

South London Waste Partnership

Veolia SLWP
Street Cleansing
63-69 Amenity Way
Morden
SM4 4AX

November 2017

Re: Graffiti/flyposting removal from private property.

Dear Resident/Business,

As part of our work to keep the authorities in the South London Waste Partnership (SLWP) clean, we offer to remove graffiti or flyposting where it is easily accessible and visible from the public highway or public open spaces.

On the overleaf is a permission form and a copy of our service standards. Once you have signed and returned this, it will enable us to remove any graffiti and/or flyposting on your property from the date signed. If you wish to stop this service, please let us know.

Graffiti on brickwork and fencing will usually be removed by pressure washing. When graffiti is on a painted surface, the area of graffiti will be painted over; we will not usually repaint the whole surface. We will match the paint colour as best we can, but cannot guarantee an exact colour match. We are unable to work at height or offer cleaning where specialist equipment is required.

Graffiti is a criminal offence and the authorities in the SLWP work closely with the Police to catch offenders. If you see somebody carrying out graffiti or if you have any information on who might be doing so, please contact the Police non-emergency number on 101.

Please sign this form and return it to the address supplied, or scan and email the completed form to uk.mertoncontrolroom@veolia.com

Return address;
Veolia SLWP
Street Cleansing
63-69 Amenity Way
Morden
SM4 4AX

You have been left two copies of this letter so you may return one and keep the other for your records. If you have any queries about this form or would like to report graffiti please phone the contact centre on [020 8274 4902](tel:02082744902) or go online at www.merton.gov.uk

Yours faithfully,

Environmental Manager



Service Standard for Graffiti and Flyposting.

Aims;

- To keep public property free on graffiti or flyposting by removing or painting it out to assist owners of private property.
 - The authorities within the SLWP will take due care in removing or painting over graffiti or flyposting, but can accept no liability for any damage caused to any property by the proposed works.
- It is on this basis alone that the work is carried out.

What is covered?

- Provide a graffiti removal or painting out service at no cost where it is visible from the public highway or public open spaces (subject to safety considerations).
- Respond within 48 hours from notification (or receipt of a disclaimer if the graffiti or flyposting is not on Council land).
- Offensive graffiti or flyposting will be removed as soon as practically possible, but within 24 hours.

What is not covered?

- Routine removal or painting out of graffiti or flyposting that require 'working at height' or are on surfaces that require specialist cleaning.
- Removal or painting out of graffiti or flyposting if not visible from the public highway or a public open space.

You can help us by;

- Quickly removing graffiti if you are able to do so.
- Signing the attached disclaimer if requested to do so to authorise the removal of graffiti or flyposting from your property.

I have read this letter from the South London Waste Partnership and agree to the removal or painting out of graffiti or flyposting on the basis of the standards shown above.

I give my consent to the London Borough of Merton to remove or paint out as appropriate graffiti or flyposting from my property.

Address of property

.....
.....

Location of graffiti/flyposting

.....
.....

Description of graffiti/flyposting

.....

Commercial Property / Private Property (please circle)

I confirm that I am the owner of the property or have the authority to agree the work:

Yes **No** (please circle)

Print Name

Contact No.

Signed Date

This service is provided for private property entirely at the Council's discretion