

**BedBugs**

*Cimex lectularius* – the common bed bugs are parasitic insects that feed on the blood of humans and other mammals. Emerging every few days to feed at night but able to go 18months between feeds.

They hide during the day in cracks and crevices in and around beds.

**Identification**

The adult bed bug is reddish brown colour flat, oval insect 5mm long by about 3mm broad.

In unfed bed bugs the abdomen is circular and paper-thin becoming purple and swollen once fed. They have a short, broad head with a pair of prominent antennae and a pair of small dark compound eyes. They have three pairs of well-developed legs with clawed feet that allow them to climb rough surfaces and crawl rapidly.

**How do you know if you have Bed Bugs?**

* The bed bug bite often gives rise to a hard, whitish swelling which can cause severe irritation in some people, resulting in loss of sleep and lack of energy, particularly in children. It is different from a flea bite which leaves a dark red spot surrounded by a reddened area.
* Normally bites appear on the upper body on face neck shoulders and torso. Bed bugs' 'stink glands' give off an almond-like odour.
* Blood spotting' on bed linen. Fully fed bugs excrete excess water before returning to their narrow crevices. Black spots on areas around bed such as bed frame skirting boards and other nearby furniture.

**Spread**

There are a number of factors that help maintain bed bug numbers. Ensuing warm conditions and increased use of central heating stimulate continuous activity and feeding over the winter months. Even the movement of second hand furniture may transfer bed bugs from one property to another.

Any household can be invaded by bed bugs. Bed bugs are generally associated with poor, crowded and unhygienic conditions and premises in these conditions are more likely to suffer established infestations. In domestic premises most infestations are found in the

bedroom.

**Preparation for treatment**

**The following measures must be carried out before your property is sprayed:**

* All items must be removed except for the furniture.
* All floors and upholstered furniture should be vacuumed thoroughly to remove animal hair, debris, eggs and pupae. Particular attention should be given to known harbourages such as bedrooms and other sleeping areas (the vacuum bag must be disposed of in a plastic bag in refuse bin).
* All bed linen and clothing should be removed from infested areas and washed on the hottest wash possible. (over 50degrees for at least 30mins)
* Wardrobes, drawers etc. should be emptied and vacuumed. The contents washed on the hottest wash possible or dry cleaned.
* Where possible, beds and other known harbourages should be completely dismantled to allow them to be thoroughly treated.
* Tiled, concrete, wooden, and any other hard floor surfaces should be swept and washed and or vacuumed.
* Remove all people and pets during the treatment and stay out of treated areas until dry (normally 5-6 hours). Remove aquariums. (Fish are susceptible to insecticides).
* Any food must be removed.

**Treatment (**Prices available on our website or on request) Normally a treatment will involve:

* **All bedrooms must be treated in order for treatment to effective**, no guaranty is offered if any room which is used to sleep in (even if only once every couple of years) is not treated.
* Rooms will be inspected and any items left in the room will be requested to be removed, if rooms are not prepared our officers will not be able to treat and a call out fee will be payable.
* \*Treatment of the rooms and furniture, this includes walls floors ceilings inside cupboards drawers under and behind furniture with a residual insecticide. Then rooms are then misted with an ultra-low volume (ULV) spray to knockdown. Please note furniture such as bed and mattresses may be left on their sides to aid in drying.
* At the end of each visit we will provide a copy of our report stating our findings actions taken and recommendations for customer.
* Revisits within 3months of end of treatment are included only if our recommendations are followed, visits after this time will be chargeable.

**After treatment:**

The following measures must be followed to ensure results:

Adults, children and pets should not be allowed back into the sprayed rooms until the treatment has completely dried (normally 5 – 6 hours in a well-ventilated property).

**Do not vacuum for at least 21 days after the treatment.** This will give the insecticide time to eliminate all stages of the bed bug infestation.

Thoroughly clean all food preparation surfaces before use.

