



Comhairle Cathrach  
& Contae **Luimnigh**  
**Limerick City**  
& County Council

Stiúrthóireacht na Forbartha Tithíochta  
Comhairle Cathrach agus Contae Luimnigh  
Ceanncheathrú Chorpáraideach  
Cé na gCeannaithe  
Luimneach

Housing Development Directorate  
Limerick City and County Council  
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11<sup>th</sup> January 2023

**To: The Mayor and Each Member of Limerick City & County Council**

A Chomhairleoir, a chara,

I attach herewith, for your consideration, copy of draft Housing One-Rep Policy.

At the request of several Councillors, the draft Housing One-Rep Policy was prepared by the Housing Directorate to provide guidance on the issue of case over-representation in cases relating to the work undertaken by the Housing Directorate

The draft Housing One-Rep Policy was presented at the meeting of the Home and Social Development Strategic Policy Committee on 14<sup>th</sup> December 2022 who recommended that it be forwarded to the full Council for adoption.

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Caroline Curley  
Director of Service  
Housing Directorate  
Limerick City and County Council

**Housing  
One Rep Policy**

**1.0 INTRODUCTION**

At the request of several Councillors, a protocol has been prepared by the Housing Directorate to provide guidance on the issue of case over-representation in cases relating to the work undertaken by the Housing Directorate.

**2.0 BACKGROUND**

Councillor Representation ('Reps') is a normal part of the housing process. Those households, who may be affected by a housing service from Limerick City and County Council, whether through a housing application, a housing allocation, a housing loan, a housing grant, a refurbishment request etc., will often seek to influence it through an approach to their Councillor.

It is essential for the proper operation of the housing system that local issues are adequately ventilated. The most effective and suitable way that this can be done is through the local elected representatives, the councillors themselves'.

Councillors communicate regularly to constituents to gauge their views on matters of local concern – which can include issues of direct relevance to the Housing Directorate. Over-representation of a case, however, can lead to the duplication of effort and resource, and so care and common sense should be exercised.

**3.0 DRAFT PROTOCOL**

Because decisions relating to the work of the Housing Directorate can be sensitive, it is particularly important that all processes are open and transparent.

For this reason, the following draft protocol has been formulated in relation to the work undertaken by Housing Directorate:

1. One Councillor or TD or Senator can make representations on behalf of a customer in relation to housing matters.
2. A Public Representation Nomination Form must be completed and submitted to the Housing. Nominations are on a 'first come first served' basis. Representations made to the executive via direct emails will be redirected back to applicant.
3. Nominations for representation are added to i-house, on file or where practicable uploaded to SugarCRM.
4. To avoid over-duplication of Councillor's time and effort in bringing the case to the Council's attention it is imperative on the Councillor to ensure that a constituent is not 'doubling up' with other representations to other Councillors for the same case. Therefore, the written nomination should include that the applicant acknowledges that they will not seek additional representation.

5. In accordance with our customer charter representations are acknowledged and the applicant is written to confirming their chosen representative.
6. The nomination applies to the housing service(s) stated on the nomination form. In the case of an applicant accessing multi-services within Housing, this must be stated on the nomination form.
7. GDPR requires an elected representative, as a data controller, to be able to demonstrate compliance with the principles relating to processing of personal data. Therefore, representation(s) made by elected representative must adhere to the Council's ["Elected Representatives – Representations Protocol. Processing of Personal Data and Special Categories of Personal Data by Elected Representatives"](#)
8. Any changes in nominated representation must be communicated by the applicant in writing to the Housing Directorate i.e. change in representation, withdrawing consent etc., and recorded on the relevant systems as outlined above. If the applicant decides to change their nominated Councillor or TD or Senator they must complete a new Public Representation Nomination Form.
9. Transitional Period

Existing representations will progress until resolved/closed and where applicable replaced by a public representative nomination form on the same matter from when the policy takes effect.

Policy when adopted will take effect from 24<sup>th</sup> January, 2023.

A review will take place after 6 months whereby issues raised on the system in operation will be reviewed and addressed.