

Corporate Policy and Procedure



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TAB: PROPERTY AND FACILITIES
SECTION: FACILITY CONSTRUCTION AND MAINTENANCE
SUBJECT: GRAFFITI REMOVAL FROM CITY PROPERTY

POLICY STATEMENT The City of Mississauga endeavours to remove graffiti from its property in a timely manner.

PURPOSE The purpose of this policy is to establish target response times for the removal of graffiti, and to outline roles and responsibilities of staff in meeting those response times.

SCOPE This policy applies to graffiti on all City property, including buildings and infrastructure. Utility and communications companies utilize City property under municipal access agreements which address the removal of graffiti.

Graffiti on private property must be removed in accordance with the City of Mississauga's Property Standards By-law.

RESPONSIBILITIES Graffiti removal is undertaken in response to notification to the City that the graffiti exists.

Members of the public and staff who observe graffiti on City property should notify the Enforcement Division of the Corporate Services Department. Enforcement staff will forward the information to the department most responsible for the maintenance of the property. Departmental staff will inspect the graffiti and take appropriate steps to have it removed.

RESPONSE TIME The City makes every effort to ensure that graffiti which is considered offensive or inflammatory is removed within two working days of notification. Graffiti which is not considered offensive is removed within five working days of notification.

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Response times are subject to weather conditions, and the requirements of police, if a police investigation is being conducted.

COST RECOVERY

Graffiti Removal on City Property

Where the City can identify the party or parties responsible for the graffiti, action will be taken to recover the costs of removal directly from the party or parties responsible. Charges to the party or parties responsible for the graffiti will be made in accordance with Corporate Policy and Procedure – Responding to Incidents in City Facilities. Staff should also refer to Corporate Policy and Procedure – Filing a Potential Insurance Claim Related to Property.

Graffiti Removal on Behalf of Other Parties

Where an owner of private property has been contacted by a By-law Enforcement Officer with respect to the removal of graffiti, but does not have access to maintenance workers or contractors capable of removing the graffiti within the specified time frame, the By-law Enforcement Officer will assist the owner by arranging for the City's contractor to remove the graffiti. Similarly, utility and communications companies may request that the City's contractor remove graffiti from their property or equipment which is located on municipal property (such as hydro boxes, newspaper boxes, etc.).

In these instances, the private property owner or the utility or communications company will be invoiced for the works completed. Charges will include the direct costs of the work performed, as well as an administration charge, as outlined in Corporate Policy and Procedure – Charges to External Parties for Engineering, Construction, and Works Maintenance Activities.

REFERENCE:

GC-0255-2005 – 2005 04 27
2010 05 19 – Housekeeping – change to name of Vandalism policy

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CONTACT: For more information, contact the Engineering and Works Division, Transportation and Works Department.