

APPENDIX 2 – Streetpride Response Times 2010

Item	Existing Standards		Proposed Standards	
1 (a)	Make safe dangerous overhanging trees/vegetation on highway land	If necessary, the danger will be signed and guarded within 4 hours,	Make Safe dangerous and overhanging tree/vegetation on highway land	If necessary the danger will be guarded within 4 hours, and
1 (b)		cutting back will be carried out within 5 days		Cutting back will be carried out within 5 working days
2 (a)	Make safe dangerous overhanging trees/vegetation on private land	If necessary, the danger will be signed and guarded within 4 hours,	Make Safe dangerous and overhanging tree/vegetation on private land	If necessary the danger will be guarded within 4 hours, and
2 (b)		after 14 days a 14 day notice will be served on the owner and then cutting back will take place		A leaflet will be sent to the landowner within 14 days requesting action to be taken. Enforcement action will be commenced if no action taken after the 14 days
3	Provision of estimate for vehicular dropped crossing	Within 10 working days from receipt of a formal request	Provision of estimate for vehicular dropped crossing	Within 10 working days from receipt of a formal request
4	Street light out	3 working days for a non-supply fault	Street light out	5 working days for a non-supply fault
5	Dangerous defect on carriageway	4 hours after being reported by the public	Dangerous defect on carriageway	4 hours after being reported by the public
6	Dangerous defect on footpath	4 hours after being reported by the public	Dangerous defect on carriageway	4 hours after being reported by the public
7	Removal of fly-tipping	1 working day	Removal of fly tips on Council land	1 working day
8	Removal of dog mess	Within 1 working day	Removal of dog waste on Council land	1 working day
9 (a)	Removal of abandoned car – Burnt out	Within 24 hours	Removal of burnt-out and dangerous vehicle	Within 1 working day.
Item	Existing Standards		Proposed Standards	
9 (b)	Wreck or dangerous	Within 24 hours	Removal of vehicle only fit for	Within 3 working days

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			destruction	.
9 (c)	Runner	15 working days	Removal of vehicle in good condition and secure	Within 15 working days
10	Making safe missing cover e.g. public and private sewers, gas, water or BT apparatus		Making safe missing cover e.g. public and private sewers, gas, water or BT apparatus	4 hours to make safe and inform the owner
11	Clear up spillage on carriage way	4 hours	Clear up spillage on carriage way	4 hours
12	Empty overflowing litter bin/dog bin	4 hours	Empty overflowing litterbins and dog waste bins	Responded to on the day of the call if reported before 1.00 pm and next working day if reported after 1.00 pm
13	Empty missed bin	Same day (if reported before 1pm and within 1 working day if reported after 1pm)	Bins that we have missed	Cleared within 2 working days
14	Remove bulky item (after receipt of payment)	9 working days	Remove bulky items (after receipt of payment)	On the day of appointment.
15 (a)	Remove racist or offensive graffiti	Within 1 working day	Remove racist or offensive graffiti	Within one working day
15 (b)	Remove other types of graffiti	Within 4 working days	Remove other types of graffiti	Within 4 working days
16	Request for an enforcement action	4 working days	To be deleted from this schedule	
17	Clear up drug litter	Within 2 hours	Clear up drug litter	If reported before 5.00 pm within 2 hours, after 5.00pm, the next working day
18	Remove litter following report	Within 7 working days	Remove litter on Council land	Within 2 working days