# Who to contact - and when?

The council's enforcement team are working tirelessly to keep the borough clean and safe. A lot of the work they do comes from reports by residents but knowing who deals with what can be confusing. Our handy chart will help you understand who to contact when you have a problem.

### Dog fouling Litterina **Flytipping** Is the rubbish on the street? Is the rubbish on the street? Is the dog mess on the street? Report to www. Report to www. Report to www. YES NO YES NO NO hounslowhighways.org or call 020 8583 2000 or call 020 8583 2000 or call 020 8583 2000 Is it on a council-managed Is it on a council-managed Is it on a council-managed estate? estate? estate? Report to Report to Report to NO YES NO NO customerservicecentre@ hounslow.gov.uk or call ounslow.gov.uk or call ounslow.gov.uk or call 020 8583 4000 020 8583 4000 020 8583 4000 Is it in a park? Is it in a park? Is it in a park? Report to animalwarden@ YES YES NO NO carillionplc.com or call hounslow.gov.uk or call 020 carillionplc.com or call 0845 456 2796 8583 5555 0845 456 2796 Is it on private land? Is it on private land? Report to www.hounslow.gov. Report to www.hounslow.gov. uk /street care or call uk /street\_care or call 020 8583 5555 020 8583 5555

# Noise nuisance

Report noise nuisances to the council's enforcement team. Visit www. hounslow.gov.uk/noisenuisance and complete the online form or call 020 8583 5555.

The council also has a weekend, nighttime noise team who work on Fridays from 10pm to 4am and Saturdays from 10pm to 4am. If you have a problem during these hours call 020 8583 2222.

Is the graffiti on the street?

or call 020 8583 2000

Is it on a council-managed

estate?

hounslow.gov.uk or call

Is it in a park?

Report to ServiceDesk@

Is it on private land?

uk /street\_care or call

020 8583 5555

Report to www.hounslow.gov.

020 8583 4000

0845 456 2796

Report to

NO

NO

NO

Graffiti

YES

YES

# Contact us

Hounslow Council's enforcement team work with other organisations to help keep the borough clean, but who manages what?

Hounslow Highways: all streets (public highway) www.hounslowhighways.org or call 020 8583 2000

## Carillion (parks):

ServiceDesk@carillionplc.com or call 0845 456 2796.

### Hounslow Housing:

customerservicecentre@hounslow. gov.uk or call 020 8583 4000

Council enforcement: www. hounslow.gov.uk /street\_care or call 020 8583 5555

# Find out what's happening in your patch

Want to know what work the enforcement team are doing in your area? Then head to your Area Forum meeting. There are five Area Forums in Hounslow that meet throughout the year. They give residents the chance to meet council officers and hear more about the work that is happening in their area.

At the March Area Forum meetings you can meet your enforcement team and speak to staff about issues in your area that concern you. To find out when and where your next meeting will take place, visit www.hounslow.gov.uk/areaforums