

www.pestcontrolservices.co.uk

020 8355 3443

Beaver 

Pest Control

**PEST CONTROL SURVEY
REPORT**

**RECOMMENDATIONS
FOR
ERITH CONTRACTORS LTD
20 GUILFORD STREET
LONDON
WC1N 1DZ**

Beaver 
Pest Control

AND

Report date: 31/07/2015

Reference: AM310715

Please quote this reference in all future correspondence referring to this document.

FAO Mr Ben Staples Site Manager Erith Contractors Ltd Anchor Bay Wharf Manor Road
Erith DA8 2AW Tel-07785455333

E mail- ben.staples@erith.com

31st July 2015

Dear Mr Staples,

Re. Integrated Pest control Management (IPM) report and quotation

Thank you for seeing me on Friday 31st July 2015 and for your instruction to quote for the above work.

Please find attached our proposals and recommendations relating to the pest control services needed at 20 Guilford Street, London.

The report includes a survey report, the suspected source of infestation and our recommended treatment. This is followed by important information relating to Beaver Pest Control LLP, terms and conditions and a summary of our charges.

Hopefully this will meet all of your requirements, in which case please sign and return the agreement and I will organise for the work to begin promptly.

Should you however require any further information please do not hesitate to contact me. Failing this I will call you within the next two weeks to determine whether there is anything else I can assist you with.

Please note that this quotation remains valid for 30 days.



Beaver Pest Control is the trading name of Beaver Pest Control LLP.
Partners DA Lodge, PG Lodge, RW Brymer VAT No:158341112 Co No: OC383576





I look forward to hearing from you.

Yours sincerely,

Adrian Manolache District Surveyor

1. Survey report

Survey date: 31/07/2015

Areas surveyed: All areas of the site

Upon inspection of the premises the following species of pests were evident:

- survey carried out in all ground and 1st floor areas,
- no pest evidence found on site during the survey,





2. Suspected source of infestation

Rat burrows found in the garden of the block opposite the site.

We believe that they have a drain problem that needs to be checked immediately.



rat burrows in the garden of the block opposite your site

3. Treatment required

QUALITY SERVICE FROM QUALITY PEOPLE

and recommendations

Initial Treatment

We recommend installing bait boxes on site to prevent the rats for entering into your premises.

Our technician will carry out a two visit treatment to monitor the site in case of any rats or mice.

4. Beaver Pest Control company information

Beaver Pest Control was established in 1990 and is the trading name of Beaver Pest Control LLP. We offer a wide range of pest control services to clients in the food, drink and hospitality industries, housing associations, sports venues, local authorities and many other private or public organisations. We are full members of the British Pest Control Association (BPCA), held in high esteem by many Environmental Health Officers and have many important customers who commend us highly. Please contact our office for a selection of written references.

Our aim is to offer a high quality service by giving our technicians the best training in the industry and to motivate them with quality bonuses as an integral part of their pay package. We are registered to ISO 9001 / 2008 quality standard.

Reports and assessments can be provided digitally and on line if required.

Training

All technicians receive at least five weeks' training before being allowed to carry out unsupervised service work for contract customers. During their training they have to pass a weekly written test and at the end of their training they must attain over 70% in a final exam. We have sometimes employed staff from other pest control companies but have still found it necessary to still give them the full amount of training to reach our standards.



Beaver Pest Control is the trading name of Beaver Pest Control LLP.
Partners DA Lodge, PG Lodge, RW Brymer VAT No:158341112 Co No: OC383576



Training never stops. We

QUALITY SERVICE FROM QUALITY PEOPLE

hold monthly team meetings to review and improve performance and our managers spend at least eight full days a year accompanying every individual member of staff. Within twelve months every new member of staff is sent on a one week long residential course run by the BPCA. Our longer serving members of staff are sent on a refresher course or specialist course at least every two years.

We are one of the few pest control companies to be a full member of the Professional Register Of Managers and Pest Technicians (PROMPT), a scheme run by the British Agrochemical Standards Inspection Scheme (BASIS), that requires every member of our service staff to attain 20 Continuing Professional Development points (CPD) every year. Only companies fully committed to training are able to attain this many points for every member of staff, year in and year out.

Quality and Attitude

As far as we know, we are the only medium to large company to pay bonuses to technicians every month based on the quality of their work. This means that our managers have to carry out site visits to inspect every technician's work, at random, on a regular basis.

