

Street Services

Activity / service request	Standard
Street cleansing	We schedule roads to be cleansed at a minimum of once per week. Certain streets are cleansed more frequently e.g. we will cleanse town centres daily
Dog fouling on streets	We will treat as an emergency and clear within 3 hours, when reported between 9am and 5pm, Monday to Friday
Emergency highway clearance	If reported between 9am and 5pm, Monday to Friday, we will treat as an emergency and clear within 3 hours. Examples include: Dangerous fly tipping sites, debris after an accident, dead animals, oil spillages and fridge/freezers
Fly tipping – public highways	If you report before 5pm we will clear all fly tips by the end of the next working day
Refuse and Recycling	
Additional wheelie bin request	We will deliver within 5 working days
Commercial refuse- clean commercial bin	We will carry out within 5 working days
Commercial refuse - inspector to contact	We will deliver within 5 working days
Commercial refuse – missed collection	We will pick up missed collections on the same day if reported by 12pm if reported after this they will be collected the next working day
Commercial refuse – new contract	We will action this within 5 working days
Commercial refuse – prepaid sacks or stickers order	We will raise an invoice within 2 working days We will deliver within 2 days of receipt of payment
Commercial refuse - repair/replace commercial bin	We will action within 5 working days

Domestic refuse – clean communal bins	We will action within 5 working days
Domestic refuse - communal bin request	We will visit the site within 10 working days to inspect for suitability
Domestic refuse - missed collection	We will pick up missed collections on the same day if reported by 12pm if reported after this they will be collected the next working day
Domestic refuse – special collection over 8 items	We will visit and arrange a quotation within 5 working days
Domestic refuse – special collection under 8 items	We will collect the items within 5 working days from receipt of payment, alternatively an appointment can be arranged on a first-come, first-served basis
Domestic refuse - spillage not removed	If you report before 4.00p.m. we will rectify by the end of the same working day
Domestic refuse repair/ replace communal bins	We will repair or assess if bin(s) need replacing within 5 working days
Exchange size of wheelie bin	We will deliver within 5 working days
Flats recycling – general information	We will contact you within 5 working days
Flats recycling - missed collections / full bins	We will pick up missed collections on the same day if reported by 12pm if reported after this they will be collected the next working day
Missed green box collection	We will pick up missed collections on the same day if reported by 12pm if reported after this they will be collected the next working day
Litter bins on highway – not emptied	These will be emptied the following day
Litter bins on highway - repair/replace/remove/additional	Will be inspected and dealt within 8 working days
Medical/ clinical waste – deliver sacks	We will deliver within 5 working days
Medical/ clinical waste – cancel collection	We will cancel within 2 working days
Medical/ clinical waste – start collection	We will make an initial visit within 5 working days
Medical/clinical waste -missed	If you report before 4pm we will collect

collection	by the end of the next working day
Missed collection of garden waste and plastic	We will pick up missed collections on the same day if reported by 12pm if reported after this they will be collected the next working day
Missed food waste / green box collection	We will pick up missed collections on the same day if reported by 12pm if reported after this they will be collected the next working day
Clear sacks missed collection (mixed recycling)	We will pick up missed collections on the same day if reported by 12pm if reported after this they will be collected the next working day
Clear sacks - additional sacks (mixed recycling)	We will deliver within 5 working days
Garden waste containers	We will deliver within 5 working days
New / replacement food / green box	We will deliver within 5 working days
New/ replacement wheelie bin	We will deliver within 5 working days
Public conveniences	We will deal with reports and enquiries regarding public conveniences within 3 working days. The customer will be contacted with the outcome
Recycling banks, report full recycling bank	We will pick up missed collections on the same day if reported by 12pm, if reported after this they will be collected the next working day
Recycling in schools, missed collection	We will pick up missed collections on the same day if reported by 12pm if reported after this they will be collected the next working day
Recycling spillage to be cleared.	If you report before 4pm we will clear as follows: Emergency – 3 hours (glass only) Standard – 1 working day
Report missed special collection	If you contact us by 4pm we will rectify by the end of the following working day
Request special collection - commercial	On receipt of your request we will visit and arrange for a quotation within 5 working days
Replacement/ new sack for plastics recycling	We will deliver within 5 working days
Envirocrime Prevention	
Domestic refuse - inspector to contact (e.g. residents putting rubbish out on wrong day)	If you report before 5pm we will contact you by the end of the next working day

Fly posting - removal	If you report before 5pm we will remove all fly posting by the end of the next working day
Fly tipping - within private property/land	If you report a fly tip by 5pm a council officer will make an initial inspection of the fly tip within 3 working days
Hazardous waste on public highway	If you report hazardous waste on a public highway by 5pm, we will inspect hazardous waste within 1 working day. We will then notify The Corporation of London who normally arranges removal of hazardous waste on Ealing Council's behalf within the following time periods depending on the type of material: Emergency - 24 hrs Urgent - 3 days Regular - 10 days
Free disposal of your unwanted vehicles	If we have received all of the required documentation, your vehicle will be authorised for removal within 5 working days
Graffiti removal from all property except railway property	If you report by 5pm we will remove graffiti by the end of the next working day
Highway encroachment	We will carry out an initial inspection within 2 working days.
Illegal car repair business on highway	We will carry out an initial inspection within 2 working days and will take enforcement action if appropriate
Lost animals- report lost dogs	We will take the details of the lost dog and will inform council area officers working around the borough who will monitor. If the dog is found we will contact the owner immediately.
Overhanging private trees/ bushes over highways	We will carry out an inspection within 3 working days, a card will be put through the occupants' door asking them to cut back the overhanging bush or tree
Report a nuisance vehicle on the highway	We will take action by the end of the next working day
Reporting an illegal/unlit skip	We will carry out an initial inspection and will take enforcement action if appropriate

Stray dogs	If you report a stray dog we will investigate within 3 hours of receipt of report. If the dog is found it will be collected and taken to a holding kennel
Traveller sites - highways	We will visit the site by the end of the next working day
Skip permits: <i>Only authorised Skip companies can apply for a permit</i>	Upon receipt of the company's application we will process the request within 2 days. Applications to join the authorized skip company list will be processed within 5 working days
Collection of household chemicals	Once requested, Corporation of London provide this service on our behalf and operate to the following timescales: Emergency - 24 hrs Urgent - 3 days Regular - 10 days
Street Trading	
Illegal street trading	We will visit the site within 2 working days. The offender will be required to apply for the appropriate street trading licence.
Application for designated site	On receipt of your application and correct documentation we will issue you with a licence within 4 to 6 weeks
Application for front of shop	On receipt of your application and correct documentation we will issue you with a licence within 4 to 6 weeks