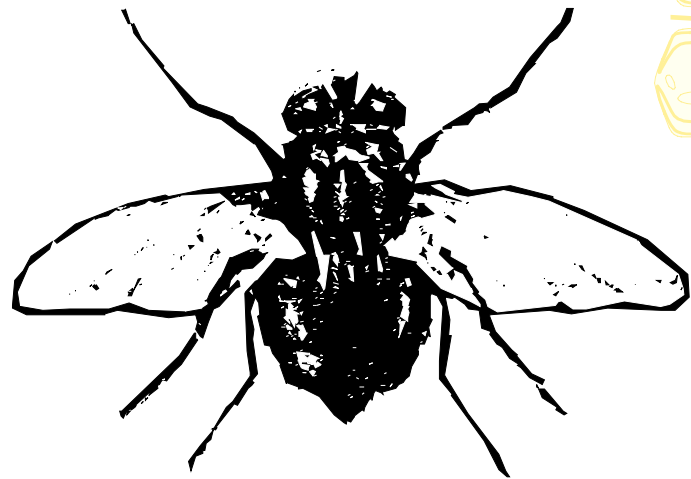


Fleas can be hard to treat and there is a need for a joint approach by the householder and the pest control officer. Before we carry out any treatment the animals will have to be treated and their bedding washed. Our treatment is by means of insecticide, which remains active for 30 hours. We recommend that you vacuum clean the house after 5 days. The pest control operative will give further advice on the day of the treatment.

There is a charge for this service which has to be received in advance. If you are asthmatic or have breathing difficulties it is recommended that you leave the area being treated until completed.

#### What to look for

That your pet has started to scratch more than usual and when grooming them you may notice small black specs or the flea itself in the fur. Another sign are flea bites which are identified as small dark red spots surrounded by a reddened area.



#### WASPS

There are several species of wasps, they are social insects forming colonies inside nests specially constructed in soil banks, roof spaces, trees/bushes and wall cavities. At the head of their society is the Queen, which is much larger than the workers, starting a new nest each year. By late summer a nest could contain from 3,000 to 5,000 wasps. Wasps feed on nectar and fruit so they are at their most active when plums and apples are ripe. They can also sting, a habit which increases as the insect becomes more irritable with the onset of cooler weather and the ingestion of fermenting, over-ripe fruit juices.

#### Prevention and control

Wasp can be regarded as beneficial insects as controllers of far more destructive pests, which affects forestry, agriculture and gardens. If the presence of the nest is not causing you a problem, then it would be best left alone. To reduce the risk of being stung it would be advisable to leave the nest alone and avoid any activity which could aggravate the wasps or draw attention to yourself.

The treatment of wasp nests should not be undertaken by untrained persons. Our fully trained officers use an insecticide to treat the nest and have all the necessary protective clothing including headgear to deal with the problem safely. A charge will be made for this service which has to be received in advance.

#### What to look for

A nest is not always visible or accessible but you should be able to see quite a lot of activity from the wasps travelling to and from the nest. The new queen will hibernate over the winter in a small nest the size of a golf ball which might be seen.

#### SUMMARY

Your Environmental Service Department deals with the following pests:

#### Treatment

- Ants • Mice • Bed Bugs • Rats
- Carpet Beetles • Squirrels • Flies
- Fleas • Rabbits • Hornets / Wasps

#### Advice

- Bees • Mink • Foxes • Bats
- And other feral animals / birds

#### SERVICE STANDARDS

What you can expect from your pest control service.

1. Pests inside-treatment within 3 working days
2. Pests outside - treatment within 5 working days
3. Re-visits after treatment - within 5 working days
4. Surveys - within 5 working days
5. Upon your initial request a day will be given for treatment .
6. Emergency service treatment upon request (a charge will be made for this service)

For further information please contact the:

