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QUALITY OF LIFE: Anti-Graffiti Program > FAQ

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How much will the City's graffiti removal service cost me?

The services offered by the City's Graffiti Free NYC program are completely free.

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How long does it take to get cleaned once I send a waiver to the City?

Due to the high volume of requests for the City's free graffiti removal services and the limited graffiti removal season (April-November), your request may take up to 1 year to process. Please call 311 or visit www.nyc.gov/graffitifreenyc to track the progress of your request. We appreciate your patience.

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What can I expect when the cleaning occurs?

Once a Graffiti Free NYC vehicle arrives, work-crew members will make every effort to announce their arrival to the on-site contact. The work-crew members will then confirm the cleaning method by examining the type of building, secure the work area with caution tape and cones, and begin removing the graffiti.

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What is the difference between paint and power wash on the waiver form? How do I decide which one is right for my property?

Generally, graffiti on an unpainted brick, stone, or concrete surface is cleaned using a "power wash" - a high-pressure water and chemical solution that strips the graffiti off the original surface of the building.

Graffiti on painted buildings or houses is removed by painting over the graffiti. Selecting "paint" and indicating a preferred color on the waiver form instructs the Graffiti Free NYC staff to use the color indicated to paint over the graffiti. If no color is specified on the form, the Graffiti Free NYC staff will attempt to match the paint color to the color of the house or building.

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I received a notice about graffiti on my property, but the graffiti is not on my property (it is on a neighboring property and/or there is no graffiti in sight), what do I do?

Please call 311 to report a correction on your notice.

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I cleaned the graffiti myself already, how do I report this information to the City?

Please call 311 to report that you have already cleaned the graffiti.

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I submitted a waiver x weeks/months/years ago but the graffiti was never cleaned. Do I have to submit it again?

No. Please call 311 or visit www.nyc.gov/graffitifreenyc to track the progress of your graffiti cleaning request.

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I received a Notice of Violation after submitting a waiver. What should I do?

If you have received a Notice of Violation for graffiti on your property, you must respond to the violation. Please call 311 for more information or visit www.nyc.gov/ecb.

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How can my community group get paint supplies to clean graffiti in my neighborhood?

The Mayor's Paint Program allows community-based and volunteer groups to plan and execute their own cleanup projects with supplies and paint provided by the Mayor's Office.

If you represent a civic group, block association, or tenant association, you are eligible to receive paint and related supplies for a graffiti clean-up project. First, you must submit the [Graffiti Free NYC waiver](#). A waiver must be submitted for each building targeted for graffiti cleaning. You must also complete the [Mayor's Paint Program application](#) to receive supplies. Please contact 311 or visit www.nyc.gov/graffitifreenyc

for more information.

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How do I have my building cleaned if I am not involved with a civic group?

If you are not involved with a civic group and have property that has been vandalized by graffiti, you can request that the City remove the graffiti for free. To have the City remove the graffiti you must fill out a [waiver](#).

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