

Comhairle Contae Thiobraid Árann Thuaidh

North Tipperary County Council

Customer Action Plan

2010 – 2014

**‘ag obair leis an bpobal’
‘working with the community’**

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Introduction	3
Our Commitment to Quality Customer Services.....	5
Our Mission Statement	9
Our core values	10
Principles of Quality Customer Service.....	12
Quality Customer Services.....	16
Housing Services	23
Water Services	28
Environmental Services.....	32
Planning & Development	36
Fire & Emergency Services	39
Roads Services	42
Motor Taxation Services.....	44
Rates Collection & Non-Principal Private Residence Tax	46
Receipting Of Monies Received	48
Corporate Support	49
Human Resources Services	54
Community & Enterprise	55
Directory	56

Introduction

North Tipperary County Council adopted its first Corporate Plan and Customer Action Plan 2001 to 2005 in April 2001; further plans were adopted and published in December 2004. The Corporate Plan provides a framework for the organisation, setting out the organisation's agreed mission, goals and objectives in respect of its many functions and activities. The Customer Action Plan provides contact and service details together with customer services commitments. During the intervening years, we have monitored performance in respect of both plans and have published bi-annual implementation reports.

Following the local elections in June 2009, existing plans were reviewed so as to put in place plans for the lifetime of the new Council, taking into account the current economic climate and the changes that have taken place since the adoption of the previous plans. The new Plans were drafted by our staff and, following consultation with the Council, we invited submissions from our customers, members of our Councils and Strategic Policy Committees, the County Development Board and our Workplace Partnership Committee. The Plan was subsequently adopted by the Council at its meeting held on the 28th of April 2010.

Implementation of the Customer Action Plan will be monitored on an on-going basis and bi-annual reports will be presented to the County Council with regard to implementation issues. These reports will be published on our website at www.tipperarynorth.ie.

The implementation of the objectives of the Plan will be subject to availability of resources, both staffing and financial.

We strive to continually improve the services we provide to the public based on the resources available to us and would welcome any comments or observations from our customers which can be submitted via e-mail to secretary@northtippcoco.ie or in writing to Corporate Support Section, North Tipperary County Council, Civic Offices, Limerick Road, Nenagh.

Terry O’Niadh
County Manager

February 2010

Our Commitment to Quality Customer Services

North Tipperary County Council is committed to providing quality services to its customers. Through the work undertaken by our Council, our Corporate Policy Group, our Strategic Policy Committees, our Workplace Partnership Committee and functional teams, we continually review the manner in which we provide our services in order to ensure continuous improvements.

Furthermore, we seek and receive, on an on-going basis, suggestions from our customers. Examples of customer service facilities that are in place and initiatives that have been undertaken include the following:

- Our Headquarters at the Civic Offices in Nenagh incorporate a one-stop-shop where a range of customer facilities are available including the key services of the Council, facilities for accessing on-line planning and motor tax, offices of the Health Services Executive, Nenagh Town Council and the County Childcare Committee;
- We are open through lunchtime at both the Civic Offices and the Motor Tax Offices;
- Our telephone systems permit direct dialling to sections;
- We use advertisements on local and national media to give information on services affecting the public e.g. roads and water services;

- Our website is continuously updated to provide the maximum amount of information to the public and to ensure that all information is up-to-date;
- In addition to the provision of information our website provides access to pay parking fines in Nenagh and Roscrea on-line, to pay the NPPR (non-principal private residence) charges, to check the electoral register, to check planning applications, to pay motor tax and to re-home a dog;
- We hold public consultation meetings at various venues around the County with regard to policy proposals e.g. County Development Plan;
- An in-house newsletter 'Eist' is circulated to all our current staff, our pensioners and our elected members;
- We provide contact names and numbers on correspondence to facilitate ease of contact;
- We have put in place an Appeals and Complaints Procedure which is publicised on our website;
- We ensure that personal data is protected in accordance with the requirements of the Data Protection Act 1988 and 2003;
- We have put in place an Irish Language Scheme in accordance with the provisions of the Official Languages Act 2003;
- A plan is in place to make our services and facilities more accessible in accordance with the Disability Act 2005. An example of this is that our website has been made AA compliant;

- We will provide, following a request, communications to a person with a hearing or visual impairment, as far as practicable, in an accessible format;
- We have carried out two customer consultation processes and have implemented a number of recommendations arising from the reports that were compiled based on the findings of these processes.

Monitoring Delivery of our Objectives

On an annual basis we prepare Business Action Plans for all our services based on the objectives of our Corporate Plan and this Customer Action Plan. These set out how the strategies contained in our Corporate Plan and Customer Action Plan will be achieved for the year in question. Implementation Reports on the Business Action Plans monitor progress on the achievement of our objectives. These Implementation Reports are brought before the Council and also published on our website.

At National Level 46 key Service Indicators have been introduced to measure the performance of city and county councils across a selection of the services that they provide. We report at local level on these Service Indicators based on performance to June and December annually. The end of year results are incorporated into the overall report which is compiled at national level and published by the Department of the Environment, Heritage and Local Government. Details of our Service Indicators are available on our website.

Our Customer Action Plan for 2010-2014 will continue to provide a mechanism for us to:

- Accelerate the process of reviewing and improving our customer services where possible;
- Set out our goals for improved performance in the area of customer care;
- Provide improved information to our customers on the range of services we provide and how they can contact us;
- Set agreed standards of services which our customers will receive;
- Continue to monitor responsiveness to our customers;
- Continue to implement the principles of quality customer service which were approved by the Government in July 2000.

Working in partnership with our Customers

We recognise that we need to work in partnership with our Customers in order to provide quality services. Please let us have your suggestions on how we can serve you better. You may forward them to our offices at any time.

Our Mission Statement

We commit ourselves, in partnership with all our stakeholders, to improve the quality of the economic, social and cultural life of our communities.

