

Questionnaire Survey

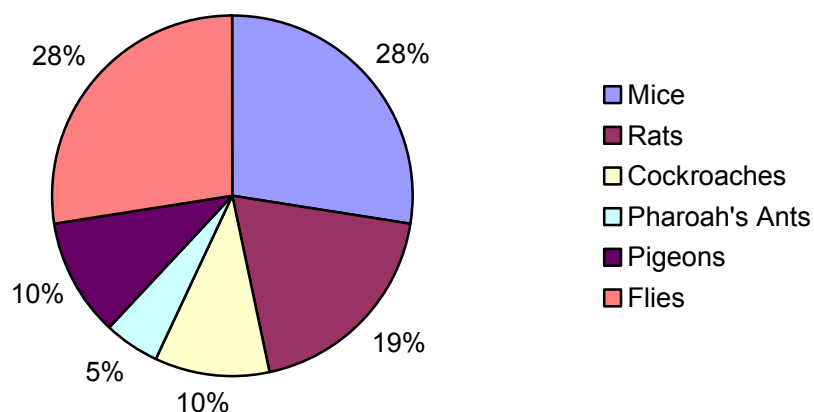
A questionnaire of 154 food premises in Richmond was undertaken to assess the extent of pest problems in the area and engage local businesses in pest issues.

Of the sample population (154) 45 premises sent back a completed questionnaire (29%).

15 of the 45 respondents had no knowledge of any pest control problems at their premises. Therefore two thirds of respondents have experienced problems with one or more types of the specified pests.

Of those who have experienced problems mice flies and rats were the most problematic pests. The following chart shows the “share of the market” allocated to the 6 pests.

Pest Experience in Richmond



5 respondents declared that they are currently experiencing problems with one or more of the pest types:

Pest Type	No. of Premises Affected
Mice	1
Rats	2
Cockroaches	0
Pharaoh's Ants	1
Pigeons	1
Flies	2

30 of the 45 respondents have pest control contracts. Scheduled visits by pest controllers vary from 3 per year to 12 per year.

There appears to be no firm correlation between those who have been affected (or who are currently affected) by pests and whether or not they have a pest control contract (although the sample size was too small to get any valuable correlation results). Nor did there appear to be a correlation between the number of scheduled visits by their pest controller and pest incidence (again though the sample size would have to be larger to confirm this result with any confidence).

The most common company used for pest control is Rentokil with 8 contracts. The following table shows how that compares to other companies:

Spread of Pest Control Trade in Richmond Town

<u>Pest Control Company</u>	<u>No.</u>
Rentokil	8
Ecolab	3
Euroguard	2
Fairway	2
APC	1
Checkpest	1
Cleankil	1
Crusader	1
Fairway	1
Forward	1
Igrox	1
Richmond Council	1
Standby	1
York	1
<i>Did not specify</i>	2

All of those who have a pest control contract said that they were satisfied with the service they received from their pest control company.

When asked *“Do you feel that there is anymore we can do to help you?”* the majority of the respondents replied *“No”*. There were 4 premises who felt that there was more we could do to help and all offered comments, namely:

1. *“Shoot the pigeons”;*
2. *“Keep Richmond cleaner like years ago”;* and
3. One respondent said, whilst referring to rubbish and rat sightings, *“Better monitoring of Quadrant Road would be beneficial”.*
4. *“Keep more of a track on pests in communal areas. Help towards the costs of rubbish removal”*