



REPORT GRAFFITI TO GET IT REMOVED

For graffiti in places visible from the road including:

- **Houses** (not Housing Association property)
- **Shops**
- **Green Virgin Media junction boxes**
(not BT junction boxes)
- **Street lighting**
(lamp column number required, if known)
- **Illuminated bollards**
- **Traffic signs**
- **Street nameplates**
contact: Streetscene & Greenspace Customer Service Centre
telephone: 020 8313 4557
email: csc@bromley.gov.uk
web: www.bromley.gov.uk/neatstreet

(Low level graffiti should be removed within 2 working days of being reported or 10 working days if it is high level. Only the first 10 metres of an alleyway/ footpath will be cleaned. Also see "Community Payback" overleaf).

- **Car Parks**
contact: LBB's Customer Service Centre if graffiti is on exterior walls/railings but if it is within the perimeter it is the car park owner's responsibility.
- **Schools**
contact: LBB's Customer Service Centre if graffiti is on exterior walls/ railings but if it is within the perimeter or on school buildings it is the school's responsibility.
- **Parks**
- **Recreation grounds**
- **Open spaces**
- **Woodlands**
- **Allotments**
- **Cemeteries**
contact: Streetscene & Greenspace Customer Service Centre
telephone: 020 8313 4557
email: csc@bromley.gov.uk
- **Post-boxes**
contact: Royal Mail Customer Call Centre
telephone: 0845 774 0740
(Post box number required)
- **BT phone boxes**
contact: British Telecom
telephone: 0800 661 610 (Monday – Friday 9am-5pm)
telephone: 151 (out of hours)
(Telephone no. required or road and nearest junction – not house no.)
- **Bus shelters**
contact: Clear Channel Call Centre
telephone: 0800 731 3699
(Routinely cleaned every 2 weeks)
- **Bus stops**
contact: Surface Transport Call Centre
telephone: 0845 300 7000
(Routinely cleaned every 3 months)
- **Railway bridges across road and land owned by Network Rail**
contact: Network Rail
telephone: 0845 711 4141
(Can take up to 28 days to remove)
- **Electricity sub-stations**
contact: EDF Energy
telephone: 0800 028 4587

REPORT OTHER STREET PROBLEMS

- **Dog fouling**
- **Dumped rubbish**
- **Dumped vehicles**
- **Overhanging vegetation**
- **Recycling, refuse and garden waste collections**
- **Street cleaning**
- **Flooding**
- **Road and pavement problems**
contact: Streetscene & Greenspace Customer Service Centre
telephone: 020 8313 4557
email: csc@bromley.gov.uk
- **Emergency out-of-hours problems**
telephone: 020 8464 4848
- **Street-lighting faults**
contact: Cartledge Street Lighting
telephone: 0800 3281 904
email: bromleystreetlighting@maygurney.co.uk
- **Trees in public footpaths**
contact: Streetscene & Greenspace Customer Service Centre
telephone: 020 8313 4557
email: csc@bromley.gov.uk
- **Trees in roads, parks and woodlands**
contact: Streetscene & Greenspace Customer Service Centre
telephone: 020 8313 4557
email: csc@bromley.gov.uk

REMOVE GRAFFITI YOURSELF

- Apply for brushes, paint and environmentally friendly graffiti removal kits, free-of-charge, for removing any graffiti from your own property or the surrounding area that is visible from the street.
contact: Streetscene & Greenspace Customer Service Centre
telephone: 020 8313 4557
email: csc@bromley.gov.uk

INITIATE A COMMUNITY CLEAN-UP

- We provide help, advice, protective clothing, materials and equipment, to groups who want to clean up a specific area of graffiti and/or litter such as a public alleyway/footpath, road or open space.
contact: Streetscene & Greenspace Customer Service Centre
telephone: 020 8313 4557
email: csc@bromley.gov.uk

ADOPT A BOX

- Help maintain one of the 2900 green Virgin Media junction boxes throughout the borough with water based paint supplied free-of-charge.

