

**The Chairman and Members of  
North West Area Committee.**

**Meeting: 16<sup>th</sup> May 2017**

**Item No: 13**

**PUBLIC DOMAIN MAY REPORT**

North West Area Complaints received via CRM

The CRM is the system used by DCC Customer Services Centre and all departments to log and track complaints. Please see details below of the number of complaints received / investigated and closed by the North West Area Office from 1<sup>st</sup> April to 30<sup>th</sup> April.

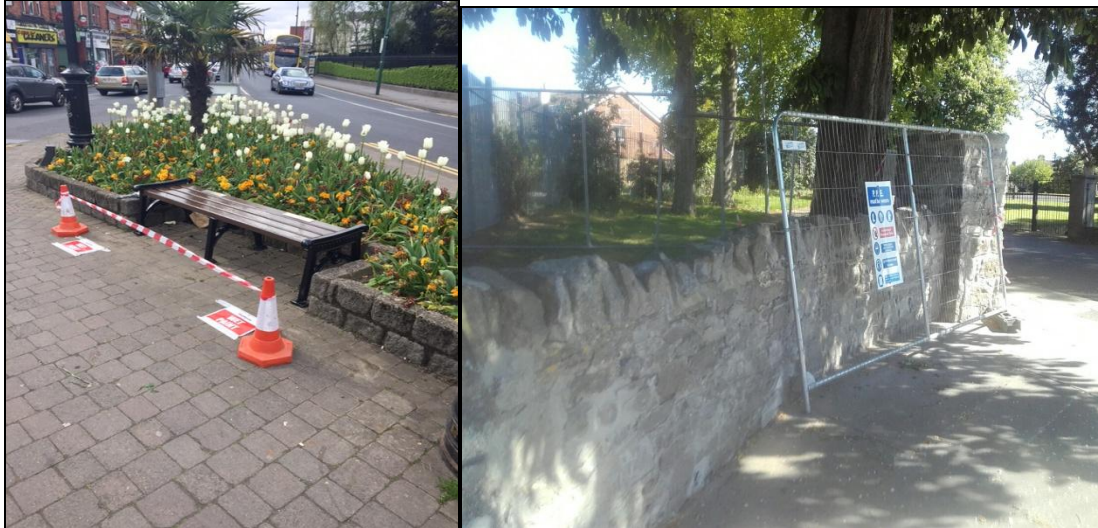
| <b>Complaint Type</b>          | <b>Count of Incidents</b> |
|--------------------------------|---------------------------|
| Abandoned Bicycles or Trolleys | 1                         |
| Community Cleanups             | 7                         |
| Illegal Dumping                | 101                       |
| Report Graffiti                | 7                         |
| Report Litter Offence          | 1                         |
| Sweep Your Street              | 2                         |
| Tree Maintenance               | 1                         |
| Weed Control                   | 2                         |
|                                | 122                       |

It is important to note that a significant number of additional complaints were also investigated as all area staff pick up complaints when carrying out daily duties but due to lack of resources all complaints are not logged.

Enhancements

A decorative stone wall at the entrance to St. Canices Church, on Church St, Finglas was recently damaged when a vehicle crashed into it; it has been repaired. The repair was completed by a specialist Stone Mason, in a manner sympathetic to the original design, maintaining the character of the site. Benches at Harts Corner, situated adjacent to the planted traffic island have been repainted. New gates have been installed at the laneway at Collins Place, which should reduce the extent of dumping in this laneway and which will now give access to the laneway to facilitate periodic cleaning. New tree pits, to allow for summer planting by the Finglas Tidy Towns Group, have also been installed around the trees on

Seamus Ennis Road, outside the Credit Union. Work is also ongoing on the installation of railings at the green space between Kippure and Barnamore, with the intention of preventing motor cycles from accessing St. Helena's Road, from the green area.



Bench painting at Harts Corner and the decorative wall recently rebuilt on Church St.

