

At your service...

Services Provided for you by Wakefield Council

Wakefield Council operates a Neighbourhood Action Unit to deal with complaints regarding the environment where you live through its Contact Centre

0845 8 506 506.

The centre is available 24hours a day, seven days a week. You can:

- Request the removal of an abandoned vehicle
- Report incidents of Anti social behaviour
- Request details of how to dispose of an unwanted vehicle
- Report issues relating to dog fouling an irresponsible dog ownership
- Report Flyposting
- Report the illegal dumping of waste – Flytipping
- Request the removal of Graffiti
- Request the presence of the Neighbourhood Patrollers
- Request the safe removal of syringes
- Request a new refuse bin or details of refuse collection

Using this service you can also request

- A litter/dog bin is emptied
- A new litter/dog bin is provided
- A litter/dog bin is relocated
- A litter bin is removed

You can also report a complaint or make a request online at neighbourhoodaction@wakefield.gov.uk using the online complaint form.

Wakefield Council has a Neighbourhood Action Rapid Response team available 24 hours per day

Street Cleaning

Wakefield Council is responsible for keeping your area clean and free of litter. They will:

- Continuously clean town centres
- Clean main roads once a week
- Patrol other streets and roads on a regular basis collecting litter
- Remove flytipping when reported
- Empty litter bins before they are full
- Deploy Neighbourhood Action to resolve any issue



Grounds Maintenance

Wakefield Council is responsible for the maintenance of WDH's grassed areas. The majority of grass cutting takes place between mid March and early November. Prior to cutting all litter and other debris is removed from the area



Grounds Maintenance

What they cut and how often?

- The majority of grassed areas within the Wakefield District receive a maximum of 16 cuts (about once a fortnight). Any cuttings on paths or hard surfaces that represent a hazard are brushed or blown off and distributed over the grassed area.
- Rural verges receive 2 or 3 cuts depending on growth rates, with additional cuts at road junctions.
- There are a number of variations to the above regimes where areas are cut between 2 and 9 occasions during the cutting season. These depend on individual customer requirements, wildlife conservation issues or other factors.



Bulky Refuse

Wakefield Council provides a Bulky Household Waste Collection Service for all residents of the district.

They do not collect fixtures and fittings as part of the bulky collection service. As a general rule, if you wouldn't take it with you when you moved house they will not take it. If you require such items removing please ring the Wakefield Council Contact Centre on 0845 8 506 506 and they will be able to provide you with a competitive quote for a skip.

They collect **a maximum of 3** items in one visit and we will provide **1 free collection per year**. The year runs from 1st January to 31st December.

If you require any further bulky collections in that year there will be a charge of £15.00 per collection (3 items per visit) that must be paid for prior to collection.

When requesting a Bulky collection service you will be given an appointment advising you of your collection date. You will also be asked to specify what you need collecting. On your collection day all items need to be placed to the front of your property or alternatively where your wheeled bin is emptied from without causing any obstructions by 07.15am. Items not placed at the correct collection point and must also be suitably tied or bundled, if not they will not be removed.

Potholes and Dangerous Pavements

Wakefield Council are responsible for repairing roads and footpaths including any hazard in the highway (road or footway) caused as a result of an accident, damage or vandalism may be considered a risk to the public and could result in personal injury to pedestrians, road users or possible damage to property. The following types of damage are considered a risk:

The following types of damage are considered a risk:

- Pot holes
- Dangerous pavements
- Gully or drain cover missing
- Pedestrian guard rail protruding into pavement or road
- Concrete bollard knocked over onto the pavement or road
- Inspection cover missing or broken
- Stolen paving slabs



To report any of these please contact the Wakefield Council's 24-hour phoneline 7 days a week **0845 8 506 506**
You can also report any of these complaints Online
www.Wakefield.gov.uk/highways