InformationNOW
Information for people in Newcastle upon Tyne

Dealing with rubbish and pests

Pest Control

If you are bothered by pests such as mice, rats, or insects in your home or garden, **Your Local Services at Newcastle City Council** can help you. The team deals with pest and insect control in all domestic homes in Newcastle and advice on further prevention.

There will be a charge for treatments of all pests, unless you are a **Newcastle Council Housing** tenant. You will be told the charges involved before the work starts.

How to report a problem to Pest Control

If the problem is with:

- **Your house or property:** report your problem and request a visit from Your Local Services at Newcastle City Council.
- **Your council house or tenancy:** report problems to Newcastle Council Housing Services or at your local Community Housing Offices
- **Someone else's house or property:** contact Public Safety and Regulation – Newcastle City Council.

What happens after I report a problem?

Your Local Services at Newcastle City Council will arrange to visit you. You can expect them to:

- Provide a discreet service (their vehicles are not identified as belonging to pest control)
- Visit you at the appointment time and date that they have agreed with you
- Assess your problem and take the necessary course of action
- Give you advice on protecting your premises against future infestation

You can read more about the service they provide on the **Newcastle City Council website.**

Assisted Lift Service

One of the household tasks that you may struggle with is moving your wheeled bin to and from the collection area. This could be due to your age, a health problem or a disability.

If you don’t have anybody living in your home who can help you with this, alternative arrangements will be made by the City Council’s Neighbourhood Services. This is known as the **Assisted Lift Service**. The service is **free** and is available on either a short-term or a long-term basis.

If you wish to be considered for the Assisted Lift Service, contact **Your Local Services at Newcastle City Council.**

If you already have an Assisted Lift for your refuse collection, you will automatically receive this service for your recycling collection.

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Useful Organisations

Newcastle City Council Community Hubs

Email: council.housing@newcastle.gov.uk

Website: www.newcastle.gov.uk/housing

Telephone: 0191 278 8600

Address: Newcastle City Council, NE1 8QH

Newcastle Council Housing Services

Email: council.housing@newcastle.gov.uk

Website: https://new.newcastle.gov.uk/housing/council-housing/

Telephone: 0191 278 7878

Address: Newcastle City Council, NE7 7LX

Newcastle City Council

Website: www.newcastle.gov.uk

Telephone: 0191 278 7878

Address: Civic Centre, NE1 8QH

Your Local Services at Newcastle City Council

Website: www.newcastle.gov.uk/envirocall

Telephone: 0191 278 7878

Help for Hoarders

Website: http://www.helpforhoarders.co.uk/

Public Safety and Regulation – Newcastle City Council

Email: psr@newcastle.gov.uk

Website: http://www.newcastle.gov.uk/environment-and-waste/environmental-health-and-pest-control

Telephone: 0191 278 7878

Address: Newcastle City Council, NE1 8QH

Related Articles

Vandalism and graffiti

Getting repairs and decorating done

Help with gardening

Getting advice about your landlord or housing issues

When collecting clutter or hoarding can become a problem