

Quite Simply... A Promise

YOUR CUSTOMER CONTRACT FOR

Street Environment

City of York Council is responsible for enforcing laws which protect and improve public health and the environment, and maintain a fair and safe trading environment for residents and businesses. We want to provide a service that you can be proud of and is right for you.

The customer contract lets you know:

- what you can depend on us to do
- what you can do to help
- what to do if there is a problem

We Promise to:

- Provide practical and easy to understand legal advice.
- Carry out checks to make sure businesses and residents are complying with environmental protection laws
- Investigate your concerns that environmental protection laws have been broken
- Work with and involve your local communities to enable you to improve your environment



What laws do street environment enforce?

We enforce environmental protection laws that regulate both businesses and individuals. These include the following areas:

- abandoned vehicles
- graffiti
- fly posting
- dumped rubbish (including refuse put out incorrectly)
- litter control
- fly tipping
- private drainage

What else do you do?

We monitor, assess and make improvements to the street environment by:

- responding to complaints and requests for assistance, taking responsibility for ensuring issues are resolved
- education, ensuring the public is aware of the council's powers and the consequences of committing an offence
- monitoring and surveys, to assess the quality of the environment
- action, to reduce problems with the street environment by reporting issues and getting action taken without the need for you to complain

How do you carry out checks to make sure that businesses and residents are complying with the law?

We will inspect businesses and investigate complaints about residents in line with government guidance. We will use our resources sensibly and visit those premises which pose the greatest risk of breaking the law more frequently than those less likely to offend.

When we carry out an inspection our officers will show you their identification and explain clearly what we intend to do.

We will monitor the environment to ensure that hazards are minimised and the law is being complied with.



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How quickly will you deal with my enquiry or complaint?

We will respond to 95% of all complaints, enquiries and requests within ten working days. We will respond to complaints about graffiti and fly posting of an obscene or racially abusive nature within 24 hours, other fly posting and graffiti on public land within 5 days. We respond to fly tipping within 24 hours of it being reported.

If you telephone, we will answer within 20 seconds.

For complicated matters which take a longer time to resolve we will update you every four weeks.

How do you give advice?

A named officer will explain your legal obligations in plain language over the phone, face to face or in writing.

You may also be given leaflets or other written information to help with your enquiry.

How can I help?

We need full and accurate details of your enquiry or complaint when you contact us.

Report fly tipping, graffiti, and all other environmental problems to the York Pride Action Line on (01904) 551551

Help us to help you by placing your litter, chewing gum and extinguished cigarette ends in the nearest bin. Dog owners should deposit dog waste in the bins provided. Remember to put your refuse and recycling out on the correct day.

How do I contact you?

You can contact us Monday to Friday 8.30 am - 5pm (except public holidays).

By phone on (01904) 551551

By Fax on (01904) 551831

By writing to us at:
9 St Leonard's Place,
York, YO1 7ET

or email at:
street.environment@york.gov.uk

What happens if i'm not happy with the service?

If you were unhappy with our service or we failed to keep any promises, please let us know. You can phone us on (01904) 551811, write to us at 9 St Leonard's Place, York YO1 7ET, or email us at street.environment@york.gov.uk

If you are not happy with our response, please contact Zoe Burns, head of Neighbourhood Pride Unit on the telephone number detailed above, or write to here at the above address.

If you still think we have not done the best we can, please contact Terry Collins, director of Neighbourhood Services on (01904) 613161 ext 2003, or write to him at the above address.

We will listen to any concerns you have and deal with them quickly.



www.york.gov.uk

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

☎ (01904) 613161



**We aim to
achieve a cleaner,
greener and safer
environment in
York.**