

Reference: 1736549

Information Rights
Information.requests@ofcom.org.uk

16 January 2024

Freedom of Information: Right to know request.

Thank you for your request for information about bug infestations and exterminations.

We received this request on 15 December 2023 and have considered it under the Freedom of Information Act 2000 ("the Act").

Your request and Our response

For 2023 please can you provide information on:-

- The number of instances of bug infestations being identified in your office buildings (such as bed bugs, ants, cockroaches, wasps, hornets)*
- The type of infestation*
- The number of occasions that external contractors have been 'hired' to carry out exterminations or cleaning operations related to bug infestations. If this is covered in building services contract then the number of times a work job or action has been raised to deal with the issue.*
- The cost(s) of dealing with bug infestations, just high level costs will be fine.*

We have had 3 instances,

- Once in Baldock for Earwigs.
- Once in Birmingham for black ants.
- Once in London for fruit flies. This cost was included in our contract as it was related to an infestation in the soil of our indoor plants.

In relation to cost, this was around £200 per call for Baldock and Birmingham.

The cost would normally depend on severity, scale and type of infestation.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely,

Information requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#).

Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF