

COVID-19 - Provision of Essential Services Update

Effective from Monday 8 June 2020 during period of COVID19

Our phone line – 0761 06 5000 and website – www.tipperarycoco.ie continue to remain open.

The Council`s Covid-19 Response Team and Crisis Management Team are continuing to meet and have put Recovery Plans in place which will steer us through each phase.

Timelines around the reopening of our Civic, District and other public buildings will be guided by national protocols which are currently being prepared.

Access to offices

The offices remain closed to the public, however, in the event of an appointment being made with a member of public, access to the council offices will be facilitated. All members of the public will be requested to answer a number of Covid19 related screening questions as required under national guidance protocols and comply with social distancing and hand hygiene requirements.

Civil Defence

Civil Defence remains operational as a support to the Principal Response Agencies.

Community and Enterprise

- Community Response Service – 8am to 8pm (9am to 5pm from 10 June) service supporting voluntary groups providing support to vulnerable in the community; `In this together` provides a range of supports under sports activity, healthy Ireland and age friendly.
- Town and Village Renewal programme and outdoor recreation 2020 programmes underway
- LCDC proceeding as normal via zoom meetings, and Leader grants proceeding.
- Local Enterprise Office supports to businesses through the Covid 19 crisis, notably Business Continuity grants and On-vouchers, feasibility grants, business expansion grants.

Corporate Services

- Plenary Council Meetings re-commenced with effect from Monday 8th June 2020 and further monthly meetings will take place in The Dome, Thurles
- Customer Services – Phone 0761 06 5000 and email/online support – customerservices@tipperarycoco.ie;
- Communications – Continue to support national messaging at critical stage;
- Corporate Services – Ongoing communication with members & Meetings administration – Plenary Council meetings to re-commence with effect from Monday 8th June 2020;
- Facility Management – Maintenance of Council owned buildings

Cultural and Library Services

Customers can expect a safe lending service via a 'Contact and Collect' lending model. Library users can contact their library and make a request for books, CDs or DVDs via phone, web chat or email.

Environment and Climate Action

- Civic Amenity Sites – will continue to provide waste disposal services at the following locations:
 - Tipperary Town - Donohill
 - Roscrea - Dublin Rd
 - Nenagh
 - Clonmel - Carrigeen
 - Cashel – Waller's Lot
- Landfills – Management, Sampling and closed Landfill monitoring;
- Bring Banks;
- Dangerous Structures – on a call out basis;
- Environmental Monitoring & Enforcement – on a call out basis;
 - Illegal Dumping investigations
 - Removal of Dead Animals
- Vets - Abattoir ante & post mortem inspections;
- Community Services – on a call out basis;
 - Control of Horses
 - Control of Dogs
 - Burial Grounds Administration and caretaking
- Water Sampling;
- Inspections where there is no direct engagement with property owner;

Finance

- Restart grant available to help businesses meet the cost of reopening following the Covid19 lockdown, access to application <https://www.tipperarycoco.ie/news/re-start-grant-scheme-business>
- Accounts payable - supplier payment
- Accounts Receivable – by post, phone and online
- Motor Tax postal and online applications continue

Fire and Emergency Services

Fire and rescue services remain operational out of each of our 12 Fire Stations in Borriskane, Cahir, Carrick-on-Suir, Cashel, Clonmel, Cloughjordan, Nenagh, Newport, Roscrea, Templemore, Thurles, and Tipperary Town)

Housing

- **Emergency Homeless Service Supports** - By phone and in person supports by appointment only where necessary;
- **Traveller/Roma/other LA Vulnerable tenants** – Supports will continue – Contact by phone and in person supports as necessary
- **Vacant Units** - Work will continue on vacant units
 - the re-letting of units to new tenants
 - for use as community self-isolation units and
- **Housing Assessments & Allocations** - Assessments by phone and in person where necessary only. Allocations by appointment only for collection of keys;
- **Anti-social behaviour:** High level anti social behaviour will be addressed via phone/letter and in person only in exceptional circumstances
- **Rent** – Queries & supports will be provided by phone on a restricted basis (including amending rent accounts);
- **Legals/Loans:** Works will progress on a restricted basis
- **Grants:** Applications will be progressed along with desk top assessments . Site visits will be restricted to emergency cases only
- **HAP/RAS** – queries, supports and payments to landlords and applicants will be provided on a restricted basis;
- **Representations/Queries** – will be supported on a restricted basis;
- **Housing Construction projects** – Will recommence on site where social distancing protocols can be managed effectively. Part 8 Projects will now progress and new design contracts will now be requested to commence work for new schemes;

LAWPRO

- Support central government on water quality restoration and protection
- Support the EPA on prioritisation of rivers/lakes for assessment
- Phased return to field work and maintain contact with local community groups and stakeholders, including announcement of project grant funding.

