

ENVIRONMENTAL SERVICES CHARGES FROM 01 Apr 2011 FOR DOMESTIC CUSTOMERS

All charges shown are inclusive of VAT Payments can be made by debit card, cheque or cash for all these services All payments must be received at time of booking

LIDC = Low Income Discounted Charge

Clients are eligible if in receipt of current pension credit, council tax or housing benefit. Proof of pension credit will be requested

PEST CONTROL SERVICES

We aim to carry out treatments inside the home within three working days; outside treatments within five working days. Customer advised day of treatment when booking the service.

SERVICE	CHARGES	SERVICE STANDARD
RATS AND MICE	£30.00 LIDC £18.00	Treatment includes up to 3 follow up visits as necessary.
WASPS NESTS	£39.00 for the first nest LIDC £23.40 for the first nest	Treatment and 1 follow up visit if necessary.
Additional nests	£12.50 LIDC £7.50 per additional nest	
Call out charge (if not wasps, but bees. No treatment provided for bees)	£16.50	
Flies / Ants / Carpet Beetles	£43.26 (Client may have to vacate property for 3 hours after treatment)	Floor must be clear and vacuumed prior to treatment.
FLEAS (up to 3-bed property)	£51.50 (Client may have to vacate property for 3 hours after treatment) LIDC £30.90	
FLEAS (4+ bed property)	£67.00 (Client may have to vacate property for 3 hours after treatment) LIDC £40.17	Treatment and 1 follow up visit if necessary (for fleas only)
EMERGENCY TREATMENT	£87.55 Call out fee. Treatment within 1 working day of placing order.	
RABBITS	£20.60 for survey + quote for treatment (October – March only)	

DOG CONTROL SERVICES

SERVICE	CHARGES	SERVICE STANDARD
Stray dog kennel-release	1 st offence £43.26+ £10.30 per day (Kennelling and vet fees may also apply)	Dogs are required to be collected from kennels by owners before 3.30 p.m.
	2 nd offence £56.65 + £10.30 per day (Kennelling and vet fees may also apply)	Charging of offences is based upon previous 12 months history
	3 rd offence £72.10 + £10.30 per day (Kennelling and vet fees may also apply)	

Contact number for these services: (01508) 533830

WASTE SERVICES		
SERVICE	CHARGES	SERVICE STANDARD
LARGE BULKY ITEMS	<p>£27 for up to 5 items, then £5.00 for each additional item</p> <p>LIDC £10.80 for up to 5 items + £5.00 for each additional item. LIDC restricted to 1 collection in a 12-month rolling period.</p>	We will aim to collect items within three working days of a customer request.
CFC APPLIANCES (i.e. refrigerators & freezers)	<p>To be included as part of bulky waste collection where possible. Single item charge of £12.50 per item.</p> <p>LIDC £7.50</p>	
HAZARDOUS WASTE COLLECTION	<p>£31.00 Restrictions apply. Please telephone for further information.</p>	
REFUSE/ RECYCLING CLEAR SACKS	£6.20 per roll of 60 not including delivery	Provision of refuse sacks to new occupiers
GARDEN WASTE BINS	£42.00 per bin delivered	Collection every two weeks, domestic green waste only

Private Water Supplies	£50 sampling charge fee + lab fees at cost price Risk Assessment. Hourly charge £50 per hour (pro rata) up to a maximum of £500
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