

Contacting Haringey Council about Rubbish-Related Issues

	Problem	Expectation	Promised Resolution	Reporting	Email Council	Email Veolia	Report- it App	"My Account"	Veolia Phone?	Haringey Phone?
1.	Rubbish Left on the Street									
	Black bags & bulky items fly-tipped on street	No black bags or bulky items of rubbish on street	Rubbish to be collected within 24 hours on residential roads (Mon - Fri) and 6 hours on main roads (daily).	Report to Council or Veolia	YES	YES	YES	YES	YES	YES
	Dog waste on street	No dog waste on street	Waste to be removed within 24 hours	Report to Council or Veolia	YES	YES	YES	YES	YES	YES
	Council Purple bags not being collected by the end of the working day	Purple bags to be collected by end of working day	Missed collection rectified within 24 hours	Report to Council or Veolia	YES	YES	YES	YES	YES	YES
	Leakage from commercial waste on Green Lanes staining pavement	Pavement washing on Green Lanes scheduled every 5 weekends i.e. approx once per month. General staining should be improved but grease stains & chewing gum likely to remain	Missed cleaning should be reported to Council.	Report to Council	YES	NO	YES	YES	NO	YES
	Street sweeping not undertaken	Residential roads swept once a week. Busy areas like Green Lanes swept daily	Report issue for to Veolia for follow-up	Report to Council or Veolia	YES	YES	YES	YES	YES	YES
2.	Problems with Collection of Rubbish from Your House									
	Missed collections	Missed collection rectified on report	Missed collection will be made good within 48 hours	Report to Veolia	YES	YES	YES	YES	YES	YES
	Operatives leaving bins in pathway of your house	Bins should be replaced from where they were taken	Report issue for to Veolia for follow-up	Report to Veolia cc Council	YES	YES	NO	NO	YES	YES
	Operatives dropping rubbish on/outside your property and not cleaning up	Any dropped rubbish should be cleared up	Report issue for to Veolia for follow-up	Report to Veolia cc Council	YES	YES	NO	NO	YES	YES
	Bins tagged as containing wrong items subsequently left uncollected	Council keen to work to stop this, but no commitment	None	Report to Veolia cc Council	YES	YES	NO	YES		YES
3.	Other Problems with Veolia Waste Collection Teams									
	Operatives seen dropping waste during collections and not clearing up	Any dropped rubbish should be cleared up	Report issue for to Veolia for follow-up	Report to Veolia cc Council	YES	YES	YES	YES	YES	YES
4.	Rubbish Dumped in Front Gardens									
	Rubbish collecting in a front garden	Rubbish not permitted to collect in a front garden for more than a temporary period	Enforcement action will be taken to require householder to clear rubbish - no timescale given	Report to Council	YES	NO	NO	NO	NO	YES
5	Graffiti									
	Graffiti on or adjacent to public area (public realm/ litter bins/ benches/la	Any graffiti will be quickly removed	Offensive graffiti removed within 24 hours of report	Report to Veolia cc Council	YES	YES	YES	YES	YES	YES
			Other graffiti removed within 3 days of report	Report to Veolia cc Council	YES	YES	YES	YES	YES	YES

Veolia Phone
Haringey Phone
Haringey online reporting
Veolia email

020 8885 7700
020 8489 0000
<https://our.haringey.gov.uk/account/login>
enquiries.haringey@veolia.com

(Use either logged on with your registered account or, at the bottom of the page, not logged on)

Report-it App Download

<https://www.haringey.gov.uk/contact/report-it/our-haringey>

(Note Haringey

Information Provided by Harringay Online in agreement with Haringey Council, September 2018 (with minor revisions in Aug 2019)