Our core values

Democracy

We respect and uphold the democratic participation of our elected members and our citizens and value their role in the strengthening of our organisation.

Customer/Citizen Care

We acknowledge the need to provide good quality services in a professional, efficient, effective and impartial manner and to ensure that our policies and activities are based on the principle of good customer care.

Environmental Care

We are committed to ensuring that our values, our policies and our actions incorporate the principle of sustainable development, respecting and protecting our natural and built environment, our culture and our heritage.

Our staff

We recognise that our human resources are our greatest asset and their training, development, safety and welfare are a primary objective.

Partnership

We appreciate the value of a positive working partnership involving our staff, our members and our citizens and acknowledge its importance in the future development of our organisation and in the management of change.

Our County

We are committed to the promotion of North Tipperary as a top class location in which to live, work and visit. We will continue to work in conjunction with other relevant agencies to promote the County as an attractive location for investment including Foreign Direct Investment, indigenous industry and other enterprise. We acknowledge our role in the provision of infrastructure to facilitate development and are committed to a proactive approach in fast tracking appropriate investment and creating an environment that is conducive to doing business.

Principles of Quality Customer Service

For Customers and Clients of the Public Service

In our dealings with the public, we will implement the following principles:

Quality Service Standards

Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.

Equality/Diversity

Ensure the rights to equal treatment established by equality legislation and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).

Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this,

facilitate access for people with disabilities and others with specific needs.

Information

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication.

Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

Timeliness and Courtesy

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

Give contact names in all communications to ensure ease of ongoing transactions.

Complaints

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

Appeals

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

Consultation and Evaluation

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

Choice

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

Official Languages Equality

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

Better Co-ordination

Foster a more coordinated and integrated approach to delivery of public services.

Internal Customer

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

Quality Customer Services

Key Service Standards

When you telephone us

We will take your call between the hours of 9.30 a.m. and 4.30 p.m., Monday to Friday (9.30 a.m. to 4.00 p.m. in respect of Planning Section). Some of our offices are not staffed during lunchtime. Should you call these offices, you may leave your message on our voicemail facility and we will return your call as soon as is possible.

We will identify ourselves to you and deal with your call as quickly as possible in a friendly, helpful and courteous manner.

We would ask for your co-operation by providing your name, address, reference number (if applicable) and any other basic details which will

assist us in responding quickly to you.

We will try to provide you with the information that you require to answer your enquiry. If we cannot deal with your enquiry immediately we will take your telephone number and call you back or write to you within a specified time.

Where it is necessary to transfer your call to another person, we will give you the name of that person.

We have provided 'voicemail' facilities on all our telephone extensions which will enable you to leave a message for the person you wish to speak to, should they be unavailable.

We will provide you on request with details of all complaint/appeal procedures available to you.

When you call to our offices

We will aim to keep our offices clean and safe.

We will respect your privacy.

We will be friendly, helpful and courteous and try to provide you with the service you require as quickly as possible.

If we cannot deal with your query within a reasonable time, we will explain this to you and undertake to contact you by phone or in writing.

If the office you call to cannot provide you with the service you require, we will put you in telephone contact with the relevant section in any of our other offices.

We will strive to improve accessibility for all our

customers including people with a disability.

When we visit you at your home

In the event of a member of staff having to call to your home, he/she will be happy to provide proof of identification.

Should you have any query with regard to the identity of the caller, we would recommend that you ask him/her to wait outside your door, close your door and phone our offices to clarify the matter. Our staff appreciate the need for you to be satisfied with their identity and will not take offence at your checking same.

Should there be need for follow-up to the visit – whether by way of a letter, telephone call or another house visit, we will advise you of this and when it is intended to contact you again.

When you write to us

The addresses and telephone numbers of all our sections are included at the back of this publication. We will ensure that post sent to any of our offices will be forwarded by us to the relevant section for attention.

We will reply to all correspondence in clear, non-technical language and will include the name, section and telephone number of the person dealing with the matter.

Each of our sections has drafted customer service standards for the services they provide. The variation in the type and complexity of issues dealt with by us necessitates the setting of different response times – please refer to the particular service you require which is contained in the following pages. However, we aim to reply to all correspondence within 21 days

of receipt and if we cannot issue a full reply within that time, we will issue an acknowledgement, indicating who is dealing with the matter and when it is intended to issue a full reply.

We will ensure that all correspondence is dealt with, even when the individual member of staff to whom it is addressed is absent.

Some issues are very complex in nature (e.g. those of a particular technical or legal nature). In these instances, we would advise you to put your enquiry/details in writing thus ensuring clarity and avoiding misunderstandings.

Access to information

We will ensure that our application forms and explanatory documentation are kept up to date at all times and are amended as required by all relevant legislation.

We will comply fully with the spirit and the requirements of the Freedom of Information Act, 1997, as amended, and the European Communities (Access to Information on the Environment) Regulations 2007 and will assist you in accessing information held by us, subject to certain exemptions regarding specific information. We wish to bring to your attention the Freedom of Information Reference Book which is available in our offices and which explains in detail how you may access information held by us.

We will comply with the requirements of the Data Protection Act 1988 and 2003 in relation to personal information held by us.

Application Forms

We will ensure that all application forms and accompanying explanatory

documentation are presented in a clear, user-friendly fashion.

If you are having difficulty, we will assist you in completing the forms, on request.

We will aim to provide all application forms and explanatory documentation in Irish.

We would ask you to appreciate that the information requested on our application forms is the minimum necessary to provide the particular service to you. Many of the forms are drafted based on legal requirements. Accordingly, it is very important that you complete the forms in full and that any accompanying documentation is clearly labelled to avoid confusion. If you have difficulty in filling any form, please ask us for our assistance.

Appeals and complaints

We aim to provide the best possible service to you.

