



The BID levy is a charge payable by law and not a payment for services received. However, we do provide some direct benefits and business cost savings via our Clean Team whose focus is the clearance of detritus and hazard waste affecting commercial premises. The team can also remove graffiti on commercial premises, although this service is subject to the conditions below:

#### **Graffiti Removal Service for BID Levy Payers – Conditions of Service**

1. This service is only available to Sheffield BID levy payers who have paid their annual levy in full. If you are a non-levy payer within the BID area, please see point 11 below.
2. Incidences of exterior graffiti that appear at ground level (up to a height of two metres) can be reported to the BID Company via [operations@sheffieldbid.com](mailto:operations@sheffieldbid.com). Roof level, upper floor or internal graffiti is not part of the BID service.
3. The service will provide a combination of over-painting, shot-blasting, high-pressure water or chemical removal depending on the surface being treated.
4. We will endeavour to remove or temporarily cover offensive graffiti on the same day that it is reported. All other graffiti will be removed as soon as it cost-effective to send out a team.
5. By requesting graffiti removal services from the Sheffield BID, the property tenant accepts responsibility for gaining any relevant permission from the property owner to allow for the cleaning to be undertaken. This permission must be provided before the graffiti removal takes place.
6. Sheffield BID does not accept liability for damage to surfaces due to the aggressive nature of the graffiti removal process.
7. When the service requires the painting over of graffiti, we will endeavour to provide as close a colour match as possible. If possible the building tenant/owner should provide the operative with any spare paint they may have in order to ensure an exact match.
8. BID levy-paying businesses will receive their initial graffiti removal service free of charge. This may be undertaken directly by a Clean Team operative or by an approved third-party contractor subject to our capacity.
9. In cases where graffiti has been removed by Sheffield BID and the BID Levy Payer continues to make further requests for removal of more graffiti that has appeared at a later date, the BID Levy Payer should show evidence that they have worked to put measures in place to discourage further attacks. Examples of these measures are automatic security lighting, CCTV and signage.
10. The BID Company reserves the right to make a charge for further services where no steps have been taken to put discouraging measures in place. We have a dedicated operations manager who can offer support and advice.

11. Where a non-levy paying business requests the removal of graffiti, this can be offered at a discounted price through our “Just Jobs” scheme.