



**DISTRICT PEST CONTROL LTD**

**STANDARD OPERATING PROCEDURE**

**DOMESTIC RAT AND MOUSE MANAGEMENT**

**Document Reference:** DPC-SOP-RM-001

**Version:** 1.0

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## **1. PURPOSE**

This procedure establishes the standard method for the inspection, treatment and management of rat and mouse infestations within domestic properties.

District Pest Control adopts an Integrated Pest Management (IPM) approach which prioritises:

- Inspection and survey.
- Identification of rodent activity.
- Proofing recommendations.
- Environmental management.
- Targeted treatment.
- Ongoing monitoring.
- Customer education.

The objective is not simply to eliminate rodents but to identify and address the factors allowing the infestation to occur.

## **2. SCOPE**

This procedure applies to all technicians carrying out:

- Rat treatments.
- Mouse treatments.
- Rodent inspections.
- Follow-up visits.
- Domestic pest surveys.

### **3. RESPONSIBILITIES**

#### **Technician**

The technician shall:

- Conduct a thorough inspection.
- Identify the rodent species present.
- Complete a site-specific risk assessment.
- Assess environmental and non-target risks.
- Recommend proofing and hygiene improvements.
- Record findings using the District Pest Control App.
- Provide treatment reports following each visit.

#### **Customer**

The customer is responsible for:

- Providing access to all relevant areas.
- Following recommendations provided.
- Completing proofing and housekeeping works where required.
- Reporting ongoing activity.

### **4. INITIAL SURVEY**

The first visit shall always consist of a detailed inspection before any treatment strategy is implemented.

The technician shall inspect:

#### **Internal Areas**

- Kitchens.
- Utility rooms.
- Loft spaces.
- Under stairs.
- Cupboards.
- Garages.
- Roof voids.
- Wall voids where accessible.

#### **External Areas**

- Gardens.
- Boundary walls.
- Fencing.
- Sheds.
- Compost bins.

- Drainage systems.
- Waste storage areas.

The inspection shall identify:

- Species present.
- Activity levels.
- Harbourage locations.
- Entry points.
- Food sources.
- Water sources.
- Structural defects.

## **5. EVIDENCE OF ACTIVITY**

Evidence may include:

- Live rodents.
- Droppings.
- Smear marks.
- Gnaw damage.
- Burrows.
- Tracks.
- Nesting material.
- Customer sightings.

The level of infestation shall be recorded.

## **6. CUSTOMER ADVICE**

At the initial visit the customer shall be advised of:

- Findings from the inspection.
- Likely causes of infestation.
- Proofing requirements.
- Hygiene recommendations.
- Expected treatment timescales.
- Follow-up visit requirements.

The customer shall be informed that treatment alone may not prevent future infestations if proofing defects remain unresolved.

## **7. RISK ASSESSMENT**

A site-specific risk assessment shall be completed.

Particular attention shall be given to:

- Children.
- Pets.
- Non-target wildlife.
- Food storage areas.
- Watercourses.
- Sensitive environments.

Control measures shall be implemented before treatment commences.

## **8. TREATMENT STRATEGY**

Treatment shall be based upon inspection findings.

Options may include:

### **Non-Chemical Controls**

- Proofing recommendations.
- Removal of harbourage.
- Removal of food sources.
- Hygiene improvements.
- Trapping programmes.
- Monitoring stations.

### **Chemical Controls**

Where appropriate, rodenticides may be used in accordance with:

- Product labels.
- CRRU Best Practice Guidance.
- Risk assessment findings.

All baits shall be secured within tamper-resistant bait stations unless a risk assessment permits otherwise.

## **9. PROOFING RECOMMENDATIONS**

Proofing forms an essential part of rodent management.

The technician shall identify and record:

- Missing air brick covers.
- Gaps beneath doors.
- Damaged drains.
- Utility entry gaps.
- Broken vents.
- Structural defects.
- External access points.

Recommendations shall be included within the survey report.

## **10. TREATMENT REPORTING**

Following every visit the technician shall leave a treatment report through the District Pest Control App.

Reports shall include:

- Areas inspected.
- Evidence found.
- Products used.
- Bait locations.
- Recommendations.
- Follow-up requirements.

Photographs should be uploaded where appropriate to support findings and recommendations.

## **11. SURVEY REPORT**

Where significant proofing defects or environmental issues are identified, a survey report shall be issued.

The report may include:

- Photographs.
- Entry point identification.
- Harbourage locations.
- Proofing recommendations.
- Hygiene recommendations.
- Drainage concerns.
- Structural concerns.

The report shall clearly distinguish between treatment actions and customer responsibilities.

## **12. FOLLOW-UP VISITS**

Rodent infestations rarely resolve following a single visit.

### **Visit 1 – Survey and Initial Treatment**

- Full inspection.
- Risk assessment.
- Treatment implementation.
- Recommendations issued.

- Photographs recorded.

### **Visit 2 – Follow-Up Inspection**

Normally undertaken 10–14 days after the initial visit.

Objectives:

- Assess bait uptake.
- Assess activity levels.
- Replace or replenish bait where required.
- Review customer actions.
- Update recommendations.

### **Visit 3 – Final Assessment**

Normally undertaken 10–14 days after Visit 2.

Objectives:

- Confirm activity has ceased.
- Remove bait where appropriate.
- Remove temporary control measures.
- Review proofing works completed.
- Close treatment programme.

Additional visits may be required where:

- Heavy infestations exist.
- Significant bait uptake continues.
- Proofing works remain outstanding.
- Activity persists.

## **13. ENVIRONMENTAL PROTECTION**

Technicians shall take all reasonable precautions to prevent:

- Secondary poisoning.
- Environmental contamination.
- Exposure of non-target species.

Rodenticides shall not be used where unnecessary.

The minimum quantity required to achieve control shall be used.

Dead rodents located during treatment shall be removed and disposed of appropriately where accessible.

## **14. TREATMENT COMPLETION**

A treatment programme may be considered complete when:

- No fresh activity is observed.
- No fresh droppings are present.
- No further bait uptake is occurring.
- Monitoring confirms inactivity.
- Recommendations have been issued to the customer.

Proofing recommendations may remain outstanding following treatment closure.

## **15. RECORDS**

District Pest Control shall maintain records of:

- Survey findings.
- Risk assessments.
- Treatment reports.
- Product usage.
- Photographs.
- Customer recommendations.
- Follow-up visits.

Records shall be retained in accordance with company procedures.

## **16. SUMMARY**

Successful rodent control relies upon:

- Thorough inspection.
- Correct species identification.
- Proofing and exclusion.
- Environmental management.
- Responsible rodenticide use.
- Follow-up inspections.
- Customer cooperation.

District Pest Control operates an Integrated Pest Management approach and recognises that long-term rodent control is achieved through inspection, proofing and prevention rather than treatment alone