However, should it happen that you are not happy with the service provided, we will deal with your complaints in a timely, courteous and helpful manner.

In the first instance, we would advise you to write to or phone or ask to see the Section Head in question.

If you do not receive a satisfactory response to your complaint you may send a written complaint to the appropriate Director of Services/Head of Function as follows:

Roads and Water Services –
Mr. Marcus O' Connor, Director of Services

Housing, Environmental and
Emergency Services – Mr. Karl
Cashen, Director of Services

Planning & Development and
Community & Enterprise issues –
Mr. Matt Shortt, Director of
Services

Financial management and
Corporate Services – Mr. Liam
McCarthy, Head of Finance &
Corporate Services

Information & Communication
Technology – Mr. Gerard Lynch,
Head of I.S.

Please address your letter to the appropriate Director/Head of Function, Civic Offices, Limerick Road, Nenagh and provide as much information as possible to enable your complaint to be dealt with in a speedy and appropriate manner. The matter will be investigated and a response will be issued to you within 21 days. If we cannot forward a full reply in that time, we will write to you and inform you of the delay and the reason for same.

We will aim to deal with all complaints concerning delays in

services, mistakes and poor customer service within 21 days of receipt of complaint. If we cannot forward a full reply in that time, we will write to you and inform you of the delay and the reason for same.

Should your complaint consist of complex, technical or legal aspects, we would advise you to put your complaint in writing in order to avoid any mistakes or mis-understandings.

When we make a mistake, we will apologise for same, explain why it happened and rectify the matter immediately.

We will include information on internal and external appeals and complaints procedures in all our documentation, publications and forms.

Service in Irish

Wherever possible, we will make appropriate arrangements for any of our

customers who wish to carry out their business in Irish.

We will endeavour to provide application forms and explanatory leaflets in Irish.

Correspondence received in Irish will be replied to in Irish.

How you can help us to provide an excellent service to you

The development of a customer-focussed service takes time and commitment. We want to provide the best possible service to you and so would request as follows:

When contacting our offices, please ensure that you have all relevant details available – your name, address, reference number (if applicable). If you have previously been in contact with us concerning the matter, it would be helpful if you provide the name of the staff member with whom you spoke or from

whom you received
correspondence.

When completing application
forms, ensure that they are fully
completed, that they are signed
and are accompanied by all
relevant documentation and
fees.

We would very much
appreciate your suggestions or
ideas for an improved service.

Housing Services

General Information

Our Housing Section is located at the Civic Offices, Limerick Road, Nenagh, and can be contacted by direct dial to 067 44842, 44843, 44844.

Applications for Rehousing

When you submit an application for rehousing, we will examine it immediately to ensure that the application is completed correctly.

If the application is complete, we will issue an acknowledgement of receipt within 5 working days. This acknowledgement will confirm the date on which the application was received and the reference number allocated to it.

If the application is incomplete, we will notify you within 10 working days specifying the further information needed to validate it.

We will process and issue our decision to you within 8 weeks of receipt of the complete application. In the event of an application being refused, a review will be undertaken where changes in circumstances occur.

Applications for Housing Loans

When you submit an application for a Housing Loan or Shared Ownership Loan, we will examine it immediately to ensure that the application is completed correctly.

If the application is complete, we will issue an acknowledgement of receipt within 5 working days. This acknowledgement will confirm the date on which the application was received and the reference number allocated to it.

If the application is incomplete, we will notify you within 10 working days specifying the further information needed to validate it.

We will process the application and issue our decision to you within 5 working days of the application being decided upon by the Council's Credit Committee.

Applications for Housing Grants

When you submit an application for a Housing Grant, we will examine it immediately to ensure that the application is completed correctly.

If the application is complete, we will issue an acknowledgement of receipt within 5 working days. This acknowledgement will confirm the date on which the application was received and the reference number allocated to it.

If the application is incomplete, we will notify you within 5 working days specifying the further information needed to validate it.

Emergency Repairs to Rented Council Houses

We will respond to emergency repairs (e.g.: plumbing, electrical faults) within 24 hours of receipt of complaint.

Re-letting of Houses

We will carry out all minor repairs (e.g. painting/broken window) within 4-6 weeks of house being available for re-letting.

We will carry out all extensive repairs (e.g. cooker replacement/window/door replacement) within 16 weeks of house being available for re-letting. Where funding is available to improve the energy efficiency of vacant houses, the above time frames may be exceeded while the relevant contractors are appointed.

Vacant houses, available for re-letting, will be allocated to new tenants within 4-6 weeks.

Payment of Rent

It should be noted that the income from rent finances our housing maintenance and repairs programme and so it is important that all tenants keep their payments up to date. The vast majority of tenants pay their rent on time each week.

However, some tenants fail to pay on time and this results in arrears accumulating.

Accordingly, the Council must insist on timely payment of all rents due.

Procedure for Collection of Arrears – Housing Rents

Where a Tenant/Tenant Purchaser of a Council house falls 4 weeks into arrears, an Arrears Notice will be issued giving the Tenant/Tenant Purchaser 7 days to clear the arrears. Where:

- the arrears are not cleared within the seven (7) days or
- a suitable agreement is not reached between the Council and the Tenant/Tenant Purchaser for payment of the arrears over a period or
- agreement reached for payment of the arrears has not been honoured,

the Tenant will be advised by letter of the Council's intention to pursue the arrears which may result in the institution of legal proceedings for repossession of the house.

Procedure for Collection of Arrears – Housing Loans

Borrowers loan repayments are monitored monthly, and where accounts fall into arrears, a letter is issued giving the borrower a period of time to clear the arrears. Where:

- the arrears are not cleared or
- a suitable agreement is not reached between the Council and the Borrower for payment of the arrears over a period or
- agreement reached for payment of the arrears has not been honoured,
- by referral to the Money Advice and Budgeting Service;
- by referral to the Homeless Support service.

