

1. How many pest control call-outs to residential properties did you carry out for the following pests in 2017, 2018, 2019?

We are unable to provide the data in calendar years, I have provided the data in financial years, this is because we contract out the service, our contractor undertook the following number of visits during the time period specified below:

| | 2016/2017 | 2017/2018 | 2018/2019 |
|--------------------------------|-----------|----------------------------|---|
| Rats | 2428 | 2404 | 2771 |
| Mice | 621 | 621 | 605 |
| Bees, Wasps and Hornets | 513 | 168 | 353 |
| Ants | 3 | 2 | 1 |
| Cockroaches | 14 | 6 | 6 |
| Bedbugs | 26 | 22 | 14 |
| Fleas | 18 | 17 | 4 |
| Other | Moths - 5 | Moths – 1 Squirrels - 2 | Carpet Beetles – 3 Cluster Flies - 3 |
| We don't offer these services | | | |
| We refer them to a third party | Yes | Yes | Yes |

2. How many of the pest infestations were located in the following areas?

Data Not recorded

| | 2017 | 2018 | 2019 |
|----------------------|------|------|------|
| Kitchen | | | |
| Bathroom | | | |
| Bedroom | | | |
| Garden/outside space | | | |
| Living room | | | |
| Other | | | |