



## Frequently Asked Questions - Street Cleansing

### Who maintains the roads and pavements?

Potholes, broken street lighting, faulty traffic lights and loose paving can be reported and viewed a directly and quickly to Oxfordshire County Council, the highways authority for the area, via [fixmystreet.oxfordshire.gov.uk](http://fixmystreet.oxfordshire.gov.uk)

Weeds on pavements are the responsibility of Oxfordshire County Council: [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)

### Who cleans the roads and pavements?

We clean roads, pavements and council-owned land regularly.

We are not responsible for street cleaning on:

- Private or unadopted roads
- Town or Parish council land
- Road verges outside the 30mph zone (please contact Oxfordshire County Council, highways authority for the area)

### How regularly do the road and paths get swept?

We set our mechanical sweeping and manual litter picking schedules based on local knowledge of the area, with the busiest areas being cleaned more frequently.

### What happens if leaves or litter block public drains?

If you notice a public drain is blocked by leaves, please report to Oxfordshire County Council for drain clearing and Thames Water [www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk).

### Is the District Council responsible for other areas eg car parks, cycle paths green spaces, play areas?

This is the landowner's responsibility. However, if you have a query over a particular area, we can look up who this is for you.

- [www.westoxon.gov.uk](http://www.westoxon.gov.uk)

- 01993 861000

### **How many dog and litter bins are there?**

We have approximately 750 litter bins and 450 dog bins located throughout West Oxfordshire. These are emptied on varying frequency varying depending on how heavily they are used

### **Who cuts the grass and when?**

Landowners should maintain their own grass areas. We are only responsible for cutting grass areas we own or those areas contracted to us for regular maintenance.

We cut the grass on district land 10 times a year. This is usually once every 2 weeks through the growing season (April – November). Grass clippings are left to naturally break down on the surface of the grass areas.

Grass verges outside the 30MPH zone are looked after by Oxfordshire County Council who are the highways authority for the area.

### **Who cuts the hedges and maintains shrub beds?**

We cut over 30,000 metres of hedge every year in council car parks, on open spaces or housing owned by the council and along some highways. The hedges are cut twice a year.

Hedges on private property should be cut and maintained by the owner or occupier of the property.

### **Do you clear fly-tipping?**

We operate a fly tip removal service from any council owned land. If it is on private property/land however, it is the responsibility of the owner to remove it.

### **Do you remove graffiti?**

We have no legal obligation or responsibility to remove graffiti on commercial premises or private property. However if it is on a council owned building, we will remove it. If graffiti is offensive, we will remove it as long as it is safe to do so and aim to do this within 48 hours.

Please report graffiti on utility boxes or bus stops directly to the owner (e.g. Utility company, bus company )

### **Dead animals**

We collect dead domestic and wild animals that have been involved in road traffic accidents on the highway usually within 24 hours of it being reported. If domestic animals have been micro-chipped we will endeavour to make contact with the owners.

