

Asset Management: Pest Policy

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Related policies and documents	Establish and Maintain a Tenancy, Tenant Charges, Ending a Tenancy,		

Scope

This policy applies to all staff, contractors, tenants, applicants, and volunteers of Amélie Housing.

Policy Statement

This policy sets out the Amélie Housing approach to managing common household pests.

It sets out:

- The responsibilities of Amélie Housing under the Residential Tenancies Act 2010 regarding pests and
- Instances in which Amélie Housing will pay for pest treatment in property common areas and properties
- Instances where pest treatment will be treated as a tenant charge

Compliance

This policy assists Amélie Housing in complying with:

Compliance Document	Section/Number	Area
National Community Housing Standards	1.2	Establish and maintaining tenancies
	2.2	Asset Management – Responsive maintenance and repairs
National Regulatory Code Evidence Guidelines	1g	Tenant and Housing Services – Maintain satisfaction with housing services
	2b	Housing Assets – setting and meeting property condition standards Housing Assets - planning and undertaking responsive maintenance

Managing common pests

Common pests found in properties can be but are not limited to cockroaches, fleas, and, less commonly, bedbugs.

Amélie Housing will encourage tenants to keep their property free from common household pests such as cockroaches through a proactive approach to property care. This includes management of rubbish, not leaving food in common areas or kitchens and wiping up and managing spills.

- Provide pest control in common areas for shared apartment buildings

Tenant responsibility for pest control

As defined by the Residential Tenancies Act (2010), the tenant is responsible for cleanliness, repairs, and damage. The tenant will:

- Keep the premises clean, including taking responsibility for:
 - Pest management
 - General cleaning
 - Removing their rubbish

Bed bug infestation

- Tenants are required to notify Amélie Housing immediately if they suspect a bedbug infestation
- Treatment for bedbug infestation will require tenants to relocate from their property into temporary accommodation for up to three days
- Amélie Housing will access support for tenants to prevent bed bug infestation from occurring again, including assessment and access to soft furnishing if required

Flea infestation

- Tenants are required to notify Amélie Housing immediately if they suspect a flea infestation
- Tenants will be responsible for the cost of pest control if it can be determined that the issues occurred due to lack of property care or bringing the pest into the premises (bedbugs), or an animal has not been properly treated for fleas, resulting in a flea infestation

Tenants will be notified of any additional tenant charges for pest control. Tenants can appeal pest control charges through Amélie Housing's appeals policy.

When tenants are not responsible for pest control

Tenants will not be responsible for the cost of pest control if:

- An infestation of any type occurs from a common area
- An infestation of any type occurs from a neighbouring property
- A tenant is highly vulnerable and, even with access to appropriate support, could not have been assessed as taking steps to avoid the infestation.

Amélie Housing Responsibility for Pest Control

Amélie Housing will undertake pest control in common areas of units and apartment complexes. Amélie Housing will undertake pest control when neighbouring apartments cause an infestation from one apartment to another.

Amélie Housing use of Pesticide Products

Amélie Housing will notify all tenants and household members of upcoming pest treatments. This includes a Product Safety Statement. A PDS explains the type of pesticide used and the safety of use in pest control situations.

Amélie Housing will provide information about contractors, dates, and times for pesticide treatments to take place.

Pest Control in common areas

Urgent repairs are not specified in the Residential Tenancy Act. Amélie Housing defines urgent repairs as problems that cause the tenant a high degree of disruption and may lead to more serious problems or higher costs if unattended.

Sensitivity to chemicals

If you, a household member, or a child have a medically assessed and documented sensitivity to chemicals used in common pesticides, please provide a medical report to Amélie Housing. In this instance, other arrangements may be made.

Complaints and Appeals

If a tenant is not satisfied with a service provided by Amélie Housing or does not agree with its decision, they can ask for a formal review. To do this, the tenant can complete a **review of the decision** form.

Details on how to make a complaint, provide feedback or lodge an appeal are found in Amélie Housing Complaints and Appeals policy.

Additional information for NSW Tenants:

If a tenant is unhappy with the outcome of an appeal to Amélie Housing, they can lodge an appeal Housing Appeals Committee. The Housing Appeals Committee is an independent agency that reviews certain decisions made by Community Housing organisations and Housing NSW staff. For information on the Housing Appeals Committee, call 1800 629 794 or go to www.hac.nsw.gov.au.