L♥VE WHERE YOU LIVE

KEY ADVICE

Issue	What you can do
Blocked drains and grids	Most gullies are the responsibility of United Utilities. However you'll need to report any problems with these to the council online: **wirral.gov.uk/drain** who will investigate and confirm if it is council-owned or not.
Sunken cobble stones	To report sunken stones or paving visit: **wirral.gov.uk/pavement**. In some cases, sunken paving might be the responsibility of United Utilities if the damage has been caused by a broken drain.
Tree stumps	You can report to the council tree stumps that are causing obstructions: **wirral.gov.uk/trees**. However, if the tree stump is located on private land this will be the landowner's responsibility.
Overhanging shrubs	Concerns about overhanging shrubs or trees need to be reported to the council online: **wirral.gov.uk/trees**. If the tree or shrub is on private property, the council will contact the owner of the property to ask for the shrubs to be cut back. If there is no reply from the owner/landlord, then work will be carried out by the Council and the property will be charged.
Root/weed growth	The council maintains grass verges, hedges, shrubs, flower beds and weeds on council-owned land. For more information or to report a problem with root or weeds visit: **wirral.gov.uk/grasscutting**

Issue	What you can do
Collapsed wall	If a wall has fallen down, you'll need to contact the council on **0151 606 2004** to report this. Once reported, the council will send a letter to the owner of the property, to ask for removal of rubble/bricks, or to make a clear passageway until the waste is removed. If there is no reply from the owner/landlord, then work will be carried out by the Council and the property will be charged.
Dangerous walls	If you're concerned about a wall or structure falling you can report it to the council's Building Control team, who will inspect within 15 working days. For more information and contact details visit: **wirral.gov.uk/dangerousstructures**
Alley gates (faulty or broken)	If the gates to your entry are faulty or you've lost keys, you'll need to ring Action Partnership on **0151 606 5443** for repairs and purchase of new keys.
Entry Cleaning	All entries are cleaned every four weeks as part of scheduled street cleanse - this is to remove things such as: fly tipping, dog fouling and litter. If your entry hasn't been cleaned for over 4 weeks or you'd like to check the street cleaning schedule visit: **wirral.gov.uk/streetcleaning**
Abandoned bins	Residents can report any abandoned bins online by visiting: **wirral.gov.uk/removebin**. An officer will visit within 15 working days to sticker the bin and the bin will be removed within 5 working days. These bins are not removed by the cleaning crew.
Dog fouling	You can report an issue with dog fouling online at: **wirral.gov.uk/dogfouling**. This will be passed to the Dog Warden team for investigation, alongside the Enforcement team for monitoring.

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Entry blocked by fly tipping	You can report fly tipping in an entry online: **wirral.gov.uk/flytipping**. The rubbish won't be removed until the scheduled cleanse. However, if the entry is blocked, access will be made. Bags in the entry will be investigated, but will not be removed until schedule cleanse.
Discarded gas bottles	It's the responsibility of the company who owns the gas bottle to remove them, residents will need to report this to the company. If the owner of the gas bottle is unable to be found, report to the Council, who will arrange its removal within 5 days by visiting: **wirral.gov.uk/flytipping**
Discarded needles and sharps	If you find any needles or syringes on the highway or council property, please report it immediately to Streetscene: ■ Monday to Friday, 8am to 5pm, call **0151 606 2004** (outside of these hours call **0151 647 7810**). Needles/syringes found on private properties are the owner's responsibility to dispose of. If needles/syringes are found on commercial premises, you'll need to contact the company directly.
Asbestos	Asbestos is usually safe unless disturbed. If you're concerned about suspected asbestos visit the advice page online: **wirral.gov.uk/asbestos** or contact the Environmental Health team by emailing **environmentalhealth@wirral.gov.uk**
Fly tipping	Fly tipping is an offence and is a nuisance to local communities. If you're aware of a problem with fly tipping you can report this online: **wirral.gov.uk/flytipping**. A council officer will inspect the location and then arrange with Biffa to clear, (if it is too much to be removed as part of the scheduled cleanse this will be scheduled in for removal over several visits).

Issue	What you can do
Graffiti	Problems with graffiti can be reported to the council online: **wirral.gov.uk/graffiti**. However, if graffiti is on a property that belongs to a housing association, you'll need to report it directly to them. If the graffiti is offensive, it will be removed within 24 hrs, if it isn't offensive it will be removed within 15 working days.
Residents using other residents bins	Unfortunately, the council can't prevent residents from using other bins. To prevent this, residents are asked to keep their bin within their own property.
Storing in the entry	No items should be stored in an entry (including building materials). All materials must remain on a resident's own property. To report visit: **wirral.gov.uk/flytipping**
Pests	If you are concerned about pests - for example, rats, cockroaches, mice - in your home or entry you'll need to contact the Pest Control team. To find out more about what the team can do and how much they will charge, or to arrange an appointment, visit the council website: **wirral.gov.uk/pestcontrol**
Build up of waste in a yard/garden	A build-up of rubbish can be a nuisance for neighbours. The council can act to deal with the build-up of rubbish that has not been disposed of correctly. If you're aware of mounting rubbish and know that this is not being presented for collection or planned to be removed, you can report this online: **wirral.gov.uk/grotspot**

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