

Charter for Your Local Environment

- depending on the type of query, either send you an information pack containing advice on how to record incidents of the problem or arrange for an officer to call to investigate
- let you know what action (including enforcement action) we can take to deal with your query
- keep you informed of any action taken during the investigation
- treat your query with confidence and not release your name to anyone else involved without your permission

You can help us by:

- telling us quickly about any problems you notice

To report any air quality, pollution or noise nuisance telephone 0191 433 3925

Your comments, compliments and complaints

You can also help us by providing feedback on our services. If you want to comment on a service please contact

us by email or telephone one of the numbers in this charter. Or, write to us at the address below.

Further information

More information and leaflets on the issues raised in this charter are available by contacting us:

- Charter for Waste and Recycling
- Charter for Environmental Health and Trading Standards
- Guide to dog fouling legislation
- Enforcement Policies for Environmental Health and Trading Standards
- Review and Assessment of Air Quality

To obtain copies of Gateshead Council's general customer care charter 'Your Services – Our Commitment' or complaints leaflet 'Our Service – Your Views' please contact **Jo Richardson**, Chief Executive's Department, 0191 433 2824 or email: joannarichardson@gateshead.gov.uk

How to contact us

Gateshead Council, Civic Centre, Regent Street, Gateshead NE8 1HH
Telephone: 0191 433 3000 Fax: 0191 478 6719 Answerphone: 0191 477 9954
E-mail: enquiries@gateshead.gov.uk

Information

This information is available on request in large print, Braille, and audio tape. Please ring 0191 433 3444.

এই লিফলেটটি 0191 433 3444 নম্বরে ফোন করে বাংলায় পাওয়া যায়।

此單張備有中文譯本，索閱請電 0191 433 3444

Kopii tohoto letáku v češtině můžete obdržet když zatelefonujete na číslo 0191 433 3444

برای دریافت این جزوه به زبان فارسی، لطفاً با تلفن 0191 433 3444 تماس حاصل نمایند.

Ce prospectus est disponible sur demande en Français en téléphonant au 0191 433 3444

यह पत्रिका हिन्दी भाषा में प्राप्त करने के लिये कृपया 0191 433 3444 नम्बर पर फोन करें।

Este panfleto está disponível sob pedido em Português, ligando para o n.º 0191 433 3444.

ਇਹ ਲੀਫਲੇਟ ਪੰਜਾਬੀ ਵਿਚ ਹਾਮਲ ਕਰਨ ਲਈ 0191 433 3444 ਨਮਬਰ ਤੇ ਫੋਨ ਕਰੋ।

له سه ر داواي خوت ته م ناميلکه په ت به سوراني دهست دهکه ویت، ته له فون بو نه م ژماره په بکه 0191 433 3444.

یہ کتابچہ اردو زبان میں اس ٹیلی فون نمبر 0191 433 3444 پر درخواست کرنے سے مل سکتا ہے


www.gateshead.gov.uk

Your Services - Our Commitment

Gateshead Council wants to work with you to maintain and enhance your local environment, to ensure that it is attractive, clean and safe for present and future generations. This charter sets out our commitments for the delivery of environmental services, the standards you can expect from us and how you can help us meet these standards.

Services to look after the local environment are delivered jointly by the Council's Local Environmental Services Group and the Development and Enterprise Group. The services covered include:

- maintenance of roads, footpaths, bridges, subways and verges
- clearing debris from the highway after road traffic accidents
- treating roads and footpaths for ice and snow after bad weather
- street cleansing, including the removal of dog fouling, litter, graffiti and abandoned vehicles
- upkeep of all open spaces, grassed and planted areas owned by the Council
- regulating air quality and pollution
- noise assessment and control
- street lighting
- maintenance of public toilets
- gully emptying and maintenance

The Local Environmental Services Group is also responsible for household waste collection, disposal and recycling. Our standards for these services are set out in our **Charter for Waste Recycling**.

We aim to:

- provide a safe, clean and informative environment for all highway and footpath users

- keep open spaces, grassed and planted areas owned by the Council safe, tidy and attractive
- improve local air quality, closely monitor any air quality changes and reduce pollution
- encourage people to care for the local environment through education, advice and training
- actively pursue enforcement, where appropriate, to deter people or organisations from breaching the law
- help people to give their views on the matters that affect them and take their opinions into account

What you can expect from us

We will:

- provide a helpful, friendly and courteous service
- respond to requests for information about services within 5 working days
- let you know what action we can take to deal with your query, and the likely time it will take to sort out
- keep you informed of progress in relation to your query

ROADS, FOOTPATHS, STREETLIGHTS

We will:

- regularly inspect all roads, footpaths and street lights
- repair any dangerous damage to roads or footpaths within 24 hours of it being reported
- repair 95% of potholes within 10 working days of it being reported
- repair 95% of footpaths within 10 working days of a problem being reported
- repair streetlights within 5 working days of a fault being reported (unless it is caused by the electricity supply cable, which may take longer to repair)



To report a fault in the road or footpath, or faulty streetlight telephone

0191 433 7551
0191 433 7552
0191 433 7553

- provide a 24 hour emergency service to clear debris following road traffic accidents and to treat highways for snow and ice following bad weather

To report an obstruction on the road telephone 0191 433 7000

You can help us by:

- telling us of any problems you see on the road or footpath
- letting us know if you have a problem with access during repair or improvement works

NEIGHBOURHOOD WARDENS

We will:

- carry out regular high visibility patrols and respond to calls for assistance in our areas
- work with council services, the police and other agencies to help build an attractive, clean and safe local environment

To contact the warden's during office hours telephone 0191 433 7255

STREET CLEANSING, GROUNDS MAINTENANCE AND PUBLIC TOILETS

We will:

- regularly inspect all roads, footpaths, verges, grassed and planted areas
- keep residential streets clean and free from litter
- clean shopping areas before 9.00am on shopping days and clean the busiest areas continuously during normal shopping hours
- keep grassed areas maintained in a pleasant and tidy condition
- remove racist or obscene graffiti by the end of the next working day of it being reported

- investigate all incidents of fly tipping and where appropriate arrange for the removal and disposal of illegally dumped rubbish from Council owned land within 5 working days of a request being made
- take action, which could include prosecution, against anyone who fly tips
- investigate all reports of abandoned vehicles and where appropriate arrange removal and disposal
- empty litter bins before they are full and at least once a week
- enforce dog laws by issuing Fixed Penalty Notices to people who do not clear up when their dogs foul, prosecute offenders and pick up stray dogs
- inspect our public toilets daily to ensure they are maintained in a safe, clean condition



To report problems such as graffiti, abandoned vehicles or fly tipping telephone 0191 433 7000

You can help us by:

- using litter bins and not dropping rubbish or chewing gum
- not letting your dog stray or foul public areas
- telling us quickly about any problems you see

AIR QUALITY, POLLUTION AND NOISE NUISANCE

We will:

- monitor local air quality for smoke, sulphur dioxide, nitrogen dioxide, gamma radiation, fine particulates, carbon monoxide and benzene
- regulate air pollution and other nuisances such as smoke, fumes, smell, refuse and noise caused by local businesses, organisations or individuals
- investigate any likely need to control noise at the planning stage of new developments
- respond to queries about noise or pollution within 2 working days

