

Smarter Charter

The Council is committed to maintaining a clean, safe and green environment for York. Our aim is to work alongside residents, business and organisations to create attractive neighbourhoods, with a real sense of community, and to tackle the things that can spoil our city, such as vandalism, littering, graffiti, or dog fouling. We will:

- Make sure that Council teams are working together to deliver excellent services
- Make it easy for residents to get involved in looking after their own areas
- Work in partnership with the community to find 'smarter' ways of working
- Use technological innovation to make cost savings for the Council Tax payer

What we will do:

- Empty litter and dog bins, and collect household refuse and recycling
- Clean your streets
- Maintain roads, e.g. filling potholes, gritting, looking after street lighting
- Maintain public spaces, including parks and play areas
- Respond to issues such as litter, dog fouling, graffiti, fly tipping and requests for gulley cleaning
- Enforce parking to keep the streets moving and protect residents' parking
- Help residents and organisations to organise self-help schemes
- Keep you informed about our services through easy to understand information
- Monitor our performance and report back via Your Voice and the Council web site

What we will encourage residents to do:

- Put out refuse, recycling and garden waste no earlier than the evening before collection is due
- Keep your city and neighbourhood tidy for everyone by:

- Not dropping litter, chewing gum, cigarette butts – and, if you see it, bin it!
- Not fly posting
- Cleaning up after your dog
- Reporting any problems by telephoning the York Customer Centre on (01904) 551551 or online at: www.york.gov.uk/DoltOnline
- Consider:
 - Becoming a Street Buddy and adopt a bit of your street, repaint a utility box that keeps getting graffitied, or do some litter picking or weeding
 - Getting involved in the national *Love Where You Live* campaign to raise awareness about littering
 - Joining a ‘Friends of ...’ group to look after a local space such as a park
 - Becoming a snow warden in your area

To find out more contact the Smarter York Co-ordinator on (01904) 55xxxx or email: smarter@york.gov.uk

What we will encourage Businesses and Organisations to Do:

- Use a commercial waste provider that picks up your waste in the early evening
- Sponsor a park, open space, or roundabout
- Encourage your employees to volunteer
- Do a corporate volunteering day through York Cares, working on a project in your locality
- Do your bit in the Spring Clean to clean up your locality
- Get involved in ‘York in Bloom’ e.g. by providing hanging baskets
- Sign up to “Reinvigorating York”
- Avoid put ‘A’ boards on pavements and highway areas

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