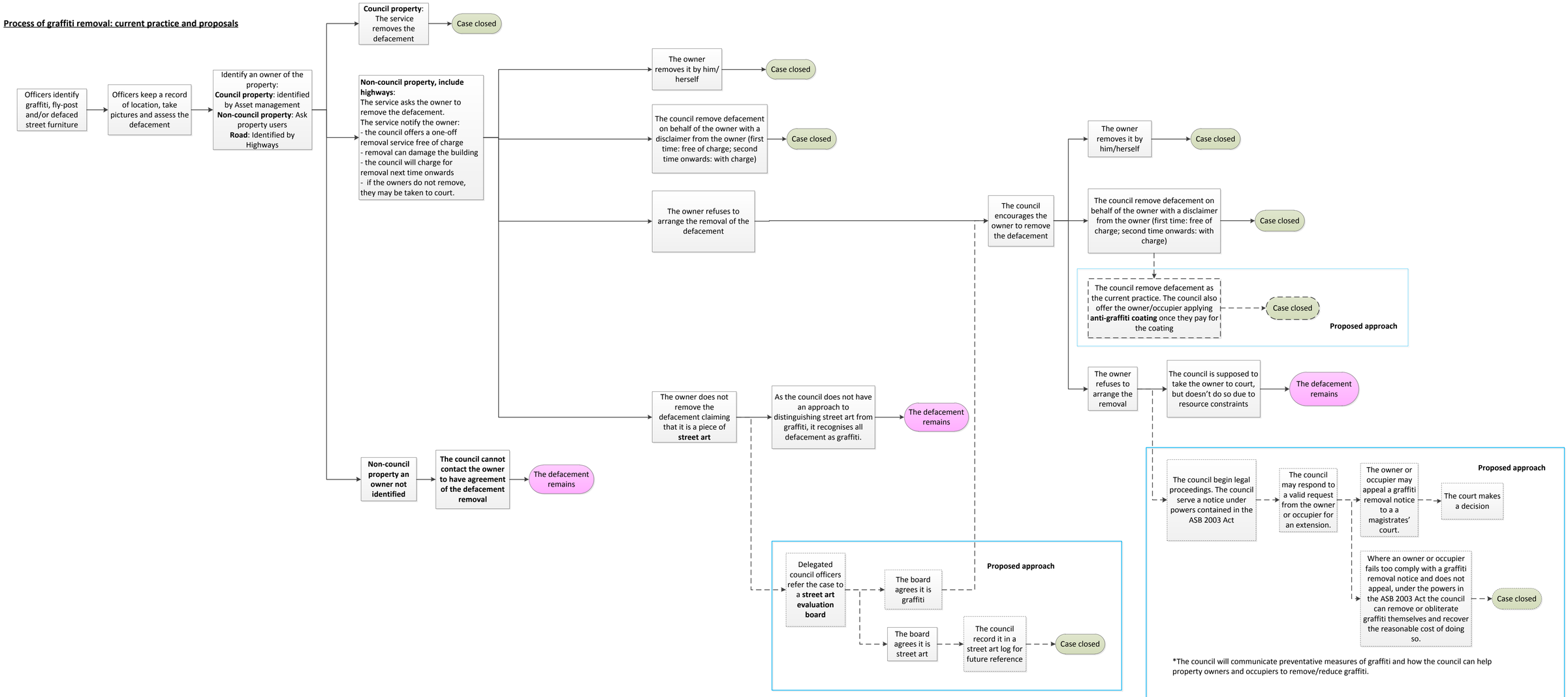Process of graffiti removal: current practice and proposals