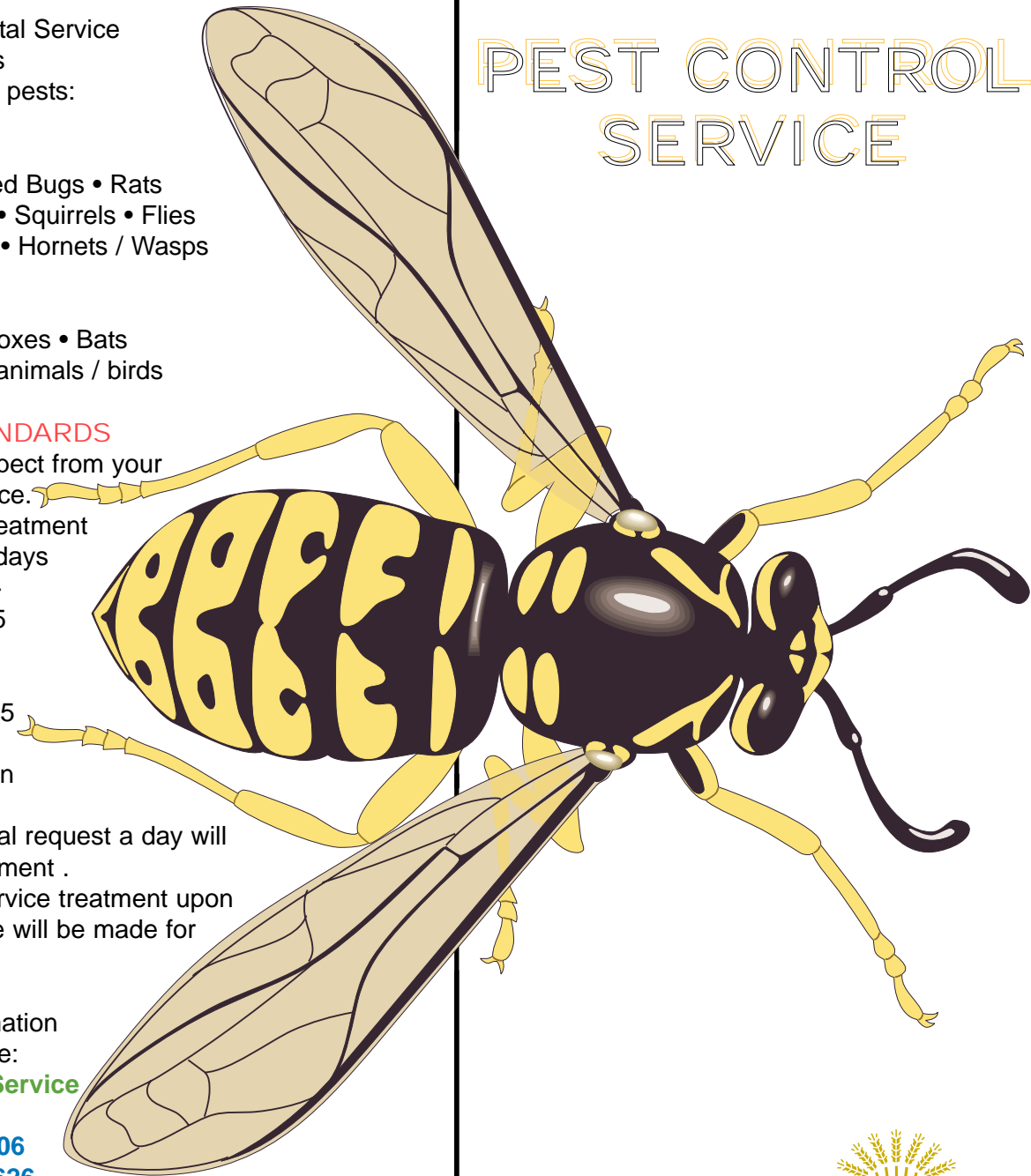
**Environmental Service Department**

Tel (01508) 533706

Fax (01508) 533626

E-mail: [ehl@s-norfolk.gov.uk](mailto:ehl@s-norfolk.gov.uk)

Minicom: (01508) 533622



# PEST CONTROL SERVICE

Environmental Services



## THE SERVICE

The Environmental Services Department Offers a pest control service for a wide range of treatments to both domestic and commercial properties. At present we have three full time Pest Control Officers who are fully trained and hold certificates in pest control issued by The Royal Society Of Health. We also offer a service for the Treatment of pests including rats, mice, fleas, wasps, flies, ants, moles, rabbits, squirrels and hornets etc. If we are unable to offer you a service we should be able to give you advice.



Pests are unpleasant and can also spread disease to humans, domestic pets and farmstock. In addition, some of them such as rats and mice, can cause thousands of pounds worth of damage to buildings, fittings and food.

## RATS

Rats are known carriers of disease the most commonly affecting man is Leptospirosis ( Weils Disease).This bacteria lives in the kidneys of rats and is transmitted in the rats urine.The tiny bacteria may enter a person's body through cuts and grazes in the skin or through the membranes of the nose, ears and mouth.

Rats live close to food sources and nest in dry conditions such as under outbuildings, in garden waste heaps, log piles or straw stacks on farms. Rats have become well adapted to living in close association with man and may use us as a means of food and shelter.They are opportunists and will quickly scent out a food source from inside or outside of your premises.

