GENERAL INFESTATION GUIDANCE

BIRDS:

Description	Location	Symptoms / Diseases transmitted
Feral pigeons, sparrows and starlings.	Generally found in open public spaces where there is a regular source of food.	Diseases – pigeon excrement can transmit diseases to humans e.g. Histoplasmosis, Ornithosis, Cryptococcosis and Salmonellosis. These birds can cause noise problems and can block gutters and down pipes with their droppings. Their droppings can also contribute towards accidents, result in complaints from customers due to soiled clothing, they also spread disease and damage goods, furnishings and buildings.
Preventative Measures	**Procedure for Infestations**	**Treatment of Infestations**
Regular cleaning regime, removal of food waste to reduce the attraction. Do not feed pigeons signs may also be displayed. There are several proofing measures that can be carried out by an appropriate contractor: Netting; Spikes; Audible deterrents; Hawk. New buildings should incorporate pigeon proofing designs.	Contact the company with the contract for the provision of pest control services for Railway Estates. All emergency treatments will be undertaken within 24 hours. All other requests by the Shift Station Manager will be undertaken within a 72 hours period unless otherwise agreed. Should any follow up visits be required then these will be undertaken until the infestation is under control.	Increase the number of preventative measures.

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RATS:

Description	Location	Symptoms / Diseases transmitted
Two species of rat are commonly found in the UK. The **Common Rat** (also known as the brown or sewer rat) is 225mm long with a brown and grey stomach. Tail is shorter than its body, and its droppings are about the same size as a peanut. The **Black Rat** (ship rat) is found only in a few cities, mainly sea ports. Not likely to be found.	Common rat is generally found in sewers and infestations are likely to be associated with drain defects, e.g. broken pipes, or manhole covers. Black rat is commonly found high up in buildings in roof spaces or ducts.	Disease. Rats have been known to chew through insulation on electric cables and cause fires.
Preventative Measures	**Procedure for Infestations**	**Treatment of Infestations**
Buildings should be rat proof, close fitting metal plates should be fixed to doors and collars should be fixed where pipes pass through walls. Refuse should not be allowed to accumulate. Regular inspections by an appropriate pest control contractor. Bait boxes distributed around the station.	Contact the company with the contract for the provision of pest control services.	Increase the number of bait boxes.

MICE:

Description	Location	Symptoms / Diseases transmitted
Mice are much smaller than rats, their maximum length is 100mm. They are brown / black and grey underneath and the tail is the same length as the body.	Generally found in cavities in the building or they can nest in food storage areas.	Diseases. First signs of infestations are normally the signs of droppings (resembling black rice grains) and their bite marks.
Preventative Measures	**Procedure for Infestations**	**Treatment of Infestations**
Bait boxes distributed around the station. Mice proofing. Thorough cleaning regime. Regular inspections by an appropriate pest control contractor.	Contact the company with the contract for the provision of pest control services.	

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