2019.

This petition was responded to by the Tenancy Team Leader on 6th September, 2019.

Final Results

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| Number of Signatures | 24 |
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Council Response

Through your petition and covering letter you have raised several issues that are managed by the Housing department but carried out via the Council's contractors Dial A Pest. I hope that the following is a reasonable response to those issues raised. You have asked for Slough Borough Council to fund a repeat of the treatment done over six months ago. You have also expressed high cost of the treatment and the cost to residents in replacement soft furnishings as part of the eradication process. You have stated in the petition that the Council will not be doing any more to eradicate the problem telling residents to pay for the treatment.

Previous Treatment

As part of a welfare visit over treatment for another pest infestation it became apparent that several flats shared an infestation of bed bugs together they formed a heavy infestation. Because of the vulnerability of some of the residents along with the extent of the number of flats that had been found with bed bugs it was decided that Housing would fund and organise a block treatment. Part of that treatment was to educate all of those who had bedbugs on how they transfer from property to property via people's clothing, the longer the time spent in an infected property the greater the chance of transfer. The time it took to commence this treatment was partly due to the investigation into friends' properties away from Tamarisk Way so that we could give the best chance of a successful treatment. The treatment also included availability of a laundry service to again ensure the best chance of success.

Post Treatment

Both Dial-a-pest and Housing are confident that the treatment was as successful as it could be, however within the period following one property was re-treated where

individuals who were sofa surfing had been staying. A series of completion visits were carried out February 2019 where the treatment was signed off as complete. Advice was given to all tenants that if pests return that the course of action they need to take is the same as any other residents and to contact the Councils pest controller. We advised that if the council had to enforce action then the residents would be recharged for any treatment.

The Way Forward

The Council are not responsible for any pest infestation however we do through our arrangements with our pest control contractor make it less onerous for residents to pay and eradicate pests. Residents that have bed bugs should call dial-a-pest on 03444 828 32 for treatment of typical 2 bedroom house: £50 (£25 with discount). To ensure that this information is passed on and acted upon we will carry out visits over the next two weeks.

We thank you for your patience at this time and apologise that this information was not available when you originally raised the request. Thank you for your co-operation in going forward and we appreciate your help in this matter.