



Ministry  
of Defence

Secretariat  
Defence Infrastructure Organisation  
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[www.gov.uk/DIO](http://www.gov.uk/DIO)

20 September 2017

Ref. FOI2017/08244

Dear [REDACTED],

Thank you for your email of 22 August 2017 requesting the following information:

*"Under the Freedom of Information Act please may I ask that you forward me copies of all reports & recommendations from Pest Control who attended [REDACTED] on four separate occasions for my perusal".*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence (MOD) and I can confirm that all the information in scope of your request is held.

The information you have requested can be found at annex A,B and C, some of the information falls entirely within the scope of the absolute exemptions provided for at sections 40 (Personal Data) and Section 43 (Commercial).

Section 40(2) has been applied to some of the information in order to protect personal information as governed by the Data Protection Act 1998. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

Under Section 16 of the Act (Advice and Assistance) you may find it helpful to note that we are awaiting receipt of the fourth report and will forward this on to you as soon as it becomes available.

If you have any queries regarding the content of this letter, please contact this office in the first instance

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-FOI-IR@mod.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

DIO Secretariat



# Service Visit Report

Tel: 0344 335 0330  
Email: mpc.info@mitie.com  
Web: http://pestalert.mitie-xtra.com




Customer Name: CARILLIONAMEY (HOUSING PRIME)  
Mitie Contract Num: C29426  
Date of Visit: 17/07/2017  
Site Name: COLCHESTER (Mon p.m & Wed p.m) CO2  
Mitie Site Ref: 35640




Visit ID: 5176026 Completed for Bedbugs

Visit Address: [REDACTED]  
Customer Ref 1: 7209-2105  
Visit Summary: 7209-2105  
Bed bugs eradicate infestation  
Bed bugs issue in property

## Actions

### Other

5176026/1:  Contract works  
Finding Details: Call out for bed bugs in bedroom. 2 live bed bugs killed on mattress. Own has put it outside and is going to get a new one.  
Action Taken: Bed frame and room treated with Cimetrol super x 2 litres. Advised to launder again bedding and pillows.

Priority: Green  
Action By:   
Mitie  
Date Completed: 17/07/2017  
Completed By:   
Action Complet 

Photos for finding: 5176026/1:




# Standards Achieved

## Actions - Summary

Findings & Recommendations we found on this visit:

Finding Type/ Area Reported	Qty	
Contract works		
Other	1	

### Key

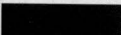
-  Housekeeping  
Resolve in-house hygiene issues e.g. water & food sources, box stacking & inaccessible areas.
-  Proofing  
Rectify structural concerns e.g. holes allowing access and gaps under doors.
-  Contract Works  
Any item that is covered under your contract.


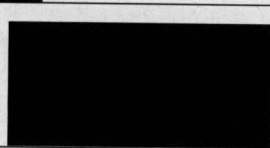
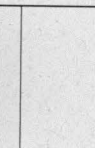
Call 0345 017 1069 now to proceed with our findings & recommendations, quoting reference: 5176026

## Materials Used


A summary of materials used on today's visit:

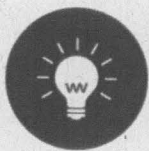
Material Name	Qty
Cimetrol Super	4 ltr

Customer Signatory: 

		
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Time In: 16:24  
Time Out: 17:17

Mitie Representative Name: 



Did you know? Mitie also provides grounds maintenance, gritting and waste management services!  
Call us today 0345 017 1069





# Service Visit Report

Tel: 0344 335 0330  
Email: mpc.info@mitie.com  
Web: http://pestalert.mitie-xtra.com



Customer Name: CARILLIONAMEY (HOUSING PRIME)  
Mitie Contract Num: C29426  
Date of Visit: 31/07/2017  
Site Name: COLCHESTER (Mon p.m & Wed p.m) CO2  
Mitie Site Ref: 35640

Visit ID: 5189088 Completed for Bedbugs

Visit Address: [REDACTED]  
Customer Ref 1: 4001-2108  
Visit Summary: 4001-2108  
Bed bugs eradicate infestation - more have been found in bedroom - occupant concerned as has ordered a new mattress and wants the whole property clear before new furniture arrives

## Actions




### Other

5189088/1:  Contract works

Finding Details: Call out for bedbugs in main bedroom.  
Bedbugs seen on curtains and in built in wardrobe by occupant.