Tenant Participation/Estate Management

A number of Residents Associations has been established in our housing estates. The Council will endeavour to assist Residents Groups in the carrying out of Environmental Works in their estates, consistent with funding available on an annual basis.

Assistance/advice in getting involved in Tenant Participation/Estate Management can be obtained by contacting the Council's Tenant Liaison Officer in the Housing Section at 067 44836.

the Borrower will be issued with a Solicitor's letter and advised of the Council's intention to pursue the arrears, which may result in the institution of legal proceedings for repossession of the house.

While the Council will pursue all arrears due on housing rents and loans, every effort will be made to avoid the institution of legal proceedings:

- by the early pursuit of arrears;
- by offering a range of payment options;

**Services for Homeless
Persons**

The Council, in partnership with the Health Service Executive, operates a Homeless Persons Centre at Kenyon Street, Nenagh, where a Community Welfare Officer and a Resettlement Worker hold weekly clinics to respond to the needs of homeless persons and those in need of emergency accommodation. The Homeless Persons Centre can be contacted by direct dial to 067 46503, 46504. Outreach clinics are held weekly in Roscrea and Thurles to respond to the needs of homeless persons in those areas. Details of weekly clinics are as follows:

**Homeless Persons Centre,
Kenyon Street, Nenagh -**

**Monday & Friday – 10.30 to
11.00 am.**

**Health Centre, Gaol Road,
Roscrea –**

**Wednesday - 10.00 to 10.30
am.**

**St. Mary's Health Centre,
Thurles – Wednesday – 2.00 to
2.30 pm.**

Water Services

General Information

Our Water Services Section is located at Civic Offices, Limerick Road, Nenagh and can be contacted by direct dial to 067 44828 or 44830.

Water Supply

Disruptions to water supplies

The reasons for disruptions to supply are many – some are within the control of this Council and others are as a result of unforeseen events.

Where the disruption is significant and within the control of the Council, we will notify all affected customers at least 24 hours in advance of the proposed disruption. This notification will include our best estimate of the duration of the disruption.

Where the significant disruption is unanticipated, we will immediately try to establish the cause. Where a delay in repair is anticipated we will notify all affected customers within 24 hours of the disruption giving full details of the cause and the anticipated time for return of the supply. This will involve placing notices on the Council website, www.tipperarynorth.ie, on the local Radio Station and/or delivering leaflets to individual houses and/or use of a mobile public address system.

Complaints with regard to supplies

We aim to ensure that our customers are provided with a first class service. Should you, at any time, be dissatisfied with our service, you may forward your complaint to the Director of Transportation, Roads & Water Services.

We will acknowledge receipt of your written complaint within 3 working days and will issue a full reply within 3 weeks.

Requests for disconnections

When you submit a written request for a disconnection, we will forward it to the relevant technical staff.

Where the application is complete, we will issue an acknowledgement of receipt within two working days. This acknowledgement will confirm the date on which the application was received and the date by which it is intended to effect the disconnection

Applications for Connections To Water Or Sewer Mains And For Road Opening Licences.

When you submit an application for a connection or a licence to excavate a public road, we will examine it

immediately to ensure that the application is completed correctly.

Connections

If the application is incomplete, we will notify you within 3 working days specifying the further information needed to complete it.

We will issue our decision on your application for a connection within 2 weeks of receipt of a completed application. This will include notification of fees due. A grant of permission will issue within 3 days of payment of fee by you.

Road opening.

Significant documentation is required by Health & Safety Legislation. This has to be prepared by the applicant and assessed by the Council's Road Section. Water Services target is that we will issue our decision on your application for a road

opening licence within 4 weeks of receipt of completed application. This will include notification of fees due.

A grant of permission will issue within 3 days of payment of fee by you.

Group Scheme Applications

When you submit an application for a subsidy for an existing group scheme, we will examine it immediately to ensure that the application is completed correctly.

Where the application is incomplete, we will notify you within 3 working days and specify the further information needed to complete it.

Payment of subsidy in respect of existing schemes will issue within 3 weeks of receipt of a completed application.

Private Well Grant Applications

When you submit an application for a private well grant, we will examine it immediately to ensure that the application is completed correctly.

If an application is incomplete, we will notify you within 3 working days specifying the further information needed to complete it.

We will issue our decision of provisional approval/refusal within 3 weeks of the date of receipt of completed application.

Payment of grant will issue to you within 5 weeks of date of receipt of all required documentation on completion of all work and water tests.

Water Charges

Please direct your enquiries with regard to water charges to our Revenue Section which is located at the Civic Offices, Limerick Road, Nenagh and can

be contacted by direct dial to
067 44525 or 44526.

Payment of Charges

We will issue water charges
demands before the 30th April
and 31st October each year.

Where charges are not paid,
appropriate action will be taken
for recovery which will include
issuing of a notice requiring
payment within 7 days. If
payment is still not received, a
further reminder will be issued,
followed by either
disconnection or legal
proceedings or both, as
warranted by the individual
case.

Environmental Services

General Information

Our Environmental Services Section is located at the Civic Offices, Limerick Road, Nenagh and can be contacted by direct dial to 067 44786.

Recycling Activities

The Environmental Section will provide you with a Compost bin within 4 weeks of receipt of your request and payment of the appropriate subsidised fee of €35 subject to availability.

Derelict Sites

The Council maintains a register of Derelict Sites in the Environment Section. You are welcome to inspect the register during office hours. Any information of a general nature will be given to you immediately.

Information With Regard to Litter, Water Pollution, Dogs, Nuisances, Noise

The Environmental Section deals with all queries relating to litter, water pollution, dogs, nuisances and noise. You are welcome to phone or call to the office during normal working hours and any information of a general nature will be given to you immediately. Litter Freephone – 1800 250 350.

