

Ref: FOI2026/02019

Thank you for your recent request under the Freedom of Information Act.

Please find the answers to your queries below:

Under the Freedom of Information Act 2000, could you please provide the following information from the last 12 months:

1. In each of the calendar years 2023, 2024 and 2025, how many pest-related complaints, reports or service requests did the council receive, broken down by pest type: rats; mice; bedbugs; cockroaches; wasps; fleas; ants; other?

If you do not record by pest type, please give the total.

Please see the table below. These are all the categories on our database:

Code	Complaint	2022/23	2023/24	2024/25	2025/26
Pest Codes					
PIN	Insects	2	5	1	6
PPI	Pigeons	1	2	1	5
PRA	Rats	34	22	26	35
Total Number - Pest Codes		37	29	28	46
Waste Codes					
FLY	Flytipping	0	11	6	1
GRE	Refuse Commercial	0	1	1	2
LA	Land Accumulation	13	11	6	15
Total Number - Waste Codes		13	23	13	18

2. In each of the calendar years 2023, 2024 and 2025, how many pest control treatments or callouts at residents' homes did the council carry out or arrange through a contractor?

Treatments are undertaken through a contractor.

2023/24 - 535

2023/24 - 474

2024/25 - 387

2025/26 – 369

3. In each of the calendar years 2023, 2024 and 2025, how many fly-tipping incidents did the council record?

Please see the table above.

4. As at the date of your response:

(a) does the council offer a pest control service to residents for their homes (yes/no):

Yes.

if it has been withdrawn or reduced since 2015, in which year?

N/A

(b) is the service delivered in-house or by a contractor, and if so, which?

Brand Pest Control and SDK Environmental Ltd.

(c) what is the standard charge to a resident for a rat treatment, and for a bedbug treatment, including VAT?

This information is publicly available and can be found on our website via the following link:
<https://www.guildford.gov.uk/pestcontrol>

(d) which residents, if any, qualify for free or discounted treatment?

This information is publicly available and can be found on our website via the following link:
<https://www.guildford.gov.uk/pestcontrol>

(e) the web address of your pest control page:

<https://www.guildford.gov.uk/pestcontrol>

Yours sincerely

FOI Team

Guildford Borough Council