

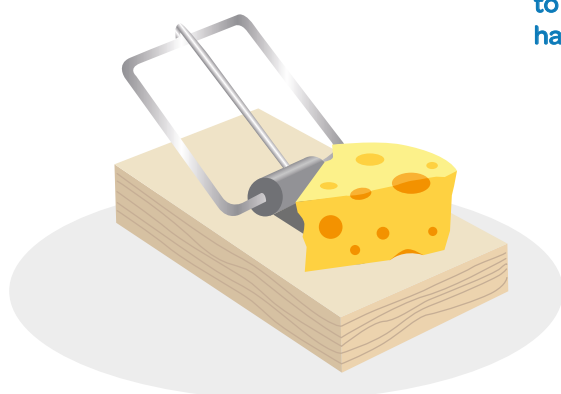


How to prevent pests in the property

Most pests in the UK are seasonal and harmless, although not necessarily the type of housemates you were looking forward to living with. Usually the key is prevention as opposed to a property defect.

In order to prevent mice, rats, ants, slugs, woodlice, earwigs, silver fish or other crawling insects infestations, please keep to the following tips:

- Keep your house clean, especially the kitchen, as pests get attracted by food sources
- Cover attracting substances tightly and clean the furniture surface
- Sweep the floor after meals, even little messes can attract pests
- Always cover the foods you don't keep in the fridge
- Never leave dirty dishes in the sink. Wash them up after each meal
- Keep rubbish bins far from your house
- Take the rubbish out regularly, keep a lid on the bin and don't allow it to overflow or have collections of rubbish at the side of the bin
- Don't allow moisture to accommodate on counters and other surfaces, as some pests will keep looking for water wherever they can find it and stay near its sources
- Please check if there are any broken air bricks, drain covers or holes in the outside wall which might be allowing entry to give the Landlord the opportunity to repair the affected area. Please report the issue via the link: [Request a repair](#). Your Landlord will arrange for a contractor to attend as soon as possible.



WHAT TO DO IF YOU HAVE A CRAWLING INSECT INFESTATION

If you already have insects in the property first try and figure out where they are entering the property. Then line the suspected entryways with anti pest substances. Your local supermarket, household store, or online will sell a variety of powders, pellets or sprays for £5 and under. Especially for smaller insects a product labelled for ants will treat most small insects like woodlice, silverfish and earwigs.

Use as instructed on the packet and treat any affected cracks and crevices. If you cannot find the point of entry sprinkle along doorways, window frames and air bricks. See below links for products available in [Wilkos](#) and [B&Q](#).

In some instances, especially if the issue is left unattended, a specialist pest controller may be required. If they deem the infestation has been caused due to cleanliness; lack thereof, or poor attention to the day to day running of a property (any of the above mentioned tips have not been adhered to) you will be responsible for the cost.

WHAT TO DO IF YOU SUSPECT MICE OR RATS

Please ensure all the preventative tips above have been enforced before reporting the issue. If you are satisfied you have taken all the action necessary please report the issue via the link:

[Request a repair](#)

If you fear the infestation has been caused due to an issue you have triggered you can take action to resolve the issue by purchasing products to remove the mice or rats or invite a specialist to resolve the issue for you. There are lots of helpful guides online.

If you have any questions at all, please do not hesitate to contact a member of staff and we will be more than happy to help you.