Should you wish to lodge a complaint or observation with regard to any issue, you may do so by phone or in writing. We will acknowledge receipt within 3 working days and advise you of the action we intend to take.

When your complaint has been investigated, we will notify you of the outcome within 7 days and inform you of any appeal procedures available to you should you not be satisfied.

Applications for Waste Permits

When you submit an application for a permit, we will examine it immediately to ensure that the applicant and the site and newspaper notice is completed correctly.

If an application is invalid, we will notify you within 14 working days specifying the further information needed to validate it.

If the application is valid, we will issue an acknowledgement of receipt within 14 working days. This will confirm the date on which the application was received and the reference number allocated to it.

Where we discover during processing that additional information is required we will issue a detailed list of the information required. A request for additional information will

issue within 1 month of receipt of a valid application.

A decision will issue on a valid application within 2 months.

This notification will detail the appeal procedure that may be taken by you, should you be dissatisfied in any way with our decision.

Objections to Applications

Should you wish to lodge an objection or observation with regard to any application, you may do so in writing. We will acknowledge receipt within 7 working days.

We will notify you within 7 working days of making a decision. This notification will detail the appeal procedure that may be taken by you, should you be dissatisfied in any way with our decision.

Register of Applications

The Council maintains a register of all applications in the Environmental office. You are welcome to phone or call to the office during normal working hours and any information of a general nature will be given to you immediately (copy of permit can be purchased).

Applications For Licences To Discharge To Waters Or Sewers

Making an application

When you submit an application for a licence, we will examine it immediately to ensure that it is completed correctly.

If the application is invalid, we will notify you within 7 working days specifying the further information needed to validate it.

If the application is valid, we will issue an acknowledgement of receipt within 7 working days confirming the date on which it was received and the reference number allocated to it.

Where we discover during processing that additional information is required we will issue a detailed list of the information required. A request for additional information will issue within 1 month of receipt of a valid application.

A decision will issue on a valid application within 2 months.

This notification will detail the appeal procedure that may be taken by you, should you be dissatisfied in any way with our decision.

Objection to Licence to discharge to Waters

Should you wish to lodge an objection or observation with regard to any application, you

may do so in writing. We will acknowledge receipt within 7 working days.

Once a decision is made on the application, we will notify you within 7 working days and inform you of any appeal procedures available to you.

Register of licences

A register of all applications for licences is maintained in the Environmental Section. You are welcome to phone or call to the office during normal working hours and any information of a general nature will be given to you immediately (copy of Licence can be purchased).

Water Safety

Our Water Safety Officer can be contact at the Environment Section, Civic Offices, Limerick Road, Nenagh phone 067-44782.

Details of Summer Programmes and Winter Classes in your area can be obtained by asking at your local Swimming Pool.

Nenagh Pool 067-31788 (contact pool manager)

Ballina Outdoor Pool (summer season only) contact 067-44782

Borrisokane Outdoor Pool (summer season only) contact 067-44782

Roscrea Pool 0505 23822 (contact pool manager)

Planning & Development

General Information

The Planning Section is located on the ground floor of the Civic Offices, Limerick Road, Nenagh and can be contacted by direct dial to (067) 44652.

All information with regard to the lodging of applications for Planning Permission is available from the staff directly or by reference to the comprehensive guidance notes supplied with the Application Form. These details are also available on the Council's website.

Applications for Planning Permission.

When you wish to apply for planning permission:

When you submit an application for permission, we will examine it to ensure that it

complies fully with the requirements set out in the Planning and Development Regulations 2001 (as amended).

If the application is invalid, we will notify you within **5** working days. We will return all of the documentation and any fee received, notify you of those requirements of the Regulations which have not been complied with and instruct you to remove any site notice erected in respect of the application.

If the application is valid, we will issue an acknowledgement of receipt within **7** working days. This acknowledgement will confirm the date on which the application was received and the reference number allocated to it.

Once a valid application has been received, we will process it. Should we require any further information in order to make a decision, we will issue a request to you within **7** weeks of receipt

of the valid application. Once we have received all the further information required from you to enable us to make a decision, we will issue our decision within 4 weeks.

Where a request for further information is not necessary we will make a decision within 8 weeks of receiving your application unless the time limit is extended by you. You will be notified of this decision by registered post within 3 working days.

Our notification of decision will detail the appeal procedure available to you, should you wish to lodge an appeal with An Bord Pleanála.

A register of all planning applications is maintained in the Planning Office. You are welcome to phone or call to the office during normal working hours to inspect the register. Your entitlement to inspect

Planning Files is set out clearly in Planning Legislation and the staff will be happy to explain these entitlements to you. Enquires can also be made on-line on the Council's website.

Should you wish to lodge an objection/ submission you may do so in writing within 5 weeks of the date of receipt of the application in question. Your objection/ submission will be invalid unless it is accompanied by a fee of €20. Receipt of your objection/submission will be acknowledged, through the post, within 7 working days.

Where you have lodged a valid objection/submission you will be notified within 3 working days of any or all of the following:-

- where significant further information is received in relation to the application,
- where a decision on the application has been made, including details of the

appeal procedure
available to you,

- where a valid appeal against the decision has been lodged by any party,
- where the application is invalidated for any reason or withdrawn. (In the case of invalid applications, the €20 fee paid will be refunded to you).

Complaints Regarding Unauthorised Development

Where we receive a complaint, in writing, concerning an alleged unauthorised development or a failure to comply with the terms or conditions of any Permission granted, we will acknowledge it within 7 working days and investigate it within 5 weeks. Except where the complaint is found to be frivolous, vexatious or insignificant we will issue a Warning Letter to the developer

within 6 weeks, requesting that the unauthorised development cease and inviting observations within 4 weeks. A copy of the Warning Letter will be given to the complainant and all other interested parties.

