

## Parks, open spaces and trees

Activity / service request	Standard
Cemetery maintenance and information	If you report before 4pm we will contact the customer within 1 working day and notify customer of action to be taken.
General parks enquiry	We will investigate and respond to the customer within 2 working days.
Anti-social behaviour in parks/cemeteries	<p>If you report before 4pm we will investigate and respond within 2 working days.</p> <p>If antisocial behaviour is taking place at the time of calling the customer should contact the police.</p>
Damaged playground equipment/safety surfacing	We will inspect within 1 working day and make safe/disable the equipment. We will then notify you of action to be taken.
Dog fouling in parks	If the faeces is on playground equipment we will treat this as an emergency, inspecting and arranging cleaning within 1 working day.
Flytipping on parks/verges	We will remove within 3-5 working days.
Grass cutting & clearing of leaves in parks/verges	Grass cutting is done on a performance frequency i.e. they are maintained to a certain standard. We will contact you and inform you of any action to be taken.
Health and safety in parks	If you report before 4pm we will investigate and contact you with action to be taken within 1 working day.
Hedge or lawn cutting on housing communal areas	We will investigate within 5 working days and if necessary issue an instruction to the contractor to remedy. Remedial action may take a further 5 working days.
Litter in parks/open spaces and cemeteries	<p>Litter is picked on a frequency basis (varying from site to site). Major parks are normally litter picked daily (this includes emptying the litter bins).</p> <p>Removal of litter is usually complete by the end of each day. If you report litter to us we will notify you of action to be taken within one day.</p>

Report an accident in a park or open space	If you report before 4pm we will we will contact you or your representative within 1 working day to discuss.
Reporting damage to a footpath within park/open space	The parks team will visit the site within 3 working days and contact you on the course of action to be taken.
Allotment plots	Dependent on the allotment site we will direct the customer to the volunteer site manager or a Parks Officer, depending on who maintains the waiting list. If directed to an officer we will contact the caller within 5 working days. Information on allotments can be found on the Ealing website.
Traveller sites - parks	We will endeavour to remove travellers as quickly as possible, the site will be visited and action taken will be dependant on legislation, the customer will be informed of action to be taken or outcome.
Vandalism - damage in parks	If you report before 4pm we will we will investigate the damage within 1 working day and arrange for the necessary work to be carried out.
Dangerous or fallen tree/branch	If you report before 4pm and it is an emergency we will contact you or attend the site within 1 working day.
Removal/replacement of a street tree	We will inspect and advise you of action to be taken within 21 days.
Trees on streets - inspection/pruning programme	We will inspect and advise you of action to be taken within 21 days.