

## 6. QUARTERLY SUMMARY OF GRAFFITI AND LITTER COMPLAINTS

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The purpose of this report is to provide the Board with a breakdown of the 'requests for service' relating to graffiti and litter received by the Council for the three months from 1 July 2003 to 30 September 2003.

The Board will recall requesting a quarterly report on complaints received through the Council's Customer Service Requests (CSR) system for the two wards with particular reference to graffiti and litter. Attached is a table which lists the numbers of requests for service received by the Council either through the Call Centres, including the Service Centres, or the Graffiti Hot Line for the last three quarters.

The table shows the calls received and logged broken down into various sub-categories which have an incident and by ward. Also included are the totals for the same three quarters for 2002.

Also included is a breakdown of calls advising of damage done to bus shelters during the same three quarters. It should be noted that the incidents relating to shelters owned by Adshell are only those reported to the Council. Adshell carries out a weekly inspection of all sites and undertakes unreported (to Council) maintenance work.

It should be noted that the figures contained in the three tables record the number of calls to the Council and not necessarily the number of incidents.

The Amenity Maintenance Engineer, City Streets Unit, advises that city-wide costs to-date for graffiti removal in the current financial year are down on last year's. Factors which could affect these costs include increase in voluntary groups removing graffiti, improved methods of removal and smaller, on average, sites affected. The attached graphs show City-wide graffiti 'hits' and monthly costs for graffiti removal. Extracted costs for graffiti removal in Shirley and Papanui for September in each of the three years are:

2001 - \$7,397.00,  
2002 - \$4,342.80,  
2003 - \$7,602.60.

### **Staff**

**Recommendation:** That the information be received.

### **Chairperson's**

- Recommendations:**
1. That the staff recommendation be adopted.
  2. That staff investigate the reporting of graffiti via email.
  3. That the community be encouraged to report graffiti using the graffiti hotline.
  4. That an incident sheet for graffiti and requests for service be developed for Community Watch to use. This to be reported back to the Papanui Community Technical Adviser.