Having had regard to any reply received and the nature of the development complained of, we will decide within 12 weeks of issue of Warning Letter on whether to issue an Enforcement Notice.

The Council will avail of its powers to seek a Court Injunction to prevent an unauthorised development from commencing or continuing where such action is considered appropriate.

Fire & Emergency Services

General Information

Our Fire and Emergency Services Section is located at the Central Fire Station, Limerick Road, Nenagh and for non-emergency calls, can be contacted by direct dial to 067 38400.

Application for Fire Certificate (Including Revised and Regularisation Certificates)

When you wish to apply for a Fire Safety Certificate.

When you submit an application for a certificate, we will examine it immediately to ensure that the application is completed correctly.

If the application is valid, we will issue an acknowledgement of receipt within 7 working days.

This acknowledgement will confirm the date on which the application was received and the reference number allocated to it.

If the application is invalid, we will notify you within 7 working days specifying the further information needed to validate it.

Once a valid application has been received, we will process it. Should we require any further information in order to make a decision, we will issue a request to you within 35 working days of receipt of the valid application.

Once we have received all the information required from you to enable us to make a decision, we will issue our decision within 20 working days. Our decision will detail the appeal procedure that may be taken by you, should you wish to lodge an appeal.

When you want information with regard to any application for a Fire Safety Certificate.

A register of applications for Fire Safety Certificates is maintained in the Central Fire Station, Nenagh. You are welcome to phone or call to the office during normal working hours to inspect the register and any information of a general nature will be given to you immediately.

Disability Access Certificates (Including Revised)

When you wish to apply for a Disability Access Certificate:

When you submit an application for a certificate, we will examine it immediately to ensure that the application is completed correctly.

If the application is valid, we will issue an acknowledgement of receipt within 7 working days.

This acknowledgement will confirm the date on which the application was received and the reference number allocated to it.

If the application is invalid, we will notify you within 7 working days specifying the further information needed to validate it.

Once a valid application has been received, we will process it. Should we require any further information in order to make a decision, we will issue a request to you within 35 working days of receipt of the valid application.

Once we have received all the information required from you to enable us to make a decision, we will issue our decision within 20 working days. Our decision will detail the appeal procedure that may be taken by you, should you wish to lodge an appeal.

When you want information with regard to any application for a Disability Access Certificate:

A register of applications for Disability Access Certificates is maintained in the Central Fire Station, Nenagh. You are welcome to phone or call to the office during normal working hours to inspect the register and any information of a general nature will be given to you immediately.

Commencement Notices

When you submit a Commencement Notice, we will examine it immediately to ensure that the notice is completed correctly.

If the notice is valid, we will issue an acknowledgement of receipt within 7 working days. This acknowledgement will confirm the date on which the notice was received and the

reference number allocated to it.

If the notice is invalid, we will notify you within 7 working days specifying the further information needed to validate it.

Roads Services

General Information

All information with regard to roads and road related matters may be obtained from the Roads Section which is located at Civic Offices, Limerick Road, Nenagh. Direct dial lines are 067 – 44871 and 067- 44876. We also have offices located at the following addresses:

**Newport office, Main St., Newport -
Phone: 061-378192**

**Borrisokane office, The
Courthouse, Borrisokane - Phone:
067-27102**

**Roscrea office, Birr Road, Roscrea
- Phone: 0505-21319**

**Thurles office, Rossa Street,
Thurles - Phone: 0504-21153**

Requests for Repairs To Public Roads

When you forward your request by phoning or calling to our offices:

Requests made directly for the carrying out of repairs, requests for attention to roads etc. will be immediately referred to the appropriate area office for attention. Callers will at all times be treated with courtesy and every endeavour will be made to ensure that their call is dealt with efficiently and that appropriate action is taken promptly.

When you send your request by post:

Written requests to the Roads Office, including representations made by public representatives on behalf of members of the public, will be referred to the appropriate area engineer within 3 working days and a full response will issue within 15 working days. In some circumstances a more lengthy investigation of a particular issue/problem may need to be carried out and in this event the Roads Section will inform you of the timeframe involved.

Application Made Under the Community Assisted Road Scheme/Local Improvement Scheme

Applications made under this scheme will be acknowledged and referred to the appropriate area engineer within 3 working days.

Having been assessed and costed by the Area Engineer, the complete list of applications, including those brought forward from previous years is presented to the elected members at a meeting of the Council for consideration. Proposers of the selected schemes will then be requested to pay the local contribution and the work will be scheduled by the Area Engineer.

Unsuccessful applicants will also be informed of the Council's decision.

Road Opening Licences issued by Roads

A decision on road opening licences other than for water services and sewage will be made within four weeks of application. A grant of permission will issue within three days of payment of fees.

Permit For Abnormal Loads

A permit will issue within seven working days from receipt of application.

Motor Taxation Services

General Information

Our Motor Taxation Section is located at Kickham Street, Nenagh and can be contacted by direct dial to 067 44701.

Opening times are from 9 am to 3 pm, Monday to Friday.

We are committed to providing you with an efficient service and would ask your assistance by ensuring that you have included all necessary documentation with your application. If in doubt, please contact our office by phone.

Taxing your car

You may renew your motor taxation by using the pre-paid envelope sent to you with your reminder. All postal applications will be processed and returned to you within 3 working days of receipt. Alternatively, if your renewal

notice has a PIN number, you may tax on-line on www.motortax.ie or you are welcome to call to our offices at Kickham Street where we will deal with your application within 30 minutes.

Driver Licences

You may apply for a new licence or to renew your licence through the post or by calling to our offices. On receipt of your completed application, we aim to issue 50% of licences within 5 working days.

Change of ownership

We will process your application within 10 working days.

Trade licence applications

We will process your application within 2 working days.

Trailer licences

We will process your application within 3 working days.

Refund applications

We will process your application and issue payment within 30 working days.

Garda queries

We will reply to all queries within 2 working days.