Municipal Districts

- Reopening of all parks & playgrounds – in compliance with social distancing and HSE guidelines; The key supervisory responsibility rests with parents and guardians to ensure compliance with social distancing and hand hygiene requirements.
- Resumption of On-street traffic management enforcement; with free parking in car parks (with the exception of Mary Street car park, Clonmel)
- Municipal District meetings
- Burials – will continue in accordance with local arrangements;
- Street cleaning and emptying litter bins will continue but may be scaled back depending on the need;
- Routine housing maintenance work will continue to be suspended; but **essential emergency** works will continue;
- Grass cutting – re-commenced with effect from Monday 18th May;

Planning and Development

On the 29th March, the Minister and the Government, taking account of the importance of the statutory timelines associated with the planning system made Orders which resulted in an extension of time for a range of specified and appropriate periods.

Subsequent Orders have been made by the Government, to extend the period of the original Order until 23rd May 2020 inclusive, a total period of 8 weeks

This effectively meant that the planning authority had the normal period of time (8 weeks), together with an additional period of 8 weeks to determine a planning application. The Order also meant that an interested person had the normal period of time for submissions (5 weeks), together with an additional period of 8 weeks to participate in the planning process.

From Monday the 25th of May, the emergency extension period for



statutory timelines within the planning system was removed. This cessation was accompanied by a phased re-commencement of the full suite of local authority planning services which have been necessarily impacted upon by the COVID-19 emergency and related public health measures taken by Government.

Tipperary County Council has partially reopening it's offices in Nenagh and Clonmel to provide a counter service from 25th May 2020, which will facilitate public participation in the planning process as outlined in the Planning and Development Acts.

Access to the aforementioned two offices will be by appointment only and members of the public can make an appointment by emailing planning@tipperarycoco.ie or by phoning the Planning Section at 0761 06 5000. Applicants will be informed of the Council's associated procedure, risk assessment and requirements set out in any other related HSE/National Guidelines in advance of the meeting.

Only cases/files where public participation is currently still possible will be available for viewing in the office.

As mentioned, this is the start of a phased re-commencement of the full suite of planning services and we continue to encourage on-line use of the planning services.

Public Notices were advertised on Tipp FM and the local newspapers last week.

Our Planning Services are continuing to be provided through a combination of remote working and staff rotas in both the Clonmel and Nenagh offices.

For clarity, here is a summary overview of how the Development Management element of the service is currently being provided here:

- Planning applications may be posted to the office, even where public offices are closed.
- Initial processing of an application, including validation, scanning and upload on to the on-line system will then take place in the office.
- Planning authorities facilitate the on-line display of planning application documentation which can be used for inspection by interested people
- A Submission may be made on any planning application lodged with a planning authority by post, (submissions can also be accepted via e-mail on planning@tipperarycoco.ie and the fee can be paid over the phone to Cash Desk quoting file ref. no.)
- The Planning authority will continue to engage with applicants and their representatives, and/or consider pre-planning documentation

by phone/email.

- Acceptance of any written complaints or information by post or email
- Acceptance of telephone calls and queries
- Validation of Planning Permission applications in both offices
- Investigation of Enforcement complaints within the HSE public safety guidance
- Processing Declarations and other applications that don't require public submissions

At present, we have assessed and determined all of the files that preceded these Ministerial orders i.e. applications submitted up to and including Friday 21st February 2020. We are now assessing live planning applications, but we cannot make a determination on these files until the orders allow us to, the dates will be different for each file and dependent on the lodgment/application dates.

Further information is available at the following link:

<https://www.tipperarycoco.ie/news/faq-planning-applications-and-emergency-covid>

Roads and Transportation

All roads contracts have resumed since May 8th in addition to the actual Road Works programme.

- Annual Road Works Programme.
- Roads routine maintenance.
- Grass cutting and general maintenance in public spaces
- Street cleaning services
- Extreme weather events – crews will respond to severe weather events including flooding, storms and heavy snowfall.
- Flood Prevention Scheme (Clonmel) resuming normal operations and monitoring.
- Public Lighting
- Road opening licences, roads abutting certificates and abnormal loads permits administration
- Roads Capital Works.

Water Services

This is deemed an essential public service and in general business is continuing as normal.

Construction works on IW sites ceased with effect from 29th March, but some works may have continued on a minimal number of sites due to operational criticality.