#### Team Dublin Clean Up 2017 Report

The 2<sup>nd</sup> Annual Team Dublin Clean Up event took place on the morning of Good Friday, April 14<sup>th</sup>. The event was well supported city wide, with residents and environmental groups in the NWA, as always, to the fore in terms of events run and numbers participating. Residents and Environmental Groups in the NWA were notified of the event by the Public Domain Team and a total of 26 groups registered to hold a cleanup event. The Public Domain Team supplied clean up equipment and support was provided after the day with bags being collected for disposal.

Excellent work was done by the environmental groups in the courts in Ballymun, where a large number of local residents turned out to further enhance their area, with weeding and edging being done. The Finglas Tidy Towns Group organised the event in Finglas Village, where a large crowd generated a festive feel, with refreshments being provided by the Public Domain Team. Good work was done by all other groups, including the Rediscovery Team on the Ballymun Road, by Phibsboro Tidy Towns on Saturday 15<sup>th</sup> and by the residents of Ballygall Senior Citizens Complex. In total over 300 bags were removed by DCC in the NWA after the weekend, providing an indication of the success of the event.



Residents from Doon Court, Ballymun and participants in Finglas Village taking part in the recent Team Dublin Clean Up event

### Enforcement

Further enforcement work has been conducted by the Public Domain Team in the NWA. In response to the high level of dumping on the green space adjacent to Barry Close and Barry Drive, residents who had previously been notified of their responsibility under the Bye Laws to have a method for the disposal of their domestic waste in place were subsequently contacted and requested to provide this information. A number of Fixed Penalty Notices were issued to those residents who failed to do so. Further enforcement work has been carried out on the Cabra Road, in particular relating to breaches of the Litter Pollution Act 1997. Title searches have indicated the owners of several multi occupancy units in the area and enforcement work will be carried out in the upcoming weeks. Enforcement activity has also been recently undertaken in several other locations in the NWA.

### Weed Spraying 2017

The annual weed spraying programme in the NWA is expected to commence during the week starting 15<sup>th</sup> May. Weeds on public roads and footpaths throughout the area are currently sprayed twice a year in early summer and autumn. This spraying is conducted, on behalf of DCC, by contractors Greentown Environmental, who have undertaken this work for the last number of years and have become a familiar sight, operating on quad bikes and on foot in the area. Residents who wish to report locations that require attention can contact the NWA Public Domain Team, on the email below. The NWA is scheduled for a second round of spraying in mid August.

### Dog Fouling Bins

The next batch of dog fouling bins is due to be installed in the upcoming weeks, in various locations around the NWA. These bins have proved to be extremely popular with dog owners and residents alike, with demand for their installation far outstripping the available supply. Additional dog fouling bins will be installed at Park entrances, to supplement existing ones and along routes frequented by dog owners.

Subject to the further availability of bins, requests for installations at specific locations can be made to the Public Domain Team using the email address below.

### Assistance to Residents Groups

The participation of residential/environmental groups in the upkeep of their roads/areas is of huge importance in making the NWA a good place in which to live and work. Increased community cohesion is also achieved by neighbors working together to enhance their location. Some notable successes have been achieved by environmental groups in the

NWA, particularly in areas previously blighted by anti social behavior, such as illegal dumping and graffiti.

The Public Domain Team is able to offer assistance to groups who wish to be involved in enhancing their area. Clean up equipment can be provided and rubbish can be collected after clean ups and disposed of. Paint and painting equipment can also be supplied to groups who wish to paint walls. Other appropriate assistance is available, based around the needs identified of the particular environmental group. New or existing groups are encouraged to contact the Public Domain Team to explore what assistance can be provided to them.

Contacting Public Domain

The NWA Public Domain Team can be contacted using the email below. This email is monitored daily and replies will be issued as soon as possible.

[nwa.publicdomain@dublincity.ie](mailto:nwa.publicdomain@dublincity.ie)

**JOHN TWAMLEY**

**PUBLIC DOMAIN OFFICER**