

Swansea University Residential Services Policy: Pest Control and Infestation Reporting Policy

1. Purpose

This policy outlines Residential Services approach to pest control within student accommodations and provides clear instructions on how students can report pest or infestation issues. The policy ensures a timely and effective response while maintaining hygiene, safety, and welfare standards.

2. Scope

This policy applies to all students residing in university accommodation, as well as staff responsible for maintaining these facilities.

3. Responsibilities

- Residential Services: Responsible for coordinating pest control measures, arranging professional extermination services, and ensuring appropriate signage and communication.
- Students: Responsible for maintaining cleanliness in their accommodation and promptly reporting any pest or infestation concerns.
- Staff: Responsible for conducting inspections and implementing necessary treatments in affected areas.

4. Reporting a Pest or Infestation Issue

Students should report any signs of pests or infestations as soon as they are identified. Reports can be made via the following channels:

- Online: [Log a maintenance request here.](#)
- In-Person: Report directly to the accommodation reception.

5. Identification of Common Pests

Common pests that may be encountered include:

- Rodents (mice, rats)
- Insects (ants, cockroaches, bed bugs, fleas, silverfish)
- Birds (Seagulls or nesting issues)

Signs of infestation may include droppings, nests, bite marks, damaged food packaging, or unusual odours.



6. Response Procedure

Upon receiving a report, Residential Services will take the following actions:

1. Assessment: A member of staff will conduct an inspection within 48 hours.
2. Intervention: If necessary, a professional pest control service will be engaged.
3. Preventative Measures: Recommendations will be provided to students regarding cleanliness and waste management to prevent recurrence.
4. Follow-Up: Affected students will be updated on actions taken and any further steps required.

7. Preventative Measures

Students can help prevent pest infestations by:

- Keeping food stored in sealed containers.
- Disposing of waste properly and using bins with lids.
- Cleaning kitchen and communal areas regularly.
- Reporting maintenance issues, such as gaps in windows or doors, which may allow pests to enter.

8. Emergency Cases

If a pest infestation poses an immediate health or safety risk, students should contact the Residential Services immediately for urgent intervention.

9. Policy Review

Residential Services will annually review this policy to ensure effectiveness and compliance with health and safety standards.

For further information or assistance, please contact Residential Services:

accommodation@swansea.ac.uk

This policy is reviewed annually by the Head of Residential Services in consultation with the Health and Safety Committee. Last Reviewed by:

Sarah Morgan (Head of Residential Services) - Date: 01/03/2025