



Anti-litter code

We all want to live in a clean borough where we can enjoy litter-free streets. We work to keep all Merton's streets clean, and where there are hotspots reported to us we will focus our efforts on these areas.

Every week our team of street cleaners sweeps 375 km of roads, picking up 90 tonnes of litter (4,600 tonnes each year) and fly tipping and emptying 700 litter bins.

Every year we spend £5million on clearing litter, fly tipping and graffiti. We rely on residents to work in partnership with us to encourage people not to litter and to report littering where it is a problem.

What you can expect from us

We will:

- Clean each of Merton's town centres every day, with a dedicated crew working through the night
- Ensure all the borough's residential roads are cleaned up to twice a week and more where necessary
- Empty all the street litter bins in town centres and shop front areas daily and litter bins in residential areas up to five times a week.
- Clear fly tips from council land within 24 hours of being made aware
- Ensure our street cleaning teams have the best equipment to deliver an excellent street cleaning service
- Respond to littering problems within 24 hours
- Educate people about the effect of littering
- Enforce the £75 fine when people are witnessed dropping litter
- Ensure our 500 dog mess bins are emptied regularly and that the £75 fine is enforced where dog fouling is witnessed
- Remove abandoned vehicles on the public highway, once we have been made aware of it
- Promote zero tolerance of environment crime such as fly-tipping, graffiti and littering by dealing with it promptly
- Remove racist/offensive graffiti within 48 hours once we have been made aware of it
- Remove graffiti on street furniture within 5 working days
- Remove graffiti on private properties and small business, within 10 working days once it has been reported to us
- Make reporting litter issues as easy and efficient as possible.

What we expect from you:

- Don't drop litter - throw it in a bin or take it home
- Dispose of cigarette butts safely and cleanly
- Use our free bulky waste service to dispose of larger items
- Let us know if you see a build-up of litter, an overflowing bin or other littering issues in your neighbourhood so we can deal with them promptly. You can report littering issues on our [report it webpage](#) or by calling 020 8274 4902.