

WHO DO YOU CALL?

If we want to keep our alleys clean and green, we have lots of help. Our City has developed a reference guide for us to make it easy. It is important that the following processes are used in order to properly gather associated data. Using these methods ensures that related information is tracked and the City is able to use the data to determine the extent of an issue (both city-wide and identifying hot spots), and also to report on statistics.

Illegal Dumping should be reported in one of three ways:

1. Calling 905-546-CITY (2489)
2. Emailing mle@hamilton.ca
3. Using the online complaint form: Register a By-law Complaint:
<https://www.hamilton.ca/government-information/by-laws-and-enforcement/register-by-law-complaint>

Additional related info can be found on the City's website is here:

<https://www.hamilton.ca/garbage-recycling/garbage-bulk-items/illegal-dumping>

Here is the info for Municipal Law Enforcement's *Municipal By-law Complaint Form* for an URGENT MATTER regarding private property that is an immediate health and safety concern:

<https://www.hamilton.ca/government-information/by-laws-and-enforcement/municipal-by-law-complaint-form>

Graffiti Reporting: use one of the following:

1. If a crime in progress call 911
2. Report the graffiti using 905-546-CITY (2489)
3. Online reporting form: <https://www.hamilton.ca/parks-recreation/community-environmental-initiatives/graffiti-reporting-form>

All Other Issues and Complaints should go through 905-546-CITY (2489) as well; for the same reasons of tracking data. When frontline staff are directly contacted, the issue may not be recorded in our database and our statistics become skewed, and it's tougher building a business case to secure the resources required to combat the issue.

The City of Hamilton's Spill Reporting Line is 905-540-5188 (for Sewer Spills) if you ever see people putting chemicals in the sewer system, or if you see evidence of grease from restaurants going into the sewer system:

<https://www.hamilton.ca/home-property-and-development/water-sewer/spills-sewer>.