

# Townsville City Council Graffiti Removal Kit Guidelines



## Graffiti Removal Kit Options (you can only register for one of these options)

OPTION ONE: Graffiti Removal – Remover Product Kit Contents	OPTION TWO: Graffiti Removal - Paint Cover Kit Contents
1 x Small Bucket with lid 1 x 125ml Eco Concepts Graffiti Remover (And Safety Data Sheet) 1 x Green Scourer Pad 1 x Small Scrubbing Brush 1 x Pair Clear Safety Goggles 1 x Disposable Overalls 1 x Pair Disposable Gloves 1 x P2 Mask Cleaning Rag/Towelling General Instructions for use	1 x 1L Taubman's Sunproof Paint (including the Safety Data Sheet) 1 x Paint Brush or small paint roller 1 pair of Clear Safety glasses 1 pair of Gloves 1 pair disposal overalls General instructions for use

The Kits are funded through the Townsville City Council as part of the Graffiti Action Plan 2021 - 2024. Budget limits mean that it may not be possible to provide a Kit to every eligible applicant. The Kits are available on a first come first served basis and the offer will be closed once the budget has been expended for that financial year.

## General Information about the Kits

### 1. Who is eligible for the Kits?

Each Applicant for a Kit must be a Townsville resident over 18 years old and be a:

**Individual** 18 years of age or older who owns or rents a property within Townsville and are eligible to apply for themselves (an individual must not apply on behalf of another person). Individuals who are renting will be asked to provide written permission from the property owner at the time of registering for the program.

**Community Group** with responsibility for a building within the Townsville Local Government Area. An eligible community group may apply for one Kit for each of the community group's responsible properties. Where a group applies for multiple Kits, the Council may reduce the number of Kits issued to less than the number requested.

**Business** with business premises located within the Townsville Local Government Area. An eligible business may apply for one Kit for each business location in Townsville. Where a business applies for multiple Kits, the Council may reduce the number of Kits issued to less than the number requested.

### 2. How can I Apply?

You can apply by registering online through a web portal on the Townsville City Council Website or in person at council's Customer Service Centre's or Libraries.

You must nominate which Graffiti Removal Kit you would like to access.

### **3. Conditions of Issue of Graffiti Removal Kits**

- All applications must be registered through the Graffiti Removal Kit portal.
- All applicants must reside in Townsville City Council's Local Government Area.
- If you do not own the property where the graffiti is located, you must provide written permission from the property owner.
- Confirmation of registration of an application will be processed within 10 working days from receipt of the application form by Council.
- The content of each Kit cannot be changed or swapped.
- The Kits can only be collected from Addison's Mitre 10 on Ingham Road, Townsville.

### **4. Am I eligible to participate if I am renting or I don't own the infrastructure (fence, building etc) I want to use the Graffiti Removal Kit on?**

Yes. However, you will need to provide written permission from the property/infrastructure owner indicating they are aware of and approve the use of the Kit (Remover product or Paint) on their property/infrastructure prior to accessing the Kit.

### **5. How long is the Graffiti Removal Kit project open?**

The Graffiti Removal Kit Application registration commenced in May 2022 and will close at the end of the financial year or when the program budget for that financial year has been fully expended (whichever occurs first). Kits will be issued to eligible applicants on a first come first served basis. The program will open each year once budgets have been approved through Council for the financial year.

### **6. I don't have access to a computer or the internet, can I still be involved?**

You do not have to apply online. You can call Council's customer contact centre (13 48 10) or visit one of our customer counters or libraries and Council staff will help you make an application.

### **7. From when I get my voucher, how long do I have to collect my Kit?**

You must collect your Kit before the end of the financial year in which you were issued your voucher. You must contact Council if you want to request an extension to when you collect your Kit.

### **8. When will I receive my confirmation and voucher from when I register?**

If your application is approved, you should expect to receive an email confirmation of approval within 10 days of Council's receipt of your application. The email will include information about the voucher, where you can collect your Kit and times for collection.

### **9. How will I know how to use the contents in the Kit?**

There are instructions for use provided on the remover bottle and paint tin as well as on the Safety Data Sheet that is included in the Kit. Additional instructions are provided in the Kit. If you are unclear about how to use any of the items in the Kit, you can ask for assistance from the sales representative at Addison's Mitre 10 when you pick up your Kit.

