

# Frequently asked questions



Please remember to use your Street Hawk ID number whenever you contact the Council

## Q What can I report on?

A You can report on litter, flytipping, graffiti, damaged pavements, licensing, food safety, missed collections

## Q How do I report an issue?

A There are 3 ways to report:

- Phone **020 8379 1000**
- Online:  
[www.enfield.gov.uk/streethawks](http://www.enfield.gov.uk/streethawks)
- Via a report card (only report one issue per card).

## Q What information should I provide?

A Please provide a street name and number. If there is no street number available, give a detailed description of the whereabouts e.g. by the bus stop beside the newsagents, opposite the park.

## Q Can I report issues in other wards?

A Yes, we encourage Street Hawks to be active wherever they are in the Borough, not just their own area.

## Q Will I get to meet other Street Hawks?

A Yes. There are regular meetings to meet other members, develop your skills and knowledge, share ideas & pass reports to the Street Hawk Coordinator.

## Q If an untaxed vehicle has been left in the road for several days what should I do?

A Contact us, and the abandoned vehicle team will investigate.

## CONTACT DETAILS:

**PHONE: 020 8379 1000**

**INTERNET:**

[www.enfield.gov.uk/streethawks](http://www.enfield.gov.uk/streethawks)

## Q How do I report broken pavement and potholes?

A Potholes and broken pavement slabs will be assessed in terms of the level of danger.

Please note: If there is a yellow mark on the broken pavement, it has been detailed for repair work.

We need a clear indication of where the problem is.

i.e. outside a specific premises and full address.

A report can be made if there is: 25mm trip hazard on the pavement, 40mm for carriageways

## Q We have a private alley, which is always being used as a dumping ground.

A We run an alley-gating scheme for residents. For further details contact the Business Unit on **020 8379 5422**

## Q Can you stop my neighbours putting out their black sacks early each week

A Let us know and we will send a letter to residents to remind them that they should only place their sacks out (at their boundary), by 7:00am on their collection day or after 6:30pm the night prior to collection.

**Q I have a fridge and some furniture I want to get rid of, what can I do?**

A Currently, we offer a free collection of bulky items. Please phone to arrange a collection.

**Q How can I obtain free new recycling boxes?**

A Contact details below or  
Email: [waste.services@enfield.gov.uk](mailto:waste.services@enfield.gov.uk)

**Q Can I get involved with other projects?**

A Yes. Shortly, we will be introducing other areas in which Street Hawks might be involved such as clean up days and an adopt a street cabinet scheme. We will keep you informed.

**Q Dog fouling is a problem in my local park. What can I do?**

A You can report frequent offenders on the phone number below, they may be liable for an £80 fine.

**Q How do I report a fly tip (dumped rubbish)?**

A Phone us and give details of what is in the fly tip –i.e. bulky items, sacks which might contain evidence of the culprit, approximate size/volume of the tip.

**Q I've seen someone fly tip, what do I need to do?**

A Note when and where it has happened, the culprit's vehicle registration, the vehicle description, colour, make and model and what sort of rubbish is being dumped.

**Q I have seen rats on my neighbour's property but they seem unwilling to take action to deal with them. What should I do?**

A Contact the Enviro Crime Unit on the number above as the Council has powers to deal with rats and can serve notices on those responsible requiring them to deal with infestations if they are unwilling to do so. However we cannot treat neighbouring properties without their agreement to treat and pay for the service as necessary

**Q Where can I report faulty Traffic signals?**

A Phone us on the number above or report it directly to Transport for London either by calling **020 7126 2345** or online at [www.tfl.gov.uk/streets/signal\\_fault\\_form.shtml](http://www.tfl.gov.uk/streets/signal_fault_form.shtml)

**Q I saw cockroaches in a food establishment, what can I do?**

A Report the incident on above number and it will be investigated by a Food Officer.

**Q What does the Out of Hours team do?**

A This team works from 21:00 – 03:00 Thursday through to Sunday evening.

They respond to any complaints raised to the Contact Centre (020 8379 1000) on issues such as car alarms, noise nuisance, after hours drinking etc.

**CONTACT DETAILS:**  
**PHONE: 020 8379 1000**  
**INTERNET:**  
[www.enfield.gov.uk/streethawks](http://www.enfield.gov.uk/streethawks)