

Where to Report Graffiti: Useful Numbers



Spelthorne Borough Council
01784 446326 Direct Services
n.percival@spelthorne.gov.uk
For all Council Properties



Airways Housing Society Ltd
01753 690175
info@airways-housing.co.uk
For all Society Properties



Apex Housing Group
01784 466599 Estates
Anna.Burridge@apexhousinggroup.co.uk
For all Group Properties



British Telecom
0800 661610
customer.serv.payphones@bt.com
For payphones, please quote phone number. For green junction boxes, please quote cabinet number and street name.



Metropolitan Housing Trust
020 7501 2300
cale@mht.co.uk
For all Society Properties



South West Trains
0845 6000650
www.southwesttrains.co.uk
Trains and stations

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Railtrack
08457 114141
www.railtrack.co.uk
Bridges, track buildings, walls, fences and stations



Royal Mail
0845 7740740
www.royalmail.com
For post boxes - please quote box number and street name



Seeboard Power Networks
01293 577277
kbond@seeboard.com
For Substations- please quote name and 6-figure number on label. For any other Seeboard boxes- please give full postal address, description and contact number.



Surrey County Council
01932 785111
spelthorne.highways@surreycc.gov.uk
For properties and structures



The Staines Partnership Ltd
01784 465711 Richard Nash
stainespartnership@btopenworld.com
Commercial premises in Staines



Spelthorne Borough Council

Graffiti in Spelthorne



Graffiti is criminal damage and therefore a crime as well as being an offensive sight. By working together we can try to wipe the majority of it out, and deal with offenders. Here is some useful information on how to report and remove it.

Spelthorne's Graffiti Policy

The Council is committed to removing overtly offensive graffiti from wherever it occurs within 24-hours and to a programme of continuous removal of graffiti from Council property.

The Council record and share details of graffiti and "tags" with the Police and will seek damages where Council owned sites are defaced. We have also encouraged other Agencies to adopt a similar policy.

The Police will arrest anyone involved in such acts. Offenders can be fined and be made to pay damages.



How to Report Incidents to the Police

Surrey Police

If you see a crime in progress, telephone 999, or to report incidents which have happened, telephone 01784 450261 and ask for the Crime Reporting Bureau.



The Police keep a watchful eye and will arrest anyone caught writing graffiti. Please help by reporting incidents of graffiti on your property to the Police. Alternatively report it over the web on:

www.online.police.uk

Crimestoppers

0800 555111 Freephone

If you have information about any crime, but wish to remain anonymous, you can phone Crimestoppers, and you may receive a reward.



How to Get Graffiti Removed

Wiping it out

Most graffiti is made by permanent marker pen or paint spray can. It is often easier to remove fresh graffiti before it has a chance to dry properly. Also, small areas of graffiti are often added to. So it's best to remove it as quickly as possible.

Brush it out

A simple solution to graffiti on wood and previously painted surfaces is to paint over it. However, for best results, the graffiti should first be scrubbed or even primed (particularly when it's a darker colour graffiti). Anti-graffiti paints are available making removal a lot easier.

Scrub & wash it off

Graffiti on non-porous surfaces such as masonry paint, tiles, shiny bricks and glossy paints can often be scrubbed off using a strong detergent and lots of elbow grease. It is likely that traces will be left but this may fade a little or is very easily painted over.

Stubborn graffiti

This can be removed with the help of specialised removal products available from hardware stores but it very much depends on the surface involved. Read the instructions before using any of these products.

Alternatively, you may wish to use a specialist company listed in the local phone directory.

Disclaimer: The information given in this leaflet is for general guidance only and the Council accepts no liability for damage resulting from the removal of graffiti. If in any doubt consult a professional removal company for advice.