To adopt a box, even if it is currently free of graffiti, give us its location, white identification number and your contact details.

contact: Streetscene & Greenspace Customer Service Centre
telephone: 020 8313 4557
email: csc@bromley.gov.uk

HOW CAN YOU HELP IMPROVE YOUR ENVIRONMENT?



BECOME A STREET FRIEND

We're looking for 'Street Friends' – people who, like us, care about the street where they live or a street they regularly use, and are willing to look out for problems and report them to us.

Having clean and safe streets is important to all of us. We work hard to provide street services; for example, we collect your waste and recycling bins, sweep the streets, and remove graffiti, fly-tipped rubbish and dumped vehicles.

Our inspectors regularly walk the streets to look for these and other problems, including broken paving slabs, potholes, fly-posting and littering; but with over 3,000 streets in the borough, finding the problems as soon as they occur can be difficult.

That's where you come in. Why not sign up to be a Street Friend, and help us spot the problems on your street? Then report any problems you see when you're out and about; on your way to work, the shops or the park, for instance. Just tell us what the problem is and where it is, and we'll do the rest!

You can help us by reporting:

- graffiti and fly-posting
- dumped rubbish (fly-tipping)
- dumped vehicles
- overhanging vegetation
- litter and dirt
- dog fouling
- faulty street lights
- road and pavement problems.

When you call, please let us know you are a Street Friend.

Organising clean-ups

If you'd like to do more than just report problems, how about getting together with your neighbours to clean up your local area? Just tell us what you want to do and, where possible, we'll help you organise it and provide the supplies you need:

- equipment – including litter-pickers and bags
- contractors – on hand to help with organised clean-up events
- graffiti-removal kits – including paint and brushes.

To help you plan and organise your project, we'll make sure that one of our specially trained officers will be available to assist you.

What else can we do to help?

As part of a planned Street Friends project, we can arrange for our contractor to carry out specific work in your street. We could even do a 'deep clean' of your street, where we will clean drains and carry out repairs, as well as sweeping the road and pavement.

Some of our residents and residents' groups are already making a great difference to their neighbourhoods. Join in with your local community, and join us in building a better Bromley!

All we'd like you to do is to ring us with your contact details and ask if you can be registered as a Street Friend and we'll send you out an information leaflet.

contact: [Streetscene & Greenspace Customer Service Centre](mailto:csc@bromley.gov.uk)
telephone: 020 8313 4557
email: csc@bromley.gov.uk

TELL US WHO IS DOING ENVIROCRIME

- Our neighbourhood is being spoilt by fly tipping, graffiti, abandoned vehicles, litter and dumped rubbish. If you see one of these crimes being committed, report it to us and you could receive a reward of up to £500 if your information leads to a successful prosecution.

Any personal details will be treated as confidential and will not be used without your prior consent.

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telephone: 020 8313 4557
email: csc@bromley.gov.uk

FIND A COMMUNITY PAYBACK SITE

- Community Payback is a partnership between the Metropolitan Police, Bromley Council and the Probation Service.

Let us know if you find a location such as a long alleyway that would be suitable for supervised teams of young offenders to paint over a large area of graffiti or remove litter as part of their Community Service punishment.

contact: [Streetscene & Greenspace Customer Service Centre](mailto:csc@bromley.gov.uk)
telephone: 020 8313 4557
email: csc@bromley.gov.uk

BECOME A BASAL GROWTH BUDDY

- In Bromley there are around 36,000 street trees that are the Council's responsibly. Every summer each of these trees is prone to a condition called basal growth. Basal growth appears in the form of small shoots that you often see growing around the base of the tree and in patches on the trunk. These shoots are unsightly and make the street look untidy. If you would like to help keep these unsightly shoots in check you can "adopt" a few trees on your street and become a Basal Growth Buddy! All you need to do is register your details with us, as well as the street name and the closest building name or number of your chosen trees.

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If you have any queries regarding any of our environmental campaigns please contact the Streetscene & Greenspace Customer Service Centre:
email: csc@bromley.gov.uk
telephone: 020 8313 4557

London Borough of Bromley,
Civic Centre
Stockwell Close,
Bromley,
Kent, BR1 3UH