

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

Meeting: 17th January 2017

Item No: 10.

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 December to 31st December.

Type of Complaint	Count of Incidents
Abandoned Bicycles or Trolleys	1
Abandoned Vehicle Inspection	2
Bonfire Materials	17
Community Cleanups	70
Footpath Issues	1
Illegal Dumping	107
Public Lighting Repairs	1
Public Litter Bin Maintenance	1
Remove Hazardous Waste	1
Report Dead Animal	1
Report Graffiti	9
Report Litter Offence	1
Roads	3
Sweep Your Street	25
Tree Maintenance	4
	244

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.

Upcoming Enhancements

2016 was a busy year with many enhancements being completed around the NWA. A number of remaining jobs on the works schedule are due to be completed in the next number of weeks, with commencement scheduled prior to the end of January. In order to support cycling, new bike racks are due to be fitted outside Drumcondra Library, hopefully to

alleviating the unsightly chaining of bikes to surrounding fences and lamp posts. In addition, the installation of a chicane in the laneway between Ratoath Estate and Ventry Park will commence on completion of the ongoing ESB works in the laneway. It is hoped that this will eliminate a long standing problem of motor cycles speeding through this location. Public Domain works are also scheduled to begin before month end at the Botanic Road/St Mobhi Road junction with the installation of decorative signage, replacement bollards, new seating and the repositioning of bike racks. Work is also due to commence shortly on the replacement of the wall around the green space at St. Eithne's Road in Cabra. Updates will be provided in the February Report.

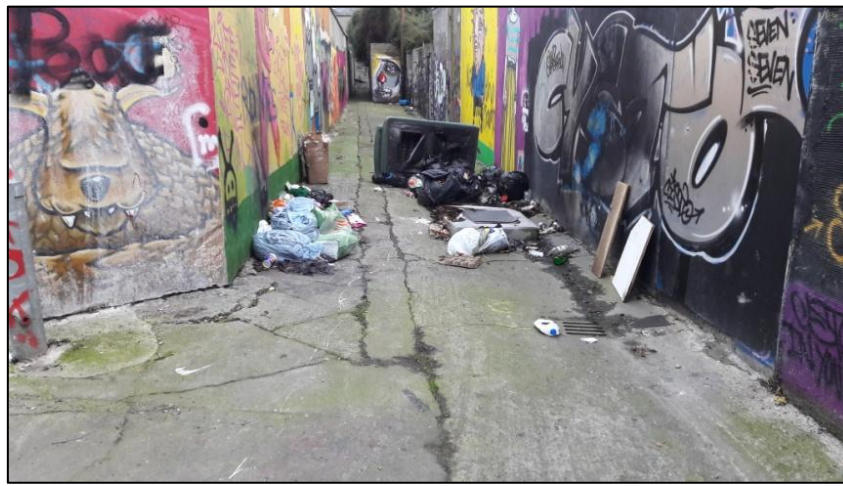
Dumping over the Holiday Period

Unfortunately, there was the now familiar annual increase in illegal dumping over the holiday period in certain areas within the NWA. Some of this was due to packaging and to newly purchased electrical and household goods replacing older items, which were then dumped at the road side or on green spaces. This, combined with the ever present dumping of household rubbish greatly diminishes these areas as communities and amenities, penalising responsible residents who comply with the legal requirement to dispose of waste through an authorised collector. Further enforcement work will be undertaken in 2017 to try to alleviate this anti social behaviour.

A dumping incident witnessed can be reported to the NWA Public Domain Team by phoning 222 5412 / 6754 / 5407 / 5400 or emailing nwa.publicdomain@dublincity.ie. Alternatively the Free Phone Litter Hotline can be contacted on 1800 251500 or DCC Customer Services on 01-2222222.

Laneway Cleaning

Now that the leaf collection programme is completed some resources are being released to clean laneways. Annamoe Parade and the laneways at Cabra Park and Schoolhouse Lane have recently been cleaned. Fergal's Lane and the laneway between Patrickswell Place and Church Street will be cleaned again shortly. Any laneways that require cleaning can be reported to nwa.publicdomain@dublincity.ie.



Illegal dumping in the laneway at Cabra Park prior to its recent cleaning.

IBAL Report on Ballymun

The IBAL report on their Autumn/Winter inspection of Ballymun was recently published. Of particular concern was the condition of Balbutcher Lane on survey day. The presence of

bags of rubbish along the main road were noted and at Gateway Crescent where the condition of the vacant private dwellings is continuing to deteriorate with them being used as a site for the illegal dumping of domestic waste. The poor condition of the recycling facility adjacent to Ballymun Library was also noted.

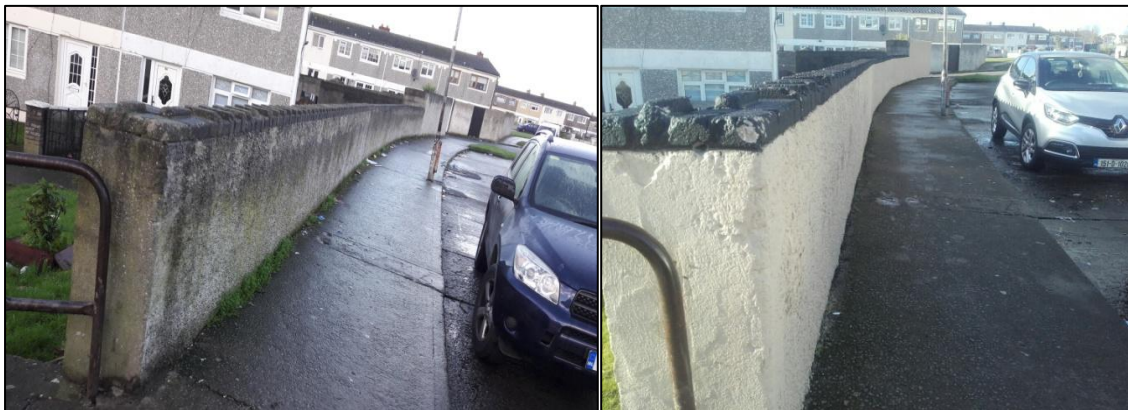
The presence of a large number of green spaces throughout the Ballymun area poses substantial challenges in terms of the management of illegal dumping. Notwithstanding, this work will continue with Waste Management, in particular to address the cleaning of Balbutcher Lane, the library facility and Gateway Crescent which will be cleaned as often as it is practicable.

Graffiti Removal and Painting

During December graffiti removal and wall painting was conducted in a number of areas. Walls were painted by DCC in Crannoge Road, Hazelcroft, Fairlawn, Ballygall Road West and walls in Berryfield were painted as a joint DCC and resident's initiative. Extensive Graffiti removal was also undertaken in Finglas Village and Balbutcher Lane.



Graffiti in Finglas Village removed as part of recent graffiti removal operations



Recent wall painting in Berryfield: before and after works

JOHN TWAMLEY
PUBLIC DOMAIN OFFICER