

PGM & SON



INSPECT. DETECT. PROTECT.

COVID-19 ADVICE FOR PGM & SON PEST CONTROL COMMERCIAL CUSTOMERS

PGM & Son Pest Control Hereford is aware of the importance of protecting public health. It is our job to protect homes and businesses from public health pests.

Covid-19 presents a very real threat to public health and the most vulnerable in our community.

Everyone has a responsibility to help protect the nation from the spread of the virus by following Government guidance; in particular, avoiding all unnecessary contact and practising social distancing.

Pest control is a critical service supporting public health, however, the risks of spreading the virus need to be weighed against the risk of inadequate control and management of pest species.

We are acutely aware that this will cause concern to our customers at this time, so we have put together a list of questions which may help you at this time.

As always, please contact us if you have any questions or concerns either by emailing us at contact@pgmpestcontrol.co.uk or telephoning us on 01981 241334 / 07964 370480.

Will I still receive pest control visits?

We will still carry out visits where it is safe for us, and our customers, to do so. This means that we will undertake an additional risk assessment before visiting.

For many of our customers bait stations are situated externally and we can access those without the need for human contact. If you need to provide us with access to external bait boxes, please ensure that staff members observe social distancing measures and stand back to allow access.

For your safety and ours, we carry full Personal Protective Equipment (PPE) which we will use as appropriate and necessary. This includes gloves, suits and face masks. Please don't be alarmed if we arrive on site fully clothed in PPE as this is for your safety and ours.

If you are a client who normally requests discretion when we visit (for example removal of our vehicle signs) please discuss with us in advance visits at times when use of PPE will not be observed by your customers.

For internal inspections you should ensure that staff members are located to a different area whilst we undertake our inspections. If you cannot accommodate this, please let us know.

Whilst we will do all we can to continue your visit program at this time, please be aware that we reserve the right to refuse to carry out your visit if it poses any risk to our team. We may also insist on safe access for our staff to remove rodenticides during this period.

If there is an imminent threat to public safety from pest activity, we will take steps to ensure that appropriate treatment is carried out.

What happens if I need to call you out when we identify an urgent issue or new pest?

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If you have an issue it will help us if you can email photos of the issue in advance to contact@pgmpestcontrol.co.uk. Please call us on 01981 241334 or 07964 370480 so that we can discuss the issue with you and how best to address it in a way that is safe for you, your customers and our staff. It may avoid the need to visit, which may also be a cost saving for your business.

We are struggling to pay our bill due to the Government's advice / instructions

If you are struggling to pay your bill please let us know immediately so that we can discuss alternative arrangements with you.

As a small family run business we are facing similar problems, however, we don't want to see any of our customers struggle so if you are genuinely facing financial difficulty please let us know so that we can agree a way forward with you.

We don't want visitors on our site at this time, will we still be charged for visits?

Of course, we respect your decision not to allow access to your site to help prevent the spread of Covid-19.

However, you should be aware that you cannot use professional pest control products (unless you have the requisite licenses) and must not touch any bait points. As above, you must permit us safe access to remove rodenticides during this period.

We will discuss a risk-based approach to pest control with you during this time. If there are appropriate measures to enable visits to continue but you refuse to allow them then unfortunately you will still be charged.

However, we will work with you to ensure continued provision of services in a safe environment that is acceptable to all parties as we value your business.