

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

Meeting: 18th October 2016

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 1st September to 30th September.

Type of Complaint	Count of Incidents
Abandoned Bicycles or Trolleys	2
Bonfire Materials	5
Community Cleanups	8
Electoral Poster Complaint	1
FYS: Graffiti	1
Illegal Dumping	98
Nameplates	1
Overflowing Skips	3
Pothole	1
Public Litter Bin Maintenance	1
Report Dead Animal	1
Report Dog Fouling DCC	1
Report Graffiti	20
Report Litter Offence	8
Sweep Your Street	6
Tree Maintenance	3
Weed Control	2
	162

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

Residents/Environmental groups did the North West Area proud at the recent citywide awards ceremony, hosted by the Lord Mayor Brendan Carr, in Croke Park on the 29th September. A special well done to Courtlands who won the overall award.

Dublin City Neighbourhood Awards 2016 Overall Winner Courtlands

Category Winners:

151-300 Houses – Courtlands
Best Urban Village – Drumcondra Tidy Village Group
Global Action Plan – Sustainability Initiative
Open Green Space – The Flowerpots, Doon Court
Business Competition – Global Action Plan
Team Dublin Clean up (Joint Winners) – Phibsborough Tidy Village Group

Runners up:

1-150 Houses – Belclare Residents Association
Over 300 Houses – Willow Park and Pinewood Residents Association.
Individual Contribution (Joint Second) – Karen McKevitt, Doon Court,
Endeavour Award (Most Improved Entry) - St Peters Environmental Group

Third Place:

Community Environmental Initiative – Glór na nGael, Dublin 11
Best New Entry – Doon Court Environmental Group
Best Garden – Rhonda Riordan, Coultry Way

Enhancements

As a result of representations from local residents a new kissing gate was recently installed between Willow Park Road and Poppintree Crescent to prevent the passage of scrambler motor cycles and to help alleviate some of the reported anti-social behaviour in the area. More planters have also been provided by the Public Domain Team to Environmental Groups throughout the NWA, including on Faussagh Avenue, Ballymun Courts and Belclare Park and Grove. Work has also commenced by DCC Parks on the raised beds at the entrance to Ratoath Estate, with the moving of the decorative sign into a newly constructed raised bed, which is due to be planted shortly.



The new raised bed recently installed at Ratoath Estate and the kissing gate fitted at the laneway between Willow Park Road and Poppintree Crescent

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 paid by the Public Domain Team, accompanied by Litter Wardens, to Industrial Units around the NWA to inform businesses of their obligation to secure pallets and other flammables.

The Public Domain Team is closely liaising with the Gardai and other departments within DCC in relation to arrangements to collect bonfire material prior to and on the day of Halloween itself. In addition, additional resources have been secured to assist in bonfire clearance in the NWA over the Halloween weekend.

The Finglas “Fright Night” Halloween Festival will take place on Halloween night 31st 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.