Action Taken: Advised to launder all clothing and curtains. Treated room again with Cimetrol super x 2 litres.  
If problems remain a quotation for a full treatment using Steam, insecticide and dust (SID) should be considered in this property.

Photos for finding: 5189088/1:

Priority:	Green
Action By:	Mitie 
Date Completed:	31/07/2017
Completed By:	
Action Complet 	




# Standards Achieved

## Actions - Summary

Findings & Recommendations we found on this visit:

Finding Type/ Area Reported	Qty	
Contract works		
Other	1	

### Key

-  Housekeeping  
Resolve in-house hygiene issues e.g. water & food sources, box stacking & inaccessible areas.
-  Proofing  
Rectify structural concerns e.g. holes allowing access and gaps under doors.
-  Contract Works  
Any item that is covered under your contract.

Call 0345 017 1069 now to proceed with our findings & recommendations, quoting reference: 5189088

## Materials Used

A summary of materials used on todays visit:

Material Name	Qty
Fendona 6 SC	2 ltr

Customer Signatory:

[Redacted signature box]

Time In: 16:43  
Time Out: 17:41

Mitie Representative Name:

[Redacted name box]



Did you know? Mitie also provides grounds maintenance, gritting and waste management services!  
Call us today 0345 017 1069





# Service Visit Report

Tel: 0344 335 0330  
 Email: mpc.info@mitie.com  
 Web: http://pestalert.mitie-xtra.com



Customer Name: CARILLIONAMEY (HOUSING PRIME)  
 [Redacted]  
 Date of Visit: 02/08/2017  
 Site Name: COLCHESTER (Mon p.m & Wed p.m) CO2  
 Mitie Site Ref: 35640

Pest Activity	
Name	Active
Bedbugs	Yes

Visit ID: 5192943      Completed for Bedbugs      Visit Price: [Redacted]

Visit Address: [Redacted]  
 Customer Ref 1: 4001-2108  
 Visit Summary: F/Up 4001-2108  
 Bed bugs eradicate infestation – more have been found in bedroom – occupant concerned as has ordered a new mattress and wants the whole property clear before new furniture arrives

## Actions

### General site overview

<p>5192943/1:  Contract works</p> <p>Finding Details: Called out to treat 2 bedrooms for bedbugs as further activity found by occupants. I saw none during this treatment but treatment was carried out as it is known that there are bedbugs in the property.</p> <p>Action Taken: Treatment of the bedframes, pictures, carpets and 1 mattress with 2 litres of Fendona 6sc. Occupant is removing bedding, curtains and clothing for laundering. Told to leave rooms to dry which will take up to 2 hours. Once water has evaporated the rooms are safe to use as normal.</p> <p>Photos for finding: 5192943/1:</p>	<p>Priority: Green</p> <p>Action By Mitie: [Redacted]</p> <p>Date Completed: 02/08/2017</p> <p>Completed By: [Redacted]</p> <p>Action Complet [Redacted]</p>
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<p>5192943/2:  Contract works</p> <p>Finding Details: Bedbugs have been found alive in this property before today's visit.</p> <p>Action Taken: For this reason insecticidal treatment is being carried out.</p> <p>Photos for finding: 5192943/2:</p>	<p>Priority: Green</p> <p>Action By Mitie: [Redacted]</p> <p>Date Completed: 02/08/2017</p> <p>Completed By: [Redacted]</p> <p>Action Complet [Redacted]</p>
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

# Standards Achieved

## Actions - Summary

Findings & Recommendations we found on this visit:

Finding Type/ Area Reported	Qty	
Contract works		
General site overview	2	

### Key

-  Housekeeping  
Resolve in-house hygiene issues e.g. water & food sources, box stacking & inaccessible areas.
-  Proofing  
Rectify structural concerns e.g. holes allowing access and gaps under doors.
-  Contract Works  
Any item that is covered under your contract.

Call 0345 017 1069 now to proceed with our findings & recommendations, quoting reference: 5192943

## Materials Used

A summary of materials used on todays visit:

Material Name	Qty
Fendona 6 SC	2 ltr

Customer Signatory:

[Redacted signature box]

Time In: 15:36  
Time Out: 16:47

Mitie Representative Name:

[Redacted name box]



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