

STREET SCENE CUSTOMER CHARTER

WE WILL

- Keep the streets and open spaces within our District substantially free of litter and refuse
- Clean the town centres daily (including Saturdays and Sundays)
- Sweep the channels (gutters) in all parishes four times a year and notify parish councils of dates when this work will be carried out
- Empty litter and dog bins as required to ensure that they do not overflow
- Remove fly tipping within 24 working hours of it being reported
- Remove graffiti within 5 working days of it being reported and, in the case of offensive graffiti, within 1 working day
- Remove fly posting within 5 working days of receiving a report
- Issue fixed penalty notices for dog fouling and littering where offences are witnessed
- Investigate reports of abandoned vehicles within 24 working hours and remove any vehicles genuinely abandoned within 9 working days of receiving a report
- Enforce on-street parking restrictions across our District to maintain the free flow of traffic
- Carry out a visual and mechanical inspection of all play areas every two weeks and carry out an annual inspection to maintain them in a safe condition
- Undertake an annual Memorial Inspection Programme in our cemeteries and secure all unsafe memorials
- Maintain a programmed grass cutting schedule in our parks, cemeteries and open spaces
- Maintain shrub beds and planted areas in parks and open spaces in a neat and tidy condition
- Carry out summer and winter planting schemes (including hanging baskets) to enhance the street scene in town centres
- Carry out high profile patrols in our towns and parishes to provide a reassuring presence across the District
- Carry out a programme of promotional and educational activities to encourage responsible citizenship
- Administer a concessionary fares scheme and issue travel passes/tokens to new applicants within 14 working days of receipt of their application
- Carry out daily random inspections and security checks in all town car parks