

BID Clean Team – conditions of service for Levy Payers

Graffiti removal

1. This service is only available to Sheffield BID levy payers who have paid their annual levy in full. If you are a non-levy payer within the BID area, see point 13 below.
2. Incidences of exterior graffiti at ground level, upper floor or roof level can be reported to the BID and our Clean Team will be on hand to respond to enquiries Monday to Sunday between the hours of 8.30.am and 5.30pm.
3. Internal graffiti is not part of the BID service.
4. The graffiti removal service will provide a combination of over-painting, shot-blasting, high-pressure water or chemical removal depending on the surface being treated.
5. We will endeavour to remove or temporarily cover offensive graffiti on the same day it is reported. All other graffiti will be removed within a realistic timescale, but typically within 14 days.
6. All graffiti reported to the BID will be evidenced and the details provided to South Yorkshire Police to assist future prosecutions.
7. By requesting graffiti removal services from Sheffield BID, the property tenant accepts responsibility for gaining any relevant permission from the property owner to allow for the cleaning to be undertaken. This permission must be provided before the graffiti removal takes place. Where possible, permanent permission should be sought to enable the BID, through its' contractors or their sub-contractors, to remove reoccurrences of graffiti at its discretion.
8. Contractors delivering this service on behalf of Sheffield BID undertake a full risk assessment and method statement prior to each removal. This documentation will be made available to a Levy Payer upon request.
9. Sheffield BID does not accept liability for damage to surfaces due to the aggressive nature of the graffiti removal process.
10. When the service requires the painting over of graffiti, we will endeavour to provide as close a colour match as possible. If possible the building tenant/owner should provide the operative with any spare paint they may have in order to ensure an exact match.
11. The BID-funded police sergeant may visit the premises with a Crime Reduction Officer to advise on measures that can be put in place to discourage further attacks. Examples of these measures are automatic security lighting, CCTV and signage.
12. The BID Company reserves the right to make a charge for further services where no steps have been taken to put discouraging measures in place.
13. Where a non-levy paying business requests the removal of graffiti, this may be offered at a discounted price if it can be included on a run for levy-paying businesses.

Additional cleaning services

14. Available to Levy Payers is an additional cleaning service to address the gaps not fulfilled by the Council's Streets Ahead programme. This means, for example, where privately-owned shop fronts and buildings have been smeared with offending substances or doorways urinated in, Levy Payers may request assistance from the Clean Team.
15. Evolving the Clean Team service will be driven by the demands of our Levy Payers. The BID will consider any "bespoke" clean-up services providing these are over and above what the City Council should be doing.
16. A same day service is available upon request subject to the availability of Clean Team resources.

Other

17. Sheffield BID reserves the right to update these terms without notice.
18. To access the service please email cleanteam@sheffieldbid.com.

Sheffield City Centre BID Limited
Updated February 2017