



## Rats

### How to identify a rat

It is easy to confuse rats and mice, so please check to confirm which is which.

	Rat	Mouse
Photos courtesy of Killgerm Group Ltd		
Colour	Brown to grey-black	Brown to grey, lighter underneath
Size	Body 5 – 6 inches (13 – 15 cm) Tail 4 – 5 inches (10 – 13 cm) – the tail is shorter than the body Ears – quite small	Body 2 – 3 inches (5 - 7 cm) Tail 3 – 4 inches (7 – 10 cm) – the tail is longer than the body Ears – large
Droppings	Black Baked-bean size Rugby-ball shape	Black Rice-grain size and shape
Damage	Gnawing cables and woodwork, like skirting boards and doors	Gnawing cables and woodwork, like skirting boards and doors
Food	Will eat anything available in the open and in cupboards	Will eat or move anything available in the open and in cupboards
Sounds	Gnawing, scratching and squeaking	Gnawing and scratching
Active	Usually at night	At night

If you think you have found a mouse rather than a rat, see the [section on mice](#) for details

### Treatment for rats

- Rat trapped in a dwelling and you know it is still there  
Urgent – phone 020 7364 5007, Monday to Friday 9am to 5pm, to let us know.  
On weekdays we will call you back and aim to arrange a visit within 24 hours of your call. The pest control service does not operate at weekends.  
On the visit, we will try to kill the rat, but will leave a trap and / or poison bait if necessary.  
We will make any follow-up appointments needed to make sure the home is clear of rats.

This is a **free** service for all Tower Hamlets residents. Please note – if we find that the pest is a mouse rather than a rat, and you are not entitled to free treatment, you will have to pay, via the Customer Contact Centre, before we can carry out any treatment, or you will have to make a later appointment – see the [section on mice](#) for details

- Other sightings or signs of rats in a dwelling

Phone 020 7364 5007, Monday to Friday 9am to 5pm, and we will make an appointment to visit you.

On the visit, we will leave a trap and / or poison bait as necessary.

We will make any follow-up appointments needed to make sure the home is clear of rats.

This is a **free** service for all Tower Hamlets residents. Please note – if we find that the pest is a mouse rather than a rat, and you are not entitled to free treatment, you will have to pay, via the Customer Contact Centre, before we can carry out any treatment, or you will have to make a later appointment – see the [section on mice](#) for details

- Rat in a garden

Phone 020 7364 5007, Monday to Friday 9am to 5pm, and we will make an appointment to visit you.

The treatment will depend on the circumstances and the number of rats, and the Pest Control Officer will explain this to you during the visit.

We will make any follow-up appointments needed to make sure the garden is clear of rats.

This is a **free** service for all Tower Hamlets residents.

- Rat in a public area

Phone 020 7364 5007, Monday to Friday 9am to 5pm, to let us know – please give us very specific details of the location (for example, the door number of the building it was nearest to).

We will arrange to come and investigate, and you do not need to attend an appointment.

There is **no charge**.

#### Preventing rats coming into your home

- Close off access points, such as holes in walls or floors.
- Keep food in secure containers.
- If you have left-overs after a meal or waste from preparing food (such as vegetable peelings), put them in the recycling or the bin immediately.