



factsheet

Environment Matters

CUSTOMER SERVICE STANDARDS

STREET CLEANING

Web: www.charnwood.gov.uk/environment/streetcleaningandlitter.html

Tele: 01509 634563

Email: cleaner.greener@charnwood.gov.uk

We clean and de-litter Charnwood Borough Council owned land (including dog waste), empty litter and dog waste bins and carry out carriageway sweeping in accordance with the requirements of the Environmental Protection Act 1990. All areas are cleaned to the highest standard and if the standard falls below an acceptable level we will take prompt action to remedy the situation.

We also provide a chargeable cesspit emptying service.

This is the service we provide:

When you:	We will:	Within: (Timescale)
Report dog waste on the street/footpath/public open space	Log your call and, if the area is maintained by the Council, arrange for the area to be	Timescales set out below under Response times for Street Cleaning



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When you:	We will:	Within: (Timescale)
	cleaned (CS 61)	
Report fly-tipping	Investigate and arrange for the removal of fly-tipping where the waste is on public land. (CS 62)	Within 24 hours Note: hazardous waste will take longer to remove due to legal requirements to use specialist contractors and notify the Environment Agency.
Report an accumulation of waste.	Investigate who is responsible for the land i.e. the owner or occupier. We will then send a letter to request that they clear the land. (CS 66)	Within 7 working days.
Report an abandoned vehicle on the highway	Investigate the state of repair of the vehicle. Issue a removal notice if appropriate and try and identify ownership details.	Within 24 hours



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When you:	We will:	Within: (Timescale)
	If the car has not been removed after the specified time then the car will be removed. (CS 63)	
Report an abandoned vehicle which is then identified as a wreck on the highway	Arrange for removal. (CS 65)	Immediately.
Report Offensive graffiti on Council, Domestic or private property or assets (including shops)	Log your call, investigate and remove. (CS 81a)	Removal will be within 24 hours (of completion of investigation)
Report Detrimental graffiti on Council, Domestic or private property or assets (including shops)	Log your call, investigate and remove. (CS 81b)	Removal will be within 7 days (of completion of investigation)

Response times for Street Cleaning

Zone	Area	Response time
Zone 1	High intensity use e.g. Loughborough town	1/2 day



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Zone	Area	Response time
	centre	
Zone 2	Medium intensity use e.g. housing areas	1 day
Zone 3	Low intensity use e.g. country lanes	14 days
Zone 4	Special circumstance areas where particular concerns arise e.g. A6 trunk road where health and safety considerations arise due to the speed and/or volume of traffic	28 days (or as soon as is reasonably practicable)

Only applies to those which the Borough Council are responsible for.

We will strive to ensure our customers are satisfied with the services we provide.

WE WILL:	MEASURE
Provide a prompt Service	Satisfaction rating where customers rate us positively against this standard.
Ensure staff are fully trained and knowledgeable about	Satisfaction rating where customers rate us positively against this standard.



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WE WILL:	MEASURE
our services.	
Provide a friendly and efficient service to all customers.	Satisfaction rating where customers rate us positively against this standard.
Provide useful & relevant information where appropriate.	Satisfaction rating where customers rate us positively against this standard.
Where possible and appropriate resolve the problem to your satisfaction.	Satisfaction rating where customers rate us positively against this standard.

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

આ માહિતી જુદી જુદી પદ્ધતિઓમાં ઉપલબ્ધ છે. તે મેળવવા માટે કૃપા કરી આ નંબર પર ફોન કરો (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