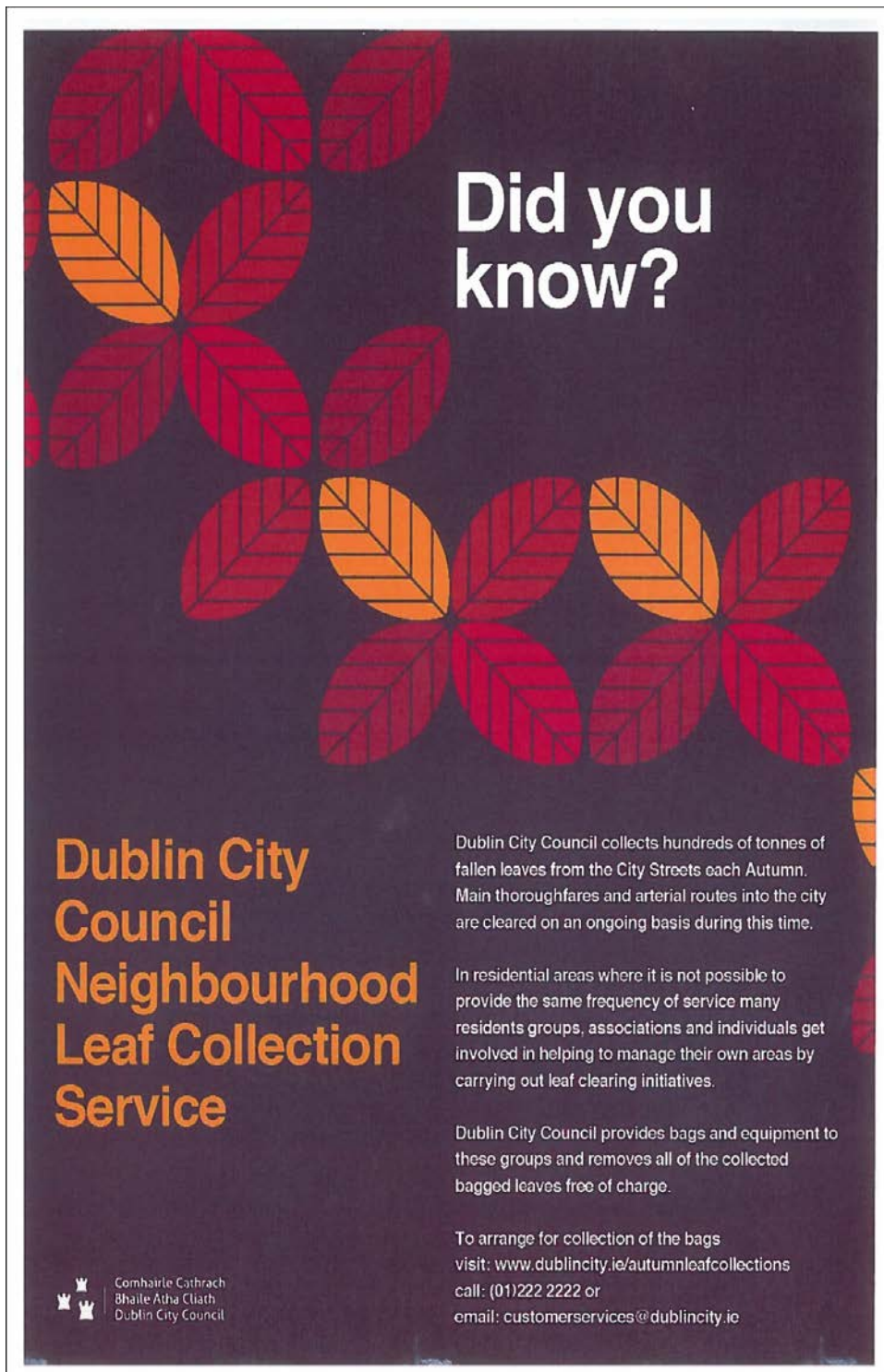
To report bonfire material to the NWA Public Domain Team Tel: 01-222 5412 / 6754 / 5407 / 5400, email nwa.publicdomain@dublincity.ie or phone DCC Customer Services on 01-2222222. Bonfire material can also be reported after hours to 01 – 6796186.

Tidy Towns Reports

Our NWA representatives in the annual Tidy Towns competition did the area proud again this year with all three getting favourable reports and increasing their scores when compared to 2015. Phibsborough improved greatly, increasing its marks from 236 to 253. Ballymun also increased its scoring from 272 to 281 and Finglas from 276 to 281. These excellent results reflect the hard work done during 2016 by our Tidy Towns Groups in all three areas.

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 them to run leaf clean up 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 or phone DCC Customer Services on 01-2222222.



Did you know?


Dublin City Council Neighbourhood Leaf Collection Service

Dublin City Council collects hundreds of tonnes of fallen leaves from the City Streets each Autumn. Main thoroughfares and arterial routes into the city are cleared on an ongoing basis during this time.

In residential areas where it is not possible to provide the same frequency of service many residents groups, associations and individuals get involved in helping to manage their own areas by carrying out leaf clearing initiatives.

Dublin City Council provides bags and equipment to these groups and removes all of the collected bagged leaves free of charge.

To arrange for collection of the bags
visit: www.dublincity.ie/autumnleafcollections
call: (01)222 2222 or
email: customerservices@dublincity.ie

 Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Graffiti Removal Initiative

Over the last number of weeks there has been a concentration on graffiti removal in the Drumcondra area. Members of the Public Domain Team have surveyed the area and reported graffiti found to the DCC Graffiti Removal Crew. The areas covered have included the Drumcondra Road from Whitworth Road to Collins Avenue, St Alphonsus Road, Iona

Road, Hollybank Road and the surrounding residential areas. Removal work has also been conducted on the stretch between Doyle's Corner and St Mobhi Road.

Other areas where quantities of graffiti have been removed include Santry Lane, Ratoath Road and the Finglas Road.

JOHN TWAMLEY
PUBLIC DOMAIN OFFICER