

08 October 2025

Dear ~~Public~~ ~~*****~~

Freedom of Information (Scotland) Act 2002 – Release of Information

Subject: Pest Control

Thank you for your request for information of 08 October 2025 where you asked for:

I am enquiring about the use of pest control on your properties. Please provide the following information for the period 1 April 2020 to 31 March 2025, broken down by financial year:

- 1) Total expenditure by the Housing Association on pest control services, including both in-house provision and external/contracted services.
- 2) If any services are contracted out, please provide the supplier name(s) and the contract value(s).
- 3) The number of call-outs/treatments by species category (e.g. rats, mice, pigeons, gulls, foxes, grey squirrels, wasps, bedbugs, cockroaches—please use your own categories if recorded differently).
- 4) For any lethal control commissioned or carried out by the Housing Association, the number of animals killed by species and, where recorded, the method used (e.g. trapping, poisoning, shooting).
- 5) A copy of any policy, guidance, or standard operating procedure relating to the Housing Association's pest control service or contractors.



Your request has been processed and considered under the terms of the Freedom of Information (Scotland) Act 2002. Your request for information has been considered and the information is provided below.

Information Provided

Due to an upgrade of our Customer Relationship Management (CRM) system in 2024, we are only able to provide data from 2023 onwards. Records from 2020 to 2022 are stored within our previous CRM system. Accessing this older data would require system reactivation and manual retrieval, which may incur a cost. Should you wish to proceed, we would be happy to provide an estimate.

- 1) Total expenditure by the Housing Association on pest control services, including both in-house provision and external/contracted services - **£1,715.00**
- 2) If any services are contracted out, please provide the supplier name(s) and the contract value(s). - **Reaper Pest Control - No contract in place**
- 3) The number of call-outs/treatments by species category (e.g. rats, mice, pigeons, gulls, foxes, grey squirrels, wasps, bedbugs, cockroaches—please use your own categories if recorded differently). - **14 cases of rats reported - 1 case of bedbugs - 1 case of fleas**
- 4) For any lethal control commissioned or carried out by the Housing Association, the number of animals killed by species and, where recorded, the method used (e.g. trapping, poisoning, shooting). **No data available**
- 5) A copy of any policy, guidance, or standard operating procedure relating to the Housing Association's pest control service or contractors. - [Pest Control Policy Document's](#)

Please see a link to the Excel document requested. - [Excel Information File](#)

Please note that this response constitutes full release under the Freedom of Information (Scotland) Act 2002.

To promote transparency and accountability, please note it is Ore Valley Housing Association's Policy to publish all request details and responses made under freedom of information legislation. This information will be made available through Ore Valley Housing Association's website and will not include your personal details. The disclosure log is available at:

www.orevalleyha.org.uk/page/disclosure-log.



Your right to seek a review

If you have made a request and are unhappy with the response from us (or have not had a response), you have the right to request a review from us. You can do this by writing to:

Freedom of Information

Ore Valley Housing Association

114-116 Station Road

Cardenden

Fife

KY5 0BW

Telephone: 01592 721 917

Email: foi@orevalleyha.org.uk

Please note:

- Your request must be in a recordable format (email, letter, audio tape etc.)
- You have 40 working days upon receipt of this letter to ask for a review.
- You will receive a full response to your review request within 20 working days of its receipt.
- Please quote the reference number above in any future communications.

Appealing to the Commissioner

If you have already been through the two steps of making your request and requesting a review and are still not happy, you can appeal to the Scottish Information Commissioner

- You must submit your complaint to the Commissioner within 6 months of receiving our review response.

You can request an appeal by accessing the **Online Appeal Service** on the Commissioners' website. This is the best way to make an appeal, it provides help in real time and collects exactly what the Commissioner needs so they can investigate your case quickly.

To access the online appeal service visit: www.itspublicknowledge.info/Appeal

If you don't wish to appeal online, you can contact the Commissioner. Your appeal must be in a format that can be kept for future use, e.g. in writing, by email or a recording on an audio or video tape.

Send your appeal by email

If you want to send your appeal by email, you should send your email to enquiries@itspublicknowledge.info

Send your appeal by post

If you want to send your appeal by post, you should send your letter to:

Office of the Scottish Information Commissioner

Kinburn Castle

Doubledykes Road

St Andrews

Fife

KY16 9DS

If you need help making an appeal you can contact the Commissioner's Office:

E-mail: enquiries@itspublicknowledge.info

Telephone: 01334 464610

You can find further information on making an appeal on the Commissioner's website:

www.itspublicknowledge.info

Further information about your rights and accessing information is available on our website in the Freedom of Information Section which can be accessed at:

www.orevalleyha.org.uk/page/freedom-of-information.

Yours sincerely,

Steffy Smith
Corporate Support Advisor