



COMMUNICATION UPDATE

TO:	Mayor and Members Board of Health
DATE:	August 28, 2023
SUBJECT:	Resumption of Pest Complaint Investigations Under the City of Hamilton Property Standards By-law No. 10-221 (City Wide)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Kevin McDonald Director, Healthy Environments Division Public Health Services
SIGNATURE:	

This communication provides the Board of Health with an update concerning the resumption of investigations related to pests, as defined under Section 26 of the City of Hamilton Property Standards By-law No.10-221.

Public Health Services staff have worked with colleagues in Licensing and By-law Services Division of the Planning and Economic Development Department to recruit a full-time Municipal Law Enforcement Officer for the sole purpose of investigating pest control complaints applicable under the By-law.

Both Licensing and By-law Service and Public Health Services are presently providing orientation and training to the “new” Officer. **Pest Control investigations will resume effective Wednesday, September 6, 2023.**

Ward Offices that are made aware of community residents who are experiencing pest-related issues and/or concerns that may require investigation and potentially enforcement under the By-Law or, if a property owner has questions and/or concerns related to the prevention and management of pests, are asked to please forward compliant details to the City’s Customer Contact Centre by emailing info@hamilton.ca, or by calling (905) 546-2489. Customer Contact Centre agents receive the information for the reported complaints, as well as log an refer to Public Health Services for follow-up.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

BACKGROUND

I am pleased to report that the complaints and/or requests for consultation received by Public Health Services during 2020-2022 have been followed-up, investigated, and these files have been closed. Of the 174 complaints received in 2023, we have resolved/closed 156 files, and are currently working to address the remaining 18 files.

Table 1 (below) provides information related to both pest control complaints under the municipal By-law as well as vector-borne disease complaints and/or enquiries that involve pests.

Please note that Mosquitoes/Standing Water and Ticks complaints are not subject to Section 26 of the Property Standards By-Law but are actioned for investigation and/or consultation within the Health Hazards & Vector-Borne Diseases Program and further that these investigations resumed in-full April 2022.

Table 1: 2020 to 2023 Vector-borne Disease Program Complaint Statistics

2020 (139 complaints received January 1 – March 16, 2020)			
Pest Type	File Active/Ongoing	File Resolved/Closed	Total Complaints
Bed Bugs	0	78	78
Cockroaches	0	32	32
Mice	0	10	10
Rats	0	27	27
Mosquitos/Standing Water*	0	1	1
Ticks*	0	0	0
Other*	0	3	3
TOTAL	0	151	151
2021 (January 1 – December 31, 2021)			
Pest Type	File Active/Ongoing	File Resolved/Closed	Total Complaints
Bed Bugs	0	10	10
Cockroaches	0	1	1
Mice	0	1	1
Rats	0	1	1

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Mosquitos/Standing Water*	0	1	1
Ticks*	0	0	0
Other*	0	1	1
TOTAL	0	15	15

2022 (January 1 – December 31, 2022)

Pest Type	File Active/Ongoing	File Resolved/Closed	Total Complaints
Bed Bugs	0	23	23
Cockroaches	0	2	2
Mice	0	4	4
Rats	0	5	5
Mosquitos/Standing Water*	0	54	54
Ticks*	0	43	43
Other*	0	12	12
TOTAL	0	143	143

2023 (Year-to-Date – August 23, 2023)

Pest Type	File Active/Ongoing	File Resolved/Closed	Total Complaints
Bed Bugs	4	22	26
Cockroaches	0	4	4
Mice	0	1	1
Rats	0	3	3
Mosquitos/Standing Water*	13	66	79
Ticks*	0	56	56
Other*	1	4	5
TOTAL	18	156	174

Should you require further information about this Communication Update, please do not hesitate to contact Matthew Lawson, Manager, Health Hazards & Vector Borne Diseases Program at Ext. 5823 or matthew.lawson@hamilton.ca.

APPENDICES AND SCHEDULES ATTACHED

Not Applicable.