



HOW TO GET RID OF UNSIGHTLY NATURE STRIP HARD RUBBISH AND GRAFFITI

Dear JAAG Member,

We are all proud of, and enjoy the precinct we live in, so in response to recent feedback received from JAAG Members regarding crime, vandalism, dumped hard rubbish and graffiti, we thought it would be a good idea to send an email to our community to let them know the procedure to have dumped rubbish & graffiti removed by Port Phillip Council services.

To assist in prevention of vandalism and crime in our precinct it is important to keep the streets and neighbourhood "clean and tidy" and well looked after, we are hoping that residents could also be proactive where there is rubbish that has been dumped to contact the council for removal as set out under 'Bookings are essential' below. If you advise the council it is dumped, then it will not be counted as one of your own FREE collections.

Residential Hard and Green Waste Collection Services

To have your hard and green waste collected, first contact the council to book a **FREE** collection from your Port Phillip property (four free collections per year for single residences and 6 for multi unit dwellings). Depending on which area they are collecting from at the time, residents will only wait between three days to one week for the collection, with material being collected on your normal collection day.

Bookings are essential. If you don't book, your waste won't be collected and you might find yourself facing a fine for littering or illegally dumping rubbish. To book contact:

- Phone: (03) 9209 6777
- Email: assist@portphillip.vic.gov.au
- SMS: 0432 005 405 (txt only, photo messages not accepted)

- Via an App on your phone: Download the Council App called “Snap Send Solve”

Graffiti Removal

Graffiti impacts on the health and well being of a community. Public spaces that are graffitied will often be avoided by legitimate users, and if the graffiti is racist or contains discriminatory themes it can personally offend individuals or community groups.

We strongly recommend that you remove all graffiti as soon as you can. Not only will the graffiti be easier to remove, but your quick response sends a positive message to the community. It is also less likely that your property will be targeted again if the graffiti is removed immediately.

Recommended methods of removal:

- **FREE Cleaning by Council:** The City of Port Phillip provides a FREE Graffiti Removal Program. Council’s dedicated Graffiti contractor will come out to your premises and clean the graffiti from your property at no cost to yourself. The products used will either cover or remove unwanted graffiti. If you wish to participate in this FREE program, please complete and sign the consent form at http://www.portphillip.vic.gov.au/consent-to-entry-for-graffiti-removal-form_2012.pdf and return to the City of Port Phillip via one of the methods below:-
 - In Person: At the St Kilda Town Hall, Carlisle Street, St Kilda
 - Fax: 03 9536 2758
 - Email: helpbld@portphillip.vic.gov.au
 - Mail: Private Bag No.3 PO St Kilda Vic 3182
- FREE Graffiti Removal Kits: The City of Port Phillip provides free graffiti removal kits to all residents living within the municipality. The removal kits can be picked up from the ASSIST counters at any of our three town hall locations. There are two types of kits depending on the type of surface that has been graffitied. For more information please contact ASSIST on Ph: 9209 6777.
- Via an App on your phone: Download the Council App called “Snap Send Solve”.

Best regards,

JAAG Steering Committee