



Our ref: N/A

Your ref: N/A

Date: 6<sup>th</sup> October 2021

Jennifer Hawthorne  
Regional Manager for Belfast  
NIHE  
1-11 May Street  
Belfast, BT1 4 NA

Via email: [jennifer.hawthorne@nihe.gov.uk](mailto:jennifer.hawthorne@nihe.gov.uk)

Dear Jennifer

## **RE: PEST CONTROL SERVICES**

Thank you for your letter dated 22<sup>nd</sup> July 2021 in response to our letter to the Chief Executive, Grania Long, dated 15<sup>th</sup> June 2021 in respect of the provision of Pest Control services.

At the meeting of the People and Communities Committee on 7<sup>th</sup> September 2021, the elected members agreed to the resumption of Pest Control services to all tenures and to investigate the establishment of a Service Level Agreement (SLA) with both the NIHE and Housing Associations with a view to the Council recouping the costs for these services. This decision was ratified by the Council on 4<sup>th</sup> October 2021.

Given that's there are ongoing recovery challenges within this service and existing waiting times to receive a date for an appointment, we envisage there may be an even longer waiting time for an appointment for these treatments to be carried out, so we will still be recommending to all customers that they contact their housing provider, in case the matter can be expedited by the housing provider.

The Council would welcome a meeting at the earliest opportunity to discuss the possibility of setting up a service level agreement with your organisation in respect of Pest Control services, and I would be grateful if you could contact Vivienne Donnelly, City Protection Manager (email: [donnellyv@belfastcity.gov.uk](mailto:donnellyv@belfastcity.gov.uk)) to arrange a suitable time and date. This meeting could be facilitated online if that is more convenient for your organisation.

Please do not hesitate to contact me if you have any queries.

Yours sincerely

A handwritten signature in black ink that reads 'Siobhan Toland'.

**Siobhan Toland** M.Sc. , F.C.I.E.H  
Director of City Services

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