



**The Chairperson and Members of the  
North West Area Committee**

**Meeting: 17<sup>th</sup> October 2017**

**Item No: 13**

**PUBLIC DOMAIN 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> September – 30<sup>th</sup> September.

<b>Type of Complaint</b>	<b>Count of Incidents</b>
Bonfire Materials	4
Electoral Poster Complaint	1
Community Cleanups	1
Overflowing Skips	1
Illegal Dumping	79
Public Lighting Repairs	1
Remove Hazardous Waste	1
Report Graffiti	5
Sweep Your Street	1
Tree Maintenance	2
Weed Control	3
<b>Total</b>	<b>99</b>

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.

City Neighbourhoods Award Winners North West Area

Winners in each category of the local City Neighbourhood Awards went forward to represent the North West Area in the Citywide Competition. Residents/Environmental groups did the North West Area proud at the ceremony, hosted by the Ard-Mhéara Micheál Mac Donncha, in Croke Park on the 21<sup>st</sup> September. A special well done to D11 Transformers who won the overall award. List of NWA winners:

*Dublin City Neighbourhood Awards 2017 Overall Winner*  
D11 Transformers

*Category Winners:*

Best New Entry - Belclare Way & Grove Residents Association  
1-150 Houses - Knowth Court & Druid Court Residents  
Over 151 Houses - Courtlands Residents Association  
Open Green Space - Doon Court Environmental Group  
Team Dublin Clean up (Joint Winners) – Finglas Tidy Towns

*Runners up:*

Business Environment and Sustainability Initiative – Rediscovery Centre  
Individual Contribution – Tina Maher & Terry Conway

*Third Place:*

Best Garden – Star Project, Coultry Way, Ballymun  
Endeavour Award (most improved entry) – St. Peter's Avenue Environmental Group



Halloween

In an effort to minimise the amount of flammable material appearing on bonfires, the Public Domain Team and Housing Staff are currently distributing leaflets reminding residents of their legal responsibilities, under the Litter Pollution Act 1997, to ensure that waste disposed of, does not end up on an illegal bonfire. The damage caused to green spaces by illegal bonfires has also been highlighted.

In addition, visits have been carried out by the Public Domain Team, accompanied by Litter Wardens, to Industrial units around the NWA to inform businesses of their legal obligation to secure pallets and other flammables materials.

New legislation has been quoted in the leaflets that we are distributing, as follows:

- **Please note the Waste Management (Tyres and Waste Tyres) Regulations, 2017 which impose obligations on persons who supply tyres to the Irish market, whether as retailers, importers or manufacturers and on persons who manage waste tyres. These regulations are designed to maximise and reuse, recycling and recovery of waste tyres.**

The Public Domain Team is closely liaising with the Gardaí and other departments within DCC, to arrange to collect bonfire material prior to and on the day of Halloween itself. Additional resources have been secured to assist in bonfire clearances in the NWA over the Halloween weekend.

The Finglas “Fright Night” Halloween Festival will take place on the 31<sup>st</sup> October, commencing at 6pm at the Finglas Civic Centre. The Ballymun “Otherworld Festival” is also taking place at the Plaza on Main St, Ballymun. These events have, in previous years, been very successful in diverting young people away from illegal bonfires.

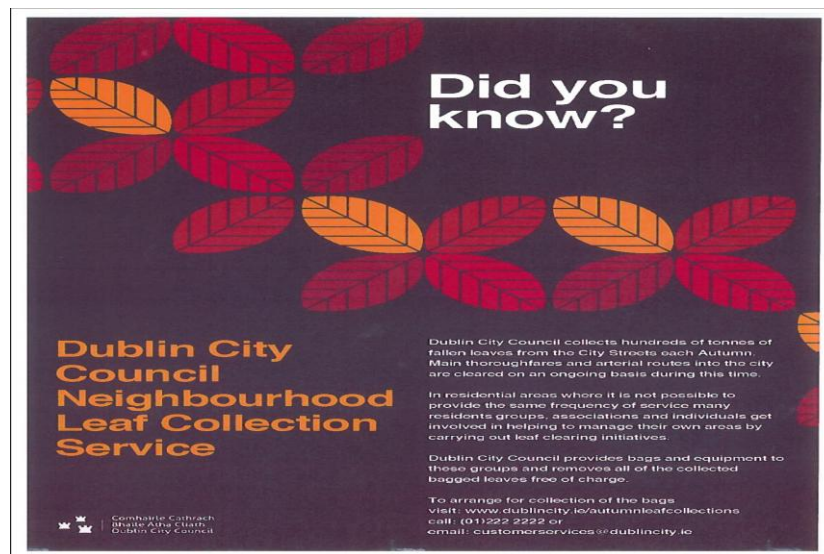
To report bonfire material to the NWA Public Domain Team:

- Tel: 01-222 5412 / 6754 / 5407 / 5400
- email [nwa.publicdomain@dublincity.ie](mailto:nwa.publicdomain@dublincity.ie) or
- phone DCC Customer Services on 01-2222222. Bonfire material can also be reported after hours to 01-6796186.

### Blue Bag Leaf Collection Scheme

In addition to the usual assistance to residents and environmental groups, the Public Domain Team will also provide bags and equipment to enable communities to run leaf collection events in their areas. Groups can then contact the team to arrange to have the bags collected.

This assistance is especially targeted towards areas in estates and off main roads where resource limitations may prevent DCC from engaging in frequent leaf collections. Groups can contact the Public Domain Team on 01-222 5412 / 6754 / 5407 / 5400, email [nwa.publicdomain@dublincity.ie](mailto:nwa.publicdomain@dublincity.ie) or phone DCC Customer Services on 01-2222222.



### Control of Horses

A number of issues regarding stray horses in the North West Area have been reported to the Public Domain Unit. A number of anti-social and threatening incidents have occurred with Public Domain Staff and horse owners over the last number of weeks. The Public Domain Office has been in regular contact with the Control of Horses Section to arrange the removal of the reported stray horses in the area.

The previous Contractor withdrew from their contract in September. A new Contractor has now been appointed. The Finglas Area Office is arranging a meeting with the local Gardaí and the Control of Horses Section to put in place some health and safety controls and procedures to ensure an effective service.

### Weed Spraying Programme

The weed spraying programme has been completed in the North West Area. Following inspection carried out by the Public Domain Office, we have signed off on this years programme. The Roads and Parks Departments are putting forward a proposal to ban weed spraying in the Dublin City Area from next year. We have no alternative method of weed control in place at the moment. The Public Domain Office will liaise with Roads and Parks Departments to try to establish a new method of weed control.

**Patrick Smith**

**A/Public Domain Officer**