Solicitor queries

We will reply to all queries within 3 working days.

Traffic fine queries

We will reply to all queries within 10 working days.

Rates Collection & Non-Principal Private Residence Tax

General Information

Rates services are co-ordinated by our Revenue Services Section which is located at The Civic Offices, Limerick, Nenagh and can be contacted by direct dial to 067 44525, 44526 or 44528.

Queries regarding commercial rates, water charges and Non Principal Private Residence tax may be directed to this office.

(Please consult with our directory of names and phone numbers at the back).

Issuing of Rate Demands

We will issue all warrants and demands before the 31st March each year.

Payment of demands

Payment of the first moiety of rates is due on demand each year and the second moiety becomes due on the 1st July each year.

Where rates are not paid by 30th June and 30th July, in any year, appropriate action for recovery will be taken which may include the issuing of an Arrears Notice, a Six Day Notice, Statutory Procedures including legal action/levy by distress where necessary.

Issue of Certificates of Rateable Valuation

When you submit an application for a rateable valuation certificate, we will examine it immediately to ensure that the application is completed correctly

and all necessary information is supplied.

If the application is complete, we will issue a completed certificate within two working days.

If the application is incomplete, we will notify you within four working days specifying the further information needed to complete it.

Valuation Office

If you have a query relating to a valuation of property, please contact the Valuation Office at 1890 304444 (same price as a local call).

Non-Principal Private Residence Tax

We will assist the public with any queries in relation to liability for Non Principal Private Residence tax, and take appropriate action to identify liable properties that have not been declared for the tax.

Receipting Of Monies Received

When you make a payment at the Civic Offices, Nenagh, Newport Area Office and Roscrea Area Office you will be issued with an official receipt immediately. If a receipting facility is not available for any reason, you will be issued with an "Acknowledgement of Monies Received" and a receipt will be forwarded to you as soon as is practicable.

When you send payment by post, you will be issued with a receipt by return post unless there is a particular query. In order to assist speedy and accurate receipting, we would ask you to ensure that all payments are accompanied with a note detailing the name and address of the payee and the service and account

number to which it applies. Post dated cheques may be accepted, but **only by agreement** with the section of this authority to whom they are due, these will be recorded in a central register and receipted as soon as they become valid.

Every official receipt will set forth the date on which the money was received, the amount thereof, the name of the person from whom it was received, the purpose for which it was received, whether the payment was made by cash, cheque, money order, postal order, credit/debit/laser card, or otherwise. All cheques must be made payable to North Tipperary County Council, third party cheques are not accepted.

Corporate Support

General Information

Our Corporate Support Section is located at the Civic Offices, Limerick Road, Nenagh and can be contacted by direct dial to 067 44520, 44633, 44553, 44554, 44551, 44521, 44555. Queries may be addressed to this office or by e-mail to:

corporatesupport@northtippcoco.ie

Register of Electors

The direct contact number is 067 44520.

We will place the register on public display at the following locations in order for you to check if you are registered correctly: Council Offices, Town Council Offices, Garda Stations, Citizen Information Offices, Post Offices and

Libraries or on the Council's website www.tipperarynorth.ie.

Draft Register

We will publish the Draft Register on 1st November each year and advertise that the register has been placed on public display.

If you submit a valid application it will be processed by us. We will notify you in writing of the amendment made to your name on the Register.

If your application is rejected you will be notified in writing giving the reason as to why your application is rejected.

We will notify, in writing, all people who have been added to or deleted from the register, with the exception of those who have been removed due to death, no correspondence will issue in this case.

Claims Court

All late applications for the Draft Register and claims for corrections to the Draft Register must be submitted by the 25th November in order to be processed at claims court.

We will publish the claims list by 30th November.

All claimants will be notified of the date, location and times of claims court and the proposed action to have their name added, deleted or modified.

After claims court has been held we will notify all claimants of the County Registrar's decision to allow or disallow their claim.

Postal & Special Voters Lists

We will send out a reminder to all those who had a postal or special vote in the previous year to reapply should they require this special class of vote for the current register.

We will process all applications submitted before the 25th November.

Late applicants will be notified that their applications will not be processed but will be held on file should a supplement be published in the lifetime of that register.

All electors who submit a complete and valid application will be notified in writing.

If your application has been rejected we will notify you in writing giving reason for refusal and also advise you of the appeals process.

Live Register

We will publish the Register of Electors on 1st February each year and advertise that the register has been placed on public display.

Supplement

Should an election/referendum be held during the year we will publish a supplement.

If you submit a valid application before closing date (before the 14th day before polling day (Sundays, public holidays and Good Friday excluded)) we will notify you that your application has been accepted.

If you submit an incorrect, incomplete or late application you will be notified, and you will be provided with the reason as to why your application could not be accepted. You will also be notified of the appeals process.

We will also publish a supplementary postal & special voters list. Accepted applicants will be notified. Refused applicants will also be notified. The reason will be provided as to why the application was refused and the

applicant will be advised of the appeals process.

Polling Cards

We will issue polling cards to all those entitled to receive one.

Higher Education Grants

All information with regard to the Higher Education Grants Scheme (for students pursuing a Degree Level Course in a University or Institute of Technology) can be obtained from the Corporate Support Section which is located at the Civic Offices, Limerick Road, Nenagh and can be contacted by direct dial at (067) 44553 or (067) 44633 between the hours 9.30 a.m.- 4.30 p.m.

New applications

Anyone wishing to apply for a Higher Education Grant should contact us by calling, writing or phoning the above mentioned address from late June/early July. We will advertise the

Scheme in local newspapers at this time.

We will forward an application form, copy of the scheme and guidance notes to each applicant. The closing date for receipt of completed application forms will be clearly marked on each application. We will undertake to examine each application as soon as possible and where additional information or documentation is required; candidates will be so informed at an early date.

