

BID Street Rangers

Conditions of Service

1. This service is 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 9 below.
2. The BID Street Rangers will provide a scheduled spot-cleaning service of known hot spots which will operate seven days a week.
3. The service is available each morning approximately between the hours of 6:00am and 8:00am Mondays to Thursdays and between 6:00am and 9:00am Fridays to Sundays.
4. The operators will undertake a tour of nominated levy payers' property to be cleaned. This will include doorways, service yards, recesses and outbuildings which have been subject to litter, offensive waste and other detritus (such as needles), resulting from rough sleeping, street drinking, drug-taking and late-night revelling.
5. Any reusable possessions, such as sleeping bags, bedding and clothing belonging to rough sleepers and beggars will be removed and stored at Sheffield Cathedral's Archer Project offices for collection by the owners.
6. A rapid response service is available to all levy payers where cleaning services are required at short notice. Where the request has been made before 7:30am the operators will attempt to attend the premises as part of that morning's scheduled service.
7. Where the request is made after 7:30am businesses will have a choice in how we deal with their request:
 - a) Where the request is non-urgent we will add the request to the following morning's scheduled clean, or
 - b) Where the request is urgent we will attend as a 'Quick Response Call-out' within 4 business hours of the notification (9:00am to 6:00pm, 7 days per week).
8. The general cleaning of shop fronts and windows is not included in this service.

9. Non-levy paying businesses will be eligible to access this service upon entering into a voluntary levy agreement. Alternatively, a £30.00 per hour charge will be payable for non-levy payers wanting to use the service.
10. To access the service please contact the Rangers on **0114 312 2375*** or email streetrangers@sheffieldbid.com.

*This number is manned between 8.30am and 5.30pm Monday to Friday and at all other times will divert to the on-call supervisor's mobile. The email address is monitored 7 days a week during business hours (9am to 6pm).