Quality Assurance checks are primarily used to help develop the technician and motivate them. However, these inspections also ensure that we detect faults in our service before the customer. The result is that our service team take pride in their work, stay with the company and their morale remains high.

Our call centre is fully manned by our trained staff between 9.00 and 17.30 Monday to Friday. Outside of these hours the phones are diverted to experienced technicians seven days a week, including bank holidays. Our response time is therefore much quicker than most companies.

Client reviews of Beaver Pest Control LLP are available at <http://www.checkatrade.com/BeaverPestControl> . For further information please also visit our website at www.pestcontrolservices.co.uk.

5. Benefits to you from regular pest control visits

There are many reasons why pest control is vital in the modern business environment. Ants, cockroaches, flies, mice and rats all carry diseases, can infest our food, damage our buildings and ruin your hard earned reputation.

Prevention of damage to your stock and property

Rodents must gnaw regularly and this can cause damage to the fabric of your buildings, plumbing, electrical wiring and can even start a fire. Food infested by rodents or insects is deemed unfit for human consumption and must be disposed of.

Prevention of disease

Due to their scavenger nature many pests carry pathogen agents that can easily be passed to humans. Food poisoning, gastroenteritis, tuberculosis, dysentery and Weils Disease are only a few examples of illnesses caused by the presence of rats, mice cockroaches, flies and even some species of ants.



Beaver Pest Control is the trading name of Beaver Pest Control LLP.
Partners DA Lodge, PG Lodge, RW Brymer VAT(No:158341112 Co No: OC383576



Helping you to conform to legislation standards

The Prevention of Damage by Pests Act 1949 gives local authorities powers to serve notices for necessary actions to be taken for the removal of pests. More recently The Food Safety Act 1990 (Section 8 (1)) and associated Regulations 2006, makes it an offence to sell food for human consumption which fails to comply with food safety requirements. Section 11 states that "Prohibition Orders" may be imposed on food business processes or equipment if there is any health risk. Section 21 provides the defence of "due diligence" in any proceedings for an offence if the person charged is able to prove that all reasonable precautions were taken and due diligence exercised to avoid the offence being committed.

Prevention of pest infestation

Using our experience and expertise we are able to design and implement Integrated Pest Management Programmes that are highly effective in maintaining pest free environments for you and your customers. A thorough survey of your premises will identify the pests already present, their entry points, harbourages, breeding and feeding sites. We will discuss a control plan with you, such as, physical methods of control before choosing the best chemical treatment available, determined by an agreed COSHH risk assessment; the assessment will carefully consider the impact on your business and the environment.

After controlling your existing infestations we aim to prevent future occurrences of pests by giving you proofing and hygiene recommendations and monitoring key areas at intervals that match the breeding cycles of most pest species. This will ensure that, in the event of pests being reintroduced to the environment, they are dealt with quickly and efficiently.

Safeguarding your business

By providing you with accurate reports after each visit and treatment you will be able to provide evidence of "due diligence" thus protecting your business against prosecution and ensuring that your reputation does not suffer.

Better value for your money

It is more cost effective to make sure your premises are kept pest free in the first instance rather than react to infestations as and when they occur. As we are able to guarantee most of our treatments, should our recommendations be followed, as a contract customer you will also benefit from a free call-out facility.

6. Terms and conditions

'Beaver Pest Control' or 'Our Company' or 'We' used hereinafter refer to and are legally binding to mean Beaver Pest Control LLP.

AGREEMENT PERIOD

A one year minimum agreement period applies unless otherwise specified. To terminate the service after the minimum agreement period is over, a written notice is required at least 3 months in advance of your next invoice date. The contract will otherwise roll on annually. If call outs exceed more than 4 per annum we reserve the right to renegotiate the contract.

ACCOUNTS

QUALITY SERVICE FROM QUALITY PEOPLE

Quarterly invoices, in advance, must be paid within 30 days of the invoice date.

We reserve the right to charge interest on all sums remaining unpaid after the due date, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 at the rate of 2% over the current Bank of England base rate together with late payment charges as set out in the Act.

Beaver Pest Control reserves the right to suspend services if invoices are not paid by the due date. Services will be restored immediately after receiving outstanding payment amount in full. During suspension charges will continue to be applied as usual.

