

Chief Executive's Report

July 2023

Limerick City Centre hosts Homecoming for four-in-a-row Hurling Champions

Council supports delivery of Peter McVerry Trust homes in Moyross

Limerick City and County Council works with European Investment Bank to cut social housing energy bills

Online portal opens for Defective Concrete Blocks Scheme applicants in Limerick

Limerick Twenty Thirty to Host 40th EVA International at Gardens International

Green fingers are Going for Gold with Most Beautiful Front Garden Competition

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Economic Development, Enterprise and Tourism Directorate

1. Digital Services

The Defective Concrete Blocks Grant Scheme was set up to financially assist with remediation costs of homeowners whose properties were adversely affected by the presence of excessive quantities of mica or pyrite in the blockwork used in the construction of those properties. Commencing with a design stage and working in tandem with staff assigned to run the scheme on behalf of the local authority, in July Digital Services successfully delivered an online portal through which affected Limerick citizens will be able to apply for a grant to assist with their repair costs. This portal will also allow Council staff to automatically generate reports that are required to be submitted by the local authority to the Housing Agency each month.

2. Local Enterprise Office (LEO) Limerick

Funding Approved

- One Technical Assistance Grant for Micro Exporters approved.
- Four businesses were approved for a Trading Online Voucher.
- One business was approved for an IPStart Grant.
- One business was approved for the Green for Micro.

Several Workshops and Webinars were held as follows:

Business Planning Workshops

- Start Your Own Business Course
- Prepare your business for Customs Workshop
- Basic Book- Keeping & Taxation Workshop
- Instagram for Business
- 10 TOP Tips to Close more Sales
- How to use Canva for Business
- Creating Instagram Reels for Beginners
- Lean for Micro Programme
- Trading Online (Voucher) Information Webinar

There were 169 participants on the LEO Business Training workshops and 29 Business Owners were approved for the LEO Mentoring programme in July.

3. Tourism

Limerick Greenway Data Collection Project

Repucon Consulting continued in July to engage with Greenway users, local communities and businesses along the Greenway as part of a data collection project, to provide insights on Greenway usage to inform future development and marketing of the Limerick Greenway.

Summer Tourism Marketing Campaigns

- Limerick Greenway advertising in July includes bus shelters in the city, airport digital screens at Cork Airport, billboards at Arramount on the Ennis Road, M18 and a billboard at the Parkway Shopping Centre.
- Limerick Greenway featured in Women's Way magazine (issue 15) in July and in radio advertisements on Today FM.
- The Discover Limerick PASS was advertised on Today FM and featured in the Sunday Living People & Culture and Irish Independent Summer Staycations in July.
- Deputy Features Editor with the Cork Echo, Elaine Duggan, visited Limerick over the weekend of 22 and 23 July. Elaine took in the sights using a Discover Limerick Two-Day Pass to visit a number of attractions. These included King John's Castle and the Foynes Flying Boat Museum. It was one of several similar familiarisation trips that took place in July.

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Festivals and Events

Homecoming for Limerick's four-in-row Hurling Champions

Thousands of Limerick supporters enjoyed a big match day atmosphere at Pery Square in Limerick City as the All-Ireland Senior Hurling Final was broadcast live on a big screen on Sunday, 23 July.

Limerick then gave a heroes' welcome to the four-in-a-row winning champions on 24 July as the Liam McCarthy Cup returned to the Treaty County once again. 20,000 supporters gathered to welcome John Kiely and the team back to Limerick. Live music and entertainment was provided for the supporters as they waited with excited anticipation for the team to make their triumphant return.

Limerick City and County Council Festivals and Events Strategy 2023-2027

Embrace the Experience: Limerick City and County Council Festivals and Events Strategy 2023 - 2027, was formally adopted at the July Meeting of Limerick City and County Council. The strategy sets out a vision to inspire and engage local residents and visitors through an authentic, distinct and diverse year-round programme of festivals and events that celebrate Limerick's culture on a world stage. The strategic goals and actions provide a framework for Limerick City and County Council to focus its resources to achieve Limerick's ambition to be a high quality festival and events destination and to create a world class offering that contributes to Limerick's economic, cultural and social development.

Dromcollogher Festival

The Dromcollogher Festival is an annual Carnival spanning 10 days, finishing on 02 July. The Dromcollogher Festival was grant aided by Limerick City and County Council under the Festivals and Events Grant Scheme.

2023 World Archery Youth Championships

The 2023 World Archery Youth Championships was opened by the Mayor of the City and County of Limerick, Councillor Gerald Mitchell. Over 800 athletes, coaches and supporters from over 60 countries descended on Limerick from the 01-09 July. Hosted by the University of Limerick, the championships had Under-18 and Under-21 age categories, and had individual, team and mixed team completions. Of note was the participation of teams from Ukraine and Turkey in this year's event. The Championships, supported by Limerick City and County Council, brought in excess of 7,200 bed nights to the city and surrounds. A street festival on Nicholas Street formed part of the closing events.

Limerick Bastille Day Wild Geese Festival

Now in its fifth year, Limerick's Bastille Day Wild Geese Festival took place on 15 and 16 July. The festival is a celebration of the friendship between Ireland and France and has become an annual summer commemoration of Limerick's Wild Geese heritage. The festival benefits from Limerick City and County Council grant assistance under the Festivals and Events Grant Scheme.

European Ultimate Frisbee Championships 2023

The European Ultimate Frisbee Championships 2023 took place at the