Pest Control Guide
for staff and residents
For some pests, we need to be sure what you have seen. Some, like bees are protected by law.

### Rodents
- What type of rodent have you seen or heard?
- Where did you see or hear the rodent?
- When did you see or hear the rodent?
- How often have you seen or heard the rodent?
- If you have seen a rodent indoors have you seen where it is getting in?

### Insects
- What type of insect have you seen?
- Where did you see the insect?
- When did you see the insect?
- How many insects did you see?
- How often have you seen the insect?
- If you have seen an insect indoors have you seen where it is getting in?

### Wasps and Bees
- Was it a wasp or a bee that you saw?
- Where did you see the insect?
- When did you see the insect?
- How often have you seen the insect?
- How many have you seen?
- If you have seen an insect indoors have you seen where it is getting in?
- Have you seen the wasp or bees entering a nest?
**Pests**

Before you contact us

**What we need to know about the fault**

**Bed Bugs**
- Why do you think you have bed bugs?
- Have you been bitten?
- What evidence have you seen of bed bugs?
- Where have you seen the evidence?
- When did you see the evidence?

**Cockroaches**
- Why do you think you have cockroaches?
- What evidence have you seen?
- Where have you seen the evidence?
- When did you see the evidence?

**Ants**
- Where did you see the ants?
- How often have you seen the ants?
- If you have seen ants indoors have you seen where they are getting in?

**Birds**
- What kind of birds have you seen?
- Where did you see them?
- What is the problem?

**Proofing required**
- Have you seen obvious damage to the building or room?
- Where is the work required?