Bed bug activity may be witnessed for several days after the treatment. Newly hatched bed bugs, may not have made contact with the insecticide. Eventually they will die, but can be treated with a normal insecticidal spray (aerosol fly spray), purchased from any supermarket, hardware shop or chemist.

**Safe Use of Insecticides**

All insecticides are harmful and poisonous if misused. Follow the manufacturer's instructions carefully. Store insecticides in a safe place away from children and pets. Dispose of empty containers properly. Always remember to wash your hands after use.

**London Borough of Barnet - Pest Control Service**

**Terms and Conditions**

London Borough of Barnet (the Council) will use reasonable endeavours to ensure that:

* The pest control and management work are carried out in accordance with the latest and best industry codes of practice, conforming to all regulations and statutory requirements;
* Customers are provided with prompt and courteous service delivery; and
* Complaints are dealt with swiftly and satisfactorily.

All pest control treatments are carried out subject to these terms and conditions.

**The service and payment for service**

1. The Council shall use reasonable endeavours to undertake pest control investigation and/or treatment at the prices stated on the [fees and charges](https://www.barnet.gov.uk/environmental-problems/pest-control/book-pest-inspections-and-treatments) web page as updated from time to time by the Council.
2. The Council is a member of the British Pest Control Association, and all treatments are undertaken in accordance with industry best practice.
3. Payment for fixed price, domestic investigations and/or treatments must be made at the time of booking.
4. Payment can be made with a credit or debit card when enquiring [online](https://www.barnet.gov.uk/environmental-problems/pest-control/book-pest-inspections-and-treatments) or by telephone   
   (020 8359 7995). By placing an order with the Council you hereby agree to these terms and conditions.

**Cancellations, suspension and termination**

Your legal right to change your mind. You have 14 days after the date the Council confirms your order to change your mind about the purchase of the pest control services subject to this agreement but:

* You lose the right to cancel any service, when it has been completed (and you must pay for any services provided up the time you cancel).
* You cannot cancel a booking with less than one (1) working days’ notice.

The Council can stop providing a pest control service. The Council shall let you know at least two (2) working days in advance and the Council will refund any sums you've paid in advance for services which won't be provided.

The Council can end this agreement with you for the pest service and claim any compensation due to the Council if:

* you don't make any payment to the Council when it's due and you still don't make payment within 30 (thirty) days of the Council reminding you that payment is due;
* you don't, within a reasonable time of the Council asking for it, provide us with information, cooperation or access that the Council need to provide the service.

If the Council cannot attend due to unforeseen circumstances (e.g. adverse weather conditions, sickness, travel/transport issues) and the Council cannot offer a suitable appointment within two working days of your original appointment and treatment has not already started then the Council will offer a full refund.

Your legal right to change your mind. You have 14 days after the date the Council confirms your order to change your mind about the purchase of the pest control services subject to this agreement but:

* You lose the right to cancel any service, when it has been completed (and you must pay for any services provided up the time you cancel).
* You cannot cancel a booking with less than one (1) working days’ notice.

**The Council’s responsibilities**

1. The Council will inspect the site where safe to do so, and where possible provide the following:
   * Identification of pest;
   * The source of the infestation;
   * Identify entry points on the exterior of the property;
   * Advice on a recommended course of treatment;
   * Recommendations for pest proofing;
   * A brief written summery of key points.
2. The Council reserves the right to refuse or withdraw our service at any time if the Council suspects that there has been a breach of any health, safety or environmental guidance or if you fail to act in response to a written request from the Council.
3. The Council will not undertake any pest control treatment or other work at your premises without a responsible adult being present who is over 18 years old.
4. Except for liability that cannot be excluded by law, the Council shall not be liable for any loss, damage, or expense arising from any act, omission, or event (including negligence), whether direct or indirect, including loss of profits or business and all losses howsoever caused unless the loss, damage or injury was directly caused by negligence of the Council or its employees.
5. Upon completion of the treatment, the Council will remove any unused chemicals and any Council equipment.
6. The Council reserves the right to charge for any missing or damaged bait boxes, traps or similar equipment listed on the treatment report. Any charges may also apply if the Council are unable to recover this equipment from you. You will pay the Council all reasonable sums due on receipt of an invoice and within 30 (thirty) days of the Council’s invoice.
7. Where it is suspected that an infestation is being caused by a defect in the building structure or by actions/activities at the property you will be advised, and written recommendations will be given.