## Prevention and control

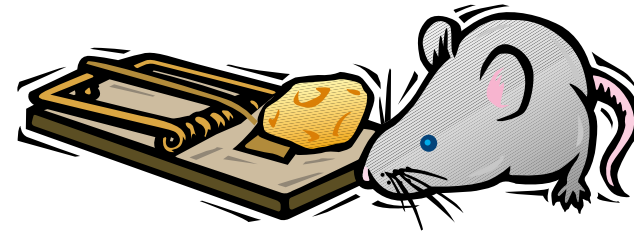
Rat control begins with good house keeping in that rubbish and overgrown vegetation's should be cleared back from the outside of buildings. By denying a rat cover you may be denying it access. Refuse should be placed in suitable containers until the day of collection as to minimise a food source. If you keep animal feed in out buildings it should be placed in metal containers and any spillage or waste should be cleared away immediately. Care should be taken when feeding birds or animals outside as not to encourage rats to your property.

If you have an infestation of rats the only consistently effective method of control is by poisons, which should be carried out by professional pest control operatives.The poison baits used by the Council are second generation anticoagulant rodenticides.You are asked to be present on the day of the treatment so as to receive a treatment docket stating the location, type of bait, health and safety information.The availability of alternative food supplies is a key factor in diminishing the efficiency of bait treatments.

## What to look for

Rats are creatures of habit and establish runs between feeding and resting places.These are often visible in vegetation, outbuildings, hedges and grassed areas. Rodents like to move with their bodies in contact with solid objects and greasy stains are often seen along walls or at the side of stairs. Gnawing signs are can often be seen at entrances to buildings at the bottom of doors, rat droppings which are on average 12mm (1/2 inch) and spindle shaped can be found within the area. If a dead rat is found it should only be handled with a gloved hand or picked up on a shovel.

Rats should never be picked up by the tail as this part of the body is most likely to be infected with Weils.



## Mice

Many people do not consider mice to be harmful, however they carry the same diseases as rats. Many homes are invaded by mice from time to time. They live under fitted kitchen units, behind wall panelling, in attics, garden sheds and garages, where they build nests in undisturbed corners among stores of bulbs, seed trays etc. Mice can easily climb rough surfaced walls so they could enter your home through a open window as easily as under a badly fitted door. Mice can squeeze through gaps as small as 6mm.

## Prevention and control

As mentioned above under rats, mouse control begins with good housekeeping and the same methods of prevention applies.

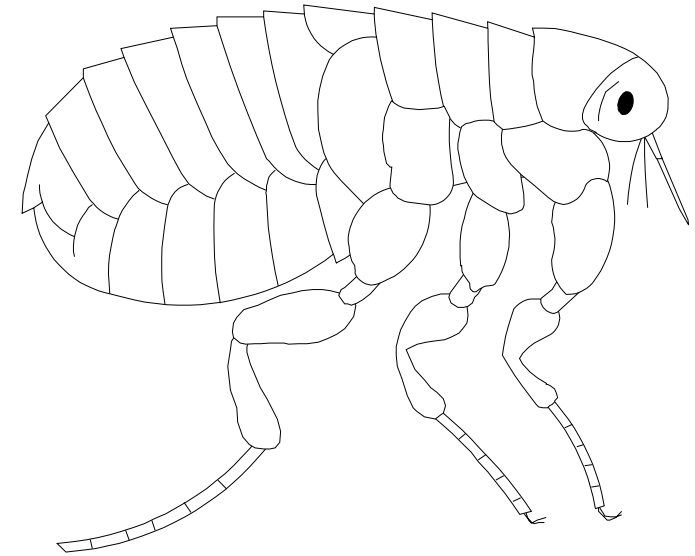
As with rats the only really effective method of treating a mouse infestation is by using poison bait. Traps can be used but they would require daily checks to ensure that the mice have not endured distress or suffering.

## What to look for

Signs of mice infestation are droppings, which resemble black rice grains, chewed paper and damaged food packaging.

## FLEAS

An adult flea is between 1-3mm long and brownish in colour, the hind legs of a flea are relatively large and are used for jumping.The cat flea is the cause of over 75% of all flea infestations. Adult fleas live off the blood of a variety of warm-blooded animals, birds and will feed on other animals including man in the absence of the preferred host.



## Prevention and control

Regular and thorough cleaning will deny fleas a breeding site.This can be achieved by ensuring that the edges of the fitted carpets and soft furnishings are thoroughly vacuum cleaned and that your domestic pets are regularly treated, and wear flea collars. Clean the pets' basket and bedding and treat these too with a flea powder or spray available from your pet shop, vets or chemists.