

# Pest control charges for residents

## Charges from 1 January 2023

Along with many private sector businesses and public sector organisations, we have been affected by the recent dramatic rises in inflation and interest rates. In response to recent inflationary pressures we have brought our prices in line with local pest control providers in the area.

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### Call-out advice charge: £45.00

If you are unsure which pest you have we can make an assessment visit and give you advice

No refunds will be provided for missed appointments.

People on defined benefits £10.00

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### Rats and Mice

Full treatment: Three visits, weekly intervals, half-hour appointments are booked.

First visit is one hour followed by two subsequent 30 minute appointments.

The cost for this treatment plan is £160.00

If after three visits there is still a problem, there will be an additional charge rate of £50.00 per visit.

People on defined benefits - any treatment for rats and mice £20.00

If after three visits there is still a problem there will be an additional charge per visit £7.00

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### Wasps and Hornets

Treatment of one nest (one appointment booked): £65.00

There will be an additional charge for each additional nest (treated at the same time): £27.00

Sometimes wasps and hornets are resistant to the poison used, if the first treatment has not been effective there will be an additional charge of £40.00 for us to retreat the nest.

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### Further information and our cancellation policy

If one of our Pest Control Officers visits your property on an advice visit and it turns out to be a pest that we are not able to treat our call out charge of £45.00 will still be applicable.

If you have made an appointment and are not in when the Pest Control Officer visits your property, no refund will be given and you will need to pay for us to revisit.

Visits are made for an hour or half an hour, depending on the pest, however this includes travel time and doesn't mean our officer will need that amount of time at your property to deal with the pest/s. All prices include VAT.

No refunds will be made for ANY appointment cancelled with less than 5 working days' notice. A cancellation fee of £25.00 will be deducted from any refund provided for appointments cancelled more than 5 working days from the date of the booked appointment. If an appointment is cancelled after treatment has started, no refund will be provided.

Residents on defined benefits may be entitled to a discount.

[Terms and conditions](#)