

# Environmental: Advice Referral Tool

Environmental requests can be reported online: scan the QR code:



## What's happening?

### There is a problem outside my house/ near my house:

- Fly-tipping 1
- Litter 2
- Household bin - missed bin collection 2
- Household bin - contaminated bins 2
- Household bin - stolen bin 2
- Household bin - lost or replacement bin needed 2
- Pests 3
- Alley gates 4
- Overhanging trees - applies to health and safety concerns only 5
- Dog poo 6

### There is a problem with the road or pavement:

- Potholes 7
- Blocked/ overflowing drains or gullies 7
- Uneven pavement 7

### There is a problem outside:

- Graffiti 8
- Abandoned or stolen vehicles 9
- Broken streetlight 10

**1 Fly-tipping:** Reporting the dumping of waste including household rubbish, larger items such as mattresses or fridges, garden refuse, commercial waste or reporting litter.

**2 Household bins and large items to be collected:** Ordering replacement bins, requesting an extra bin or reporting a missed collection. Requesting a bulky collection.

**3 Pests:** Requesting the removal/ treatment of an infestation of ants, bed bugs, bees, beetles, cockroaches, fleas, mice, moles, rats, silverfish, squirrels or wasps.

**4 Alley gates:** Requesting the installation of an alley gate, a new key, or damage to an existing alley gate or alley gate lock.

**5 Trees:** Reporting that a tree on council owned land is over-hanging a property, is damaged or potentially causing danger. Leaf sweeping and removal is carried out on a schedule, we do not take requests to sweep up/ remove fallen leaves.

**6 Dog poo:** Reporting when you have seen someone not cleaning up after their dog in a public space.

**7 Roads, pavements and gullies:** Reporting damage to a road or pavement that the council are responsible for or a blocked gully or drain.

**8 Graffiti:** Reporting graffiti on council owned land or buildings.

**9 Vehicles:** Reporting an abandoned car (that doesn't have a registered keeper, not taxed, not MOT'd, parked illegally or is unroadworthy) or a stolen car.

**10 Streetlights:** Reporting a broken or damaged streetlight via the Community Lighting Partnership who maintain streetlights on behalf of Oldham Council.



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## 1 Fly-tipping:

**What should I report:** All fly-tipping should be reported to the council as we will need to decide whether to inspect it. This will help us to establish whether we can take someone to court. If the fly-tipping takes place on land owned by a housing association, it should be reported to them.

**What will happen after I have reported it:** An Enforcement officer will investigate. Once the investigation is complete; we will clear the fly-tipping as soon as possible. Oldham Council treats fly-tipping very seriously and will take action against anyone caught dumping their waste illegally.

**Can I check if it's already been reported:** yes - visit our website to find out.

**Litter:** we will clear up litter on the next scheduled round unless needles are reported.

## 4 Alley gates:

**Lost key:** The council do not re-issue keys if they are lost. Residents should borrow one from their neighbour and have it re-cut.

**Damaged alley gates or alley gate locks:** Contact [css.admin@oldham.gov.uk](mailto:css.admin@oldham.gov.uk) or call 0161 770 1573

**Request alley gates:** Residents should contact their local Councillor.

## 7 Roads, pavements and gullies:

**Potholes:** We will investigate potholes that are more than 4cm deep on roads and 2.5cms deep on pavements.

**Gullies:** Subject to access, the council carry out scheduled roadside gully inspections. The council do not accept reports of blocked gullies unless it is putting a property at risk of flooding.

## 8 Graffiti:

**Removal:** We will remove graffiti on council owned land or buildings. Racist or offensive graffiti will be removed within 24 hours wherever possible.

## 2 Household bins and large items:

**Missed Bins:** Report within 2 working days and leave your bin out until emptied.

**Replacement bins:** If a bin has been lost, stolen or wasn't there when you moved in, a replacement one should be ordered. Refuse bins are chargeable and recycling bins are free.

**Contaminated bins:** Items that can't be put in household bins should be taken to a household waste centre. Contaminated bins that have been left unclaimed at a collection point should be reported to Waste services for removal.

**Large items:** Can be taken to a household waste centre or collected by Bulky Bobs who provide the service on behalf of the council. Call 0171 770 6644 to make a booking and payment. Please visit the council website for charging information. Residents who receive assisted bin collections are entitled to one free collection per year.

## 5 Trees:

**Pruning:** You have the common law right to prune vegetation that crosses the boundary of your property as long as there are no legal constraints on the tree, and it doesn't affect the health, stability or safety of the tree. You can check this by calling the Planning Department on 0161 770 4105.

**Tree inspections:** The council carry out scheduled tree inspections throughout the year in each district.

**Damaged trees:** Report a damaged tree on council owned land via the webform.

**Reporting a dangerous tree:** To report a dangerous tree visit the council website where you will find information on what the council can and cannot do.

## 9 Vehicles:

**Stolen or dangerous cars:** If you think a car is stolen, in a dangerous condition or causing an obstruction of the public highway, report to the police's non-emergency number on 101.

**DON'T  
TRASH  
OLDHAM**



### Don't Trash Oldham:

If you would like to organise or join a community litter picking session, visit Don't Trash Oldham for equipment, future events in your area and contact details.



Keep up to date by signing up to the council's newsletter and following our social media channels.

## 3 Pest Control:

**Housing ownership:** If the home is owned by a housing association or a private landlord, the tenant should report it to them as soon as possible.

**Homeowners and landlords:** Can use our chargeable Pest Control services directly.

## 6 Dog Poo:

**Cleaning up:** We will clear the dog poo on the next scheduled cleaning round. If you know who the offender is, please report this via our website.

**What will happen after I have reported it:** The council logs reports and will review whether any enforcement action can be taken.

## 10 Streetlights:

**Emergencies:** If the fault is dangerous, call 0800 015 0452. This includes columns or posts being knocked down, exposed electrical wires, damage resulting in a risk to people or buildings such as part of the lighting hanging loose or a column likely to fall over.

**Broken streetlights:** Requests will be inspected and repaired.