

S00010 – Sean Smith

The Act: regarding landholders license required for possum removal from home owner or strata manager even though we are a qualified pest control company is a joke.

We have had nothing but dilemmas since this 'LAW' was made aware to us earlier this year, even though we have been carrying this service out now for over 10 years. Why was this never brought to our attention earlier when we send through our record sheets, why has it only recently been enforced if it was something that we should have been doing all along?

We have lost clients from this and also almost lost a possums life due to the fact it took almost a week for them to receive the license and wires would not attend due to the location of the possum. (we had to hire a cherry picker and remove partial of the roof to get inside which is something wires would not do, they also told us to take to the vet and the vet was to let it go in the bush away from where it was caught?)

Not only that, your offices where not very informative or helpful whenever we or a client phoned to see where the application should be sent, half of the workers we spoke to didn't even know what we were talking about! Hours wasted on a phone call that got us no where.

I have attached multiple discussions with Bonnie Dench regarding how much of a hassle it has been and we are the point now where we aren't sure if we even want to renew our license for this service. Doesn't seem like it is worth the hassle of going through all this when we are Licensed!