PRICE INCREASES

Prices will be adjusted on an annual basis in line with inflation. Advance notice will not normally be given unless increases are more than 1% above the rate of inflation.

WORK OUTSIDE NORMAL WORKING HOURS:

Additional charges will be made for all work carried out between 6pm and 8am on a weekday or for any visits made on a weekend or a UK public holiday. We will not call without your permission but recommend you agree a price in advance with Our Company for work outside normal hours. This term does not apply if alternative arrangements are recorded elsewhere in this Agreement.

QUALITY CONTROL

Beaver Pest Control will normally only use suppliers whose quality has been assured to ISO 9001: 2008 by a recognised accredited certification body. Staff are employed directly by Beaver Pest Control who carry out all of the work themselves. We only use our partners in exceptional circumstances and always ensure their employees are fully qualified for the work involved. We monitor all work on a continual basis as described on page 3.

AGREEMENT SPECIFICATIONS

All goods and equipment supplied to the client for the purposes of providing the services described in the agreement remain the property of Beaver Pest Control at all times, unless otherwise specified in the contract. Until full payment of the amount shown has been received by Our Company for any goods supplied under the agreement, the legal and beneficial title of such goods shall remain with Our Company and the client shall not be entitled to sell, deal with or dispose of the goods until title has passed.

LOSS

The client shall be liable for any loss sustained by Our Company, where the client has failed to provide appropriate notice, in advance, of any circumstances affecting the terms and conditions of the contract and the provision or supply of goods or services as described in the agreement.

DAMAGE

Whilst agreeing to undertake all reasonable precautions to minimise any disturbance, we do not accept liability for any damage occasioned by the removal of goods or products supplied by other parties, or by the removal of goods or products supplied by our Company when removed by other parties without the permission of a senior member of Beaver Pest Control.

7. Summary and charges



Beaver Pest Control is the trading name of Beaver Pest Control LLP.
Partners DA Lodge, PG Lodge, RW Brymer VAT No: 158341112 Co No: OC383576



Head office address, details:

Erith Contractors Ltd, Anchor Bay Wharf, Manor Road, Erith,

DA8

2AW

Contact details: Lee Perks email: lee.perks@erith.com; Tel: 08709508800, Mobile:07834867474

Treatment address, details: 20 Guilford Street, London, WC1N 1DZ Contact details: Ben Staples

email: ben.staples@erith.com; Mobile: 07785455333

Initial Treatment:

Pests to be treated	Rats and mice
Areas to be treated	1st ground floor and external areas
Number of visits	2
Number of external bait boxes	1

Initial Treatment

As..... (Position in Company) of (Company name)

I accept the pest control arrangements, the terms and conditions and the charges included herein and would like to proceed with the following:

Signed.....

(Authorised signatory)

Printed Name.....

Date.....

Order Number

Initial Treatment

Appendix: Biology of pests

Biology of Rats

The most common species of rat found in the UK is the brown rat. There is also the black rat but this is usually only found in very few port side areas in the UK. Rats tend to be a



Beaver Pest Control is the trading name of Beaver Pest Control LLP.
Partners DA Lodge, PG Lodge, RW Brymer VAT No:158341112 Co No: OC383576



QUALITY SERVICE FROM QUALITY PEOPLE



problem as they damage stock, transmit many dangerous diseases and could even start a fire by chewing through electric cabling.

Rats are often nocturnal and live for 9-18 months in the wild. They are only pregnant for 3 weeks and the females can have over 50 offspring in a year. Successful eradication may be possible using a combination of rodenticides and proofing but often a camera test is also required to the drains.

Biology of Mice

The house mouse is a very common pest of buildings. As they produce around eighty droppings in a day and urinate wherever they run they can soon contaminate a large area. Like rats they have teeth that continually grow and need to gnaw to wear these down in size resulting in a lot of damage. Rats and Mice are known to spread diseases and cause food poisoning and therefore Environmental Health Officers are very strict and may apply for a closure order if they discover a bad infestation.

Mice tend to come out when it is quiet resulting in them being more active at night. They live for around 12 months, are pregnant for only 3 weeks and a single pair can be responsible for producing hundreds of mice within one year. Mice can be controlled using a combination of rodenticides in different formats but proofing and housekeeping are also very important.



Beaver Pest Control is the trading name of Beaver Pest Control LLP.
Partners DA Lodge, PG Lodge, RW Brymer VAT No:158341112 Co No: OC383576

