

To find out more, contact us (continued)

Website: **www.nottinghamcity.gov.uk** (on-line forms to report problems such as graffiti, fly-posting, dog fouling, abandoned vehicles and fly-tipping).

Have Your Say

At Nottingham City Council, we are committed to providing high quality services and continuing to improve our services to meet your needs.

Our 'Have Your Say' scheme lets you tell us what you think about our services.

You can use this scheme to:

- Compliment us- when you are happy with a service
- Complain - when we don't get it right (or see our complaints leaflet)
- Comment - when you have a suggestion about how we can make our services better for you

We'll listen to you and do our very best to act on what you say.

You can Have Your Say by:

- Speaking to a member of staff
- Completing the form online at **www.nottinghamcity.gov.uk/haveyoursay**
- Emailing us at **customer.services@nottinghamcity.gov.uk** quoting Have Your Say
- Calling us on **0115 915 4950** (8.30am - 4.50pm Mon-Fri) or **0115 915 4848** (24 hour answerphone)
- Picking up a form at any reception point

If you require this information in another language, in large font, Braille, audio tape or text only version, please ask a member of staff or call Nottingham City Council Customer Services on **0115 915 4950**.

Nottingham City Council street scene Service Standards

The Service Standard for Street scene tells you the level of customer service you can expect from us

We will:

- Provide high quality services to you based around you and your circumstances and in a way that offers you maximum choice.
- Ensure that our services are accessible for all residents, businesses and visitors.
- Ensure our staff are appropriately trained, helpful and treat you in a caring, polite and efficient manner, responding in line with our service standards.
- Ensure our staff provide information that is reliable, clear, informative and in a format of your choice.
- Answer 75% of your telephone calls within 18 seconds.
- Monitor our performance on the number of calls that are unanswered or busy and take action to put it right.
- Respond to 90% of your letters within 12 working days.
- Respond to 90% of your emails within 12 working days.
- Ask you for feedback at least once a year on the level of service you have received, and publish the results.

You can also expect Street scene to:

- Regularly clean streets, in most cases at least once a fortnight.
- Keep parks and open spaces clean and attractive through grass cutting, the provision of floral displays and the regular maintenance of shrubs, hedges and trees.
- Empty full litter bins within 24 hours of being reported.
- Remove or paint over racist / offensive graffiti on Council land within 24 hours of being reported.
- Remove or paint over fly-posting on Council land within 48 hours of being reported.

- Investigate and remove fly-tips (dumped rubbish) on Council land within 48 hours of being reported, although large scale tips may take longer to remove.
- Investigate abandoned vehicles within one working day of receiving the report. We will remove dangerous /burnt out vehicles within 24 hours. Other abandoned vehicles will be removed within 24 hours from being legally able to remove them.
- Actively pursue the removal of graffiti, fly-tips and fly-posting that are located on non-Council owned land with the landowners. Timescales for removal will be dependent on their agreement and enforcement action.
- Respond immediately to tree emergencies through a 24 hour, 365 day, call-out service.
- Ensure staff wear a uniform and carry an identity badge to make them easily identifiable.

What we do for you

- Provide a wide range of services to maintain and improve the environment.
- Clean the streets and open spaces, remove graffiti, fly-tips, fly-posting and abandoned cars.
- Cut the grass and hedges, inspect and maintain trees, parks, playgrounds, and cemeteries.

To find out more, contact us

Hours of opening: **8.30am - 4.50pm Monday to Friday**

Telephone: **0115 915 2000** (Neighbourhood Services Customer Helpline)

Fax: **0115 915 2084**

Email: **streetscene@nottinghamcity.gov.uk**

Location: **Street Scene, Eastcroft, London Road, Nottingham, NG2 3AH**