

TERMS AND CONDITIONS – PRIVATE PROPERTY GRAFFITI REMOVAL

In accordance with State Government legislation under the *Summary Offences Act 2005*, Gold Coast City Council no longer requires the written consent of property owners prior to removing publicly visible graffiti. These changes to the Act came into effect as of 1 July 2010. For more information on the Act, please visit: www.legislation.qld.gov.au

Council will:

- Paint over painted surfaces
- Paint over unpainted wood, brick and concrete
- Chemically remove from brick and concrete
- Assess decorative and unusual surfaces for graffiti removal
- Paint the whole boundary from a fixed colour range when it is covered with graffiti
- Paint over colour bond fences, using acrylic paint
- Leave sample quantity of paint with the owner of the property to use for future touch-ups on request
- Leave notification in the letterbox when the removal has been completed and a contact number for any queries.

Paint

If the paint job is under 12 months old, Council will be able to closely match a named colour range. If the paint job is over 12 months old, Council will make the closest match possible to a named colour range. Unique colours are also included in this match category. Council cannot guarantee an exact paint match.

Sheen

If the paint job is under 12 months old, the sheen will be matched. If the paint job is over 12 months old, the closest possible match will be made.

Visits

Council does not carry all of the paint colours in the graffiti removal vehicles and more than one visit may be required to match and then paint over the graffiti.

Damage

If any damage is caused to the property in the process of graffiti removal. Please contact the Graffiti Hotline on telephone (07) 5581 7998.

Limitations

- Graffiti can only be removed from a height of 2.4m only. No graffiti over this height will be removed.
- When removing the tag, Council will paint over the tag only using a straight edged masking technique (Except where the whole wall is graffitied).
- The wall will not be re-rendered as part of the graffiti removal
- Textured finished will not be used as part of the graffiti removal.
- Graffiti will not be removed from damaged structures, as the method of removal may cause more damage
- Council officers will not enter private property to remove graffiti. Officers will only remove graffiti that is accessible from public land.
- Council cannot warrant substrate materials or finishes.

When reposting to the graffiti location could you please provide Graffiti Hotline officers with the following information:

Street Address (include if possible)

Eg. Name of building or structure
Street number and name
For Energex assets, include the pole, transformer or pillar number
Name of park if applicable

Location of Graffiti (include if possible)

Eg. On west wall
North side of road
On seat back
Back fence of adjoining park
All over building
Side of pole

Original Structure Coasting (include if possible)

Eg. Unpainted timber structure
Painted timber structure
Unpainted brick structure
Painted brick structure
Colour bond

Type of structure (include if possible)

Eg. toilet block
Footpath
Bus shelter
Lamppost
Power pole
Park seat (where in the park covers a large area)
Traffic light control box
Sports building
Fence

Amount/Type of Graffiti (include if possible)

Eg. All over
2 m²
10m²
Offensive (abusive of persons, racial, bad language)
Non-offensive