Grant Renewals

We will write to existing grantholders in late July with a request to confirm income and dependant status. On receipt of this information we will make a provisional offer of grant renewal which will be accompanied by a request to confirm college acceptance.

We will notify students as soon as a decision is made after all

required information and documentation is submitted to us.

Payment of First Instalment of Grant

We will pay the first instalment of Grants c/o The College Bursar not later than the second week of October. In the case of remaining applicants payment will be made within 3 weeks of all documents/information being received.

Payment of second instalment of grant

We will pay the second instalment of the Higher Education Grant to the applicant c/o the College Bursar during the first week of January.

Payment of third Instalment of Grant

We will pay the third instalment of Higher Education Grant in early April.

Special Rate Maintenance Grant

We pay a Special Rate Maintenance payment to applicants who are in receipt of Social Welfare for the previous twelve months and where their income is below the amount set out in the HEG Scheme. We assess for this rate as their applications are being assessed.

Public Liability Claims

The direct contact lines are 067 44521 and 44555.

On receipt of a claim, we will issue an acknowledgement within five working days confirming the date of receipt and the reference number allocated. The time for dealing with each claim may vary depending on the level of complexity involved. We will advise you as soon as possible of the decision on your claim.

Human Resources Services

General Information

Our Human Resources Section is located in the Civic Offices, Limerick Road, Nenagh. Our direct contact lines are (067) 44635, (067) 44545, (067) 44546, (067) 44617 and (067) 44557.

Staff Recruitment

As soon as approval has been granted for vacancies to be filled and if there is no existing panel in place, we will advertise the vacancies in local and national newspapers depending on the nature of the post to be filled. We will make appropriate application forms available and will issue the application form to all applicants on request.

We will arrange interviews. We will endeavour to hold the interviews within one month after the closing date.

We will advise all candidates of their placing on the panel and we will also inform unsuccessful candidates within two weeks of the panel being formed. We will send individual marks and comments from interview to all candidates on request.

Community & Enterprise

The Community & Enterprise Section is located on the 1st floor of the Civic Offices, Limerick Road, Nenagh. Community & Enterprise provides the following services:

- Community & Enterprise (County Development Board & Local Authority Functions) - contact 067 44851/44889/44671
- Arts Service - contact 067 44860
- Childcare Service - contact 067 44888

All information as required in relation to various schemes/operations (Community & Enterprise, Arts, Childcare Grants/Schemes etc.) is available from the staff directly or by reference to the Council's website or relevant documents.

APPLICATIONS FOR GRANT SCHEMES.

We will acknowledge receipt of your application within **5** working days. Where further information is required we will

write to you directly outlining items outstanding. We will subsequently write to you advising you of our decision on your application. We will also liaise with relevant agencies in relation to certain applications, as required.

Directory

North Tipperary County Council

Civic Offices, Limerick Road,
Nenagh
Main Switchboard 067 44500
e-Mail:
secretary@northtippcoco.ie

Accounts and Cash Office
Civic Offices, Limerick Road,
Nenagh
067 44530 - 44537

Arts Office
Civic Offices, Limerick Road,
Nenagh
067 44852

Central Fire Station
Limerick Road, Nenagh
067 38400

Community & Enterprise
Civic Offices, Limerick Road,
Nenagh
067 44851

Corporate Support
Civic Offices, Limerick Road,
Nenagh
067 44551, 44555, 44553 and
44554

Civil Defence
Civic Offices, Limerick Road,
Nenagh
067 44503

Environmental Services
Civic Offices, Limerick Road,
Nenagh
067 44786 or 44780

Housing Services
Civic Offices, Limerick Road,
Nenagh
General Services 067 44841
Capital Services 067 44842

Human Resources Services
Civic Offices, Limerick Road,
Nenagh
067 44635, 44545 And 44546

Information Technology Services
Civic Offices, Limerick Road,
Nenagh
067 44505,44506.

Machinery Yard/Stores
Limerick Road, Nenagh
067 44773 Or 44774

Motor Taxation Services
Kickham Street, Nenagh
067 44701, 44716 And 44718

Planning and Development Services
Civic Offices, Limerick Road,
Nenagh
067 44652, 44653 And 44657.

Rates Services
Civic Offices, Limerick Road,
Nenagh
067 44525 And 44526

Roads Services

Civic Offices, Limerick Road,
Nenagh
067 44870 or 44871

Water Charges

Civic Offices, Limerick Road,
Nenagh
067 44527 And 44528

Water Safety Officer

Environment Section, Civic
Offices, Limerick Road, Nenagh
067-44782.

Water Services

Civic Offices, Limerick Road,
Nenagh
067 44828 or 44830

Revenue Collectors

Paddy Bourke – 087 6572257
Jim Bergin – 087 4194535
Mary Keogh – 087 2792765

Area Offices

Newport Office
Main St., Newport
061-378192

Borrisokane Office
The Courthouse, Borrisokane
067-27102

Roscrea Office
Birr Road, Roscrea
0505-21319

Thurles Office
Rossa Street, Thurles
0504-21153

Library Services

Nenagh Branch Library,
O' Rahilly Street, Nenagh.
067-34404

Roscrea Branch Library,
Birr Road, Roscrea
0505-22032

Thurles Branch Library,
Castle Avenue, Thurles
0504-21555

Source Centre, Thurles,
0504 – 29720

Templemore Branch Library,
Town Hall, Templemore
0504-32555

Borrisokane Branch Library,
Main Street, Borrisokane
067-27199

Cloughjordan Branch Library,
Main Street, Cloughjordan
0505-42425

Town Councils

Thurles Town Council
Slievenamon Road, Thurles
0504 21433

Nenagh Town Council
Civic Offices, Limerick Road,
Nenagh
067 31241 and 44620

Templemore Town Council
Town Hall, Templemore
0504 31496