



# Independent Pest Troubleshooting

## Case Study on Chronic Central London Mouse Infestation

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### The site

Pesttrain were called in to a large commercial office which had been suffering from a prolonged and widespread mouse infestation for many years. Sightings by staff were common place across almost all of the floors. The risk to data and electric cables was a particular concern, as was



the health risk posed by the mice in staff kitchens and catering. Whilst there was a pest contractor on site, the client became increasingly frustrated at the contractor asking for additional money, outside of their agreed contract, to resolve the issues and the apparent lack of sustained control.

### The Inspection Process

Our team carried out an initial in-depth inspection with a number of key aims: To fully review the contractor's products, processing and paperwork; appraise the level of service and compare against 'best practice'; assess the true level of infestation; try to establish 'root cause' (where and why the mice are coming from); provide a detailed summary of other factors contributing to pests (housekeeping, proofing etc.); where applicable, propose and provide management strategies and finally ensure that the actions on site are legally compliant. All with a view to providing a sustained reduction in the risk and financial costs associated with rodents and other pests.

### The Techniques



We use a number of methods to ensure we can get the most accurate assessment of the site. These include thermal imaging cameras, motion sensor cameras; UV tracking compounds and also, importantly- the historical data

which *should* detail the worst of the locations.

### The Findings

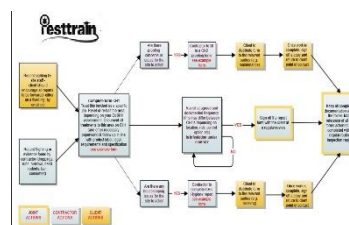
The sightings that the staff were reporting and the feedback from the contractor were significantly lower than the true size and spread of the problem. Mice were posing a serious threat to public health in the kitchens and there

was little understanding as to where the mice were moving between levels. Using our monitoring methods, we identified significant levels of bait and trap avoidance, although the contractor was typically responding to 'emergency' calls by simply adding more of the same to the area.

Pesttrain plotted the apparent 'random' sightings and quickly identified that a significant number of the issues were centered around a key riser leading to the main loading bay. A regime of proofing was agreed with the client to tackle the key ingress points. In addition, given the level of aversion and avoidance, baits and traps were changed and moved.



It also became clear that whilst the contractor was placing baits in accessible floor areas, much of the activity was actually based in the ceiling voids.

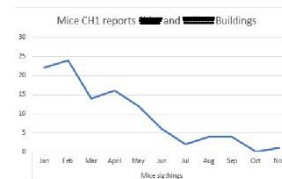


Finally we introduced a new management and reporting system (agreed by both the client and the contractor) to ensure that there was improved communication on issues which needed resolving.

### Results

As a result of the intervention, mice sightings and more importantly, the base population showed a significant reduction in the first quarter.

Housekeeping improved in catering areas. Importantly, mindful of external auditing, the contractor's performance also improved dramatically.



As well as the reduction in pest numbers, the total additional spend on pest control for the site in the first 12 months **decreased** by over £20,000.

Contact [Chris@pesttrain.co.uk](mailto:Chris@pesttrain.co.uk) to discuss how Pesttrain may be able to help with your site(s)