**Your responsibilities**

1. Keep children, livestock and pets away from pesticides, baits and traps. Do not disturb or otherwise interfere with pesticides, baits or traps.
2. Advise the Council’s pest control unit immediately of any interference with pesticides, baits or traps and/or where you suspect that there is a risk to persons, animals or the environment from the Council’s treatment.
3. Properly dispose of dead rodents or other pests from your property as required in accordance with the Council’s instructions.
4. Carry out any pre-treatment requirements in accordance with the Council’s instructions. The failure of you complying with these instructions may result in the Council refusing to carry of the treatment and you risk forfeiting the fees you have paid the Council.
5. Please take photos or collect samples of the pests where possible, in the case of suspected pest damage or droppings, please leave in place for the Council to see or if this is not possible place in a bag to show the Council.
6. Carry out the recommendations of the Council for treatment of your premises as further detailed in the Proofing Report.
7. Keep appointments with the Council or you risk forfeiting the fees you have paid the Council more fully described in the earlier part of these terms and conditions.

**General**

The Council are responsible for losses you suffer caused by us breaking this agreement unless the loss is:

* Unexpected. It was not obvious that it would happen and nothing you said to us before the Council accepted your order meant the Council should have expected it (so, in the law, the loss was unforeseeable).
* Caused by a delaying event outside the Council’s control. The Council will contact you as soon as possible to let you know and the Council will use reasonable endeavours to reduce the delay. As long as the Council inform you of this then the Council will not be liable for any losses caused.
* Avoidable. Something you could have avoided by taking reasonable action, including following the Council’s reasonable instructions for use.
* Losses in general. Except for liability that cannot be excluded by law, the Council shall not be liable for any loss, damage, or expense arising from any act, omission, or event (including negligence), whether direct or indirect, including loss of profits or business and all losses howsoever caused unless the loss, damage or injury was directly caused by negligence of the Council or its employees.

Changes the Council can always make. The Council can always change how it provides its pest control service:

* to reflect changes in relevant laws and regulatory requirements; and
* to make minor technical adjustments and improvements. These are changes that don't affect your use of the service.

The Council can transfer this agreement with you, so that a different organisation is responsible for supplying the pest control service.

You can only transfer this agreement with us to someone else if the Council agree to this.

Nobody else has any rights under this contract. This agreement is between you and the Council. Nobody else can enforce it and neither you or the Council will need to ask anybody else to sign-off on ending or changing it.

If a court invalidates some of this agreement, the rest of it will still apply. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

Even if the Council delay in enforcing this agreement, then the Council can still enforce it later. The Council might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn’t mean the Council can't do it later.

You can go to court. These terms are governed by English law and wherever you live you can bring claims against us in the English courts.

**Complaints, comments, compliments**

If you have something to say about the pest service which the Council has provided, you can contact the Council in the following ways:

* **In writing:**   
  Pest Control Service, London Borough of Barnet,   
  2 Bristol Avenue, Colindale NW9 4EW
* **Telephone:** 020 8359 7799
* **Email:** [pestcontrol@barnet.gov.uk](mailto:pestcontrol@barnet.gov.uk)
* **General Council Complaints:** Via our [www.barnet.gov.uk/complaints](http://www.barnet.gov.uk/complaints)

**Data retention**

A copy of the London Borough of Barnet’s Privacy Notice can be found on the [website](https://www.barnet.gov.uk/your-council/policies-plans-and-performance/privacy-notices).