

# NEWLAND POULTRY

## New Chickens - Good Management Guidelines & Guarantee

We hope you will be pleased with your new chickens - they come with a 2 week guarantee and a lifetime of free advice so if you have any queries or concerns please do not hesitate to contact us. Our 2 week guarantee is against disease (but not mis-management) provided the list below is adhered to. The following are normal, basic rules for good management of young poultry, & apply to any pullets which are being introduced to a new home, wherever they come from.

- **They should not be mixed with other hens until 2/3 weeks after arriving at their new home.** *Why: young chickens have an immature immune system which may not be able to cope with disease challenges from other hens. Hens reared in different areas develop natural immunity to a range of different diseases. All properties and birds have their own diseases and pathogens present - a healthy, vaccinated hen who is a good body weight and has no extra stress (e.g. meeting new hens) should be able to cope with this and naturally build immunity. If however, too many stresses are placed on her at one time, her immune system will not be able to cope & she can even succumb to diseases she has been vaccinated against.*
- **They should not be mixed with hens showing signs of illness, or which have been unwell in the past.** *Why: many poultry diseases remain dormant in a seemingly healthy hen, and may crop up again at times of stress or be passed to newcomers who have never had exposure.*
- **Ensure all new hens have a full crop of food each night when they are perching (this can be felt as a semi-soft golf ball sized lump at the base of the front of the neck) the crop should then feel empty in the morning before the hen has access to food and water.** *Why: If a hen feels intimidated by other hens she will not eat enough food (even if it is right in front of her). She can then become thinner and weaker and her immunity to disease will drop. It is also very common for nervous or hungry hens to pick up and eat 'non-food' items which then cause blockages in the crop or gizzard. This is why it is important not to mix them with other hens for 2/3 weeks to prevent any intimidation and feeding problems.*
- **They should have constant access to an age appropriate, good quality chicken feed, grit & mixed oyster shell and fresh, clean water.**
- **They should ideally be kept free-range, or in a good sized run (recommended size - at least 1m sq. per bird).** *Why: all hens need plenty of daily exercise, walking and running to maintain health and fitness. Hens kept in cramped conditions will not only be unhealthy but may develop behavioural problems such as feather pecking.*
- **They should be kept in a clean, well ventilated, vermin proof house.** *Why: Ventilation and hen health are closely linked. Many hen houses do not have enough ventilation and this can cause respiratory diseases which hens are prone to. Dirty bedding harbours disease and gives off ammonia which is very damaging to chickens respiratory system.*
- **The birds should be regularly checked for lice or mites & housing should be checked for signs of red mite.** *Why: Biting mites not only cause intense irritation but spread disease and weaken birds. Red mite and Northern Fowl Mite can kill.*
- **They should be wormed with Flubenvet (the only licensed poultry wormer) 4 times per year.** *Why: a worm burden will result in a hen in poor health, lowered egg production and immunity and in extreme cases can even lead to death.*

## GUARANTEE

The birds health is guaranteed for two weeks after sale provided the good management rules above are adhered to. We feel this is fair as chickens are living creatures and we have no control over how they are fed and cared for after they leave us, as well as any stress or disease they might be exposed to in their new home.

Please be aware they are not factory products, but living, breathing creatures. The most essential thing is **not** to mix them with other birds for 2/3 weeks. Most problems with poultry are caused by stress from introducing them to other birds too soon or in the wrong manner.

The guarantee covers any disease but no health issues as a result of mismanagement.

We feel that by offering a two week guarantee, you have plenty of time to observe the chickens at home and be satisfied they are healthy, before any outside influences beyond our control could affect them.

If you have any health concerns please firstly check all the 'New Chickens - Management Guidelines' above have been adhered to. Then please download a copy of our 'Hen Health Assessment' from the website and check through it before contacting us as this will answer many health questions.

We are unable to have back any chickens (unless you have health concerns within the first two weeks) as we cannot take the risk of introducing any outside infections into our flock.

Therefore, please ensure chickens are the right choice for you before you buy. However, should your circumstances change in the future, please contact me and we will always do our best to help you find them a new home.

All our birds come with a **genuine** lifetime of free advice, so if you have any concerns in the future please do not hesitate to contact us. We also keep the website up to date with health and behaviour advice.