

FOI number: **HBC\_FOI\_20200073**  
Date FOI Received: **27/01/2020**  
Department: **Community Services**  
Title: **Pest control call outs**  
Description: **Details of the number and location of pest control call outs for 2017, 2018 and 2019.**

**Request: (As Redacted sent by requestor)**

I would like to make a request under the Freedom of Information Act into the number of pest control call outs to residential properties by your council over the last three years.

I have detailed the request below:

**1. How many pest control call-outs to residential properties did you carry out for the following pests in 2017, 2018, 2019?**

	2017/18	2018/19	2019/20
Rats			
Mice			
Bees, Wasps and Hornets			
Ants			
Cockroaches			
Bedbugs			
Fleas			
Other			
We don't offer these services			
We refer them to a third party			

**2. How many of the pest infestations were located in the following areas?**

	2017	2018	2019
Kitchen			
Bathroom			
Bedroom			
Garden/outside space			
Living room			
Other			

**Response: (Response as Redacted sent by service)**

**1. How many pest control call-outs to residential properties did you carry out for the following pests in 2017, 2018, 2019?**

**Please note that the council's financial year is from 1 April 2017 to 31 March 2018 etc. The data is not available yet for 2019/20.**

	2017/18	2018/19	2019/20
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Rats	137	145	
Mice	45	32	
Bees, Wasps and Hornets	86	102	
Ants	0	1	
Cockroaches	5	0	
Bedbugs	6	5	
Fleas	1	0	
Other	9	0	
We don't offer these services	N/A	N/A	
We refer them to a third party	N/A	N/A	

## 2. How many of the pest infestations were located in the following areas?

**This information is not held.**

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services