WASPS

How to recognise activity — and when to call for help

Signs of an active nest

- A steady stream of wasps using the same hole, gap or roof edge.
- A grey-brown, papery nest in a loft, garage, shed, hedge, tree, wall void or underground.
- Persistent buzzing from a roof space, ceiling or cavity.

Wasps or bees?

- Wasps are usually smooth-bodied with a narrow waist and clear yellow-and-black markings.
- Honey bees are generally hairier and browner. Bumblebees are rounder and very furry.
- Identification from a safe photo is best. Do not approach an entrance to get a closer image.

Important

- Do not block the entrance to an active nest. This can force wasps into the building.
- Many nests can be left alone if they present no risk. Treatment is appropriate where people, pets or access routes are threatened.

Severe reaction? Call 999.

Difficulty breathing, swelling of the mouth or throat, sudden dizziness, confusion or collapse can be signs of anaphylaxis.

KEEP EVERYONE SAFE

Simple steps that reduce risk before your technician visits

Please do

- Keep children, visitors and pets away from the flight path and nest area.
- Close nearby windows and doors if this can be done without approaching the nest.
- Note where wasps enter and leave. A short video from a safe distance can help.
- Tell us about allergies, pets, fish ponds or tanks, difficult access and any products already used.

Please do not

- Do not spray, strike, burn, flood or try to remove a nest yourself.
- Do not enter a loft or climb a ladder to investigate.
- Do not seal the entry hole while the nest is active.
- Do not stand in the flight path. Disturbance can trigger defensive behaviour.

Helpful information for your booking

Where is the activity?

How long has it been present?

Is the nest visible or inside a void?

Is anyone at the property allergic to stings?

Need advice before the visit?

Call 0121 270 5560 • Mobile / WhatsApp 07725 839 993

WHAT TO EXPECT

Every nest and access point is different; your technician will explain the plan

1 Inspect and identify

- We confirm the insect, locate the activity and assess access, nearby people, pets and environmental risks.

2 Choose the safest suitable method

- Depending on the nest and location, this may involve a professional-use treatment, direct nest removal or another control method.
- Products are selected and applied according to their label and the site-specific risk assessment.

3 Explain the exclusion period

- Keep clear of the treated area for the period your technician specifies. Advice can vary with the product, nest location and site conditions.

4 Monitor activity

- Some wasp activity may continue temporarily as returning foragers reach the treated nest.
- Do not add another insecticide or seal the entrance. Contact us if activity persists beyond the timeframe given at the visit.

Will the nest be removed?

Not always. Removal depends on access, condition and risk. Your technician will advise whether removal is useful and when it can be done safely.

AFTER THE VISIT

Follow the instructions left for your property and treatment

Aftercare checklist

- Keep people and pets out of the treated area for the advised period.
- Do not disturb the entrance or apply extra products.
- Only seal gaps after the technician confirms the nest is inactive.
- Report persistent or increasing activity using the follow-up advice provided.

Reduce future problems

- Keep outdoor bins clean and lids closed; rinse food and drink containers.
- Clear fallen fruit and cover sugary food and drinks outside.
- Inspect sheds, eaves and roof edges early in the season.
- Repair suitable gaps only when no active nest is present, while preserving required ventilation.

If someone is stung

Wash the area with soap and water and apply a cold compress. A wasp normally does not leave its sting behind. For swelling, pain or other concerns, follow current NHS advice or speak to a pharmacist.

Call 999 for suspected anaphylaxis

Especially breathing difficulty, mouth or throat swelling, sudden confusion, severe dizziness or collapse.

Treatment record

Visit date: _____

Nest / activity location: _____

Treatment and aftercare notes: _____

Medical guidance: NHS “Insect bites and stings” and “Anaphylaxis” (checked 25 August 2026). This guide does not replace instructions for your specific treatment.