### **10. What if the contents of my Kit are damaged or missing?**

If any of the contents of the Kit are damaged or missing when you first receive it, they can be exchanged or returned to Addison's Mitre 10 located on Ingham Road.

## 11. What if I want to swap out some items in the Kit for other things at Mitre 10?

The contents of the Kit have been chosen due to their appropriateness in removing or covering up Graffiti and with consideration for the safety of the user and the environment. There is currently no scope to change out items in the Kit for other items. If you have concerns about any of the items in the Kit, please contact Council to discuss.

## Guidelines for Use for Each Kit Type

GUIDELINE	OPTION ONE: GRAFFITI REMOVAL – REMOVER PRODUCT KIT	OPTION TWO: GRAFFITI REMOVAL – PAINT COVER KIT
Will the Kit remove all types of Graffiti?	There are limits to what the graffiti remover product will remove. Council cannot guarantee that the contents of the Kit are suitable for all types of graffiti or safe for all surfaces. The remover product provided in the Kit is for paint, marker, sticker residue, oil, and grease removal. It is important you follow the instructions for use of the remover product that are on the bottle and contained in the Safety Data Sheet.	There are limits to what the graffiti removal paint will cover. Council cannot guarantee that the contents of the Kit will be suitable for all types of graffiti cover up or safe for all surfaces. It is the responsibility of the registered person to pick a colour that is best suited to covering the graffiti at their location as well as to adequately prepare the surface before painting. It is important that you follow the instructions for the use of the paint contained on the tin and in the Safety Data Sheet.
How will I know how to use the contents of the kit I choose?	There are instructions for use on the remover product bottle, within the kit itself and contained in the Safety Data Sheet. These instructions should be read before using the Kit. You can also ask for assistance from the sales representative at Addison's Mitre 10 when you pick up your Kit.	There are instructions for use on the paint tin, within the kit itself and contained in the Safety Data Sheet. These instructions should be read before using the Kit. You can also ask for assistance from the sales representative at Addison's Mitre 10 when you pick up your Kit.
What if the items in the Kit damage my property?	The remover product in this Kit is specifically designed to remove Graffiti mediums like paint and markers, and as a result may impact other non-graffiti surfaces. It is important to follow the instructions on the bottle and consider whether the remover may damage the surface you want to use the product on. Council suggests that you try a small test to confirm that the remover does not damage or remove/impact anything other than the Graffiti. Council takes no responsibility for any damage to property from the use of this product.	This Kit has a water based external use paint provided however, it may mark or damage certain surfaces. It is important to follow the instructions on the tin and consider whether the paint may damage the surface you want to use it on. Council suggests that you try a small test to confirm that the paint does not damage or impact anything other than the Graffiti. Council takes no responsibility for any damage to property from the use of this product.
What Personal Protective Equipment	As per the Safety Data Sheet requirements the Remover	As per the Safety Data Sheet requirements the Paint Cover Kit

(PPE) is provided in the Kit?	Product Kit has the following PPE items included: safety goggles, disposable overalls, disposable gloves, and a P2 Mask. Follow the instructions in the Kit for the use of these items.	has the following PPE items included: safety glasses, disposable gloves, and disposable overalls. Follow the instructions in the Kit for the use of these items.
Is there anything else I need to bring when picking up my Kit at Addison's Mitre 10?	You will need to bring the voucher letter provided to you by Council and show it to the Addison's Mitre 10 staff before receiving the Kit.	Along with the voucher letter provided to you by Council, you will need to provide Addison's Mitre 10 with a paint chip or colour name so they can colour match as closely as possible to your requirements. If you choose the wrong colour, you will not be able to request another colour.

**Privacy Collection Notice:**

The Townsville City Council ("Council") is committed to the protection of Personal Information as detailed in the *Information Privacy Act 2009* (IP Act) and the *Right to Information Act 2009* (RTI Act). Council manages Personal Information in accordance with the IP Act, in order to fulfill its' roles and responsibilities under the *Local Government Act 2009* and will collect information that is accurate, up to date and relevant to the purpose.

Personal information collected and held by Council will be used for the purposes of assisting Council to maintain and develop Council operations and will only be disclosed to any third party in compliance with the requirements of the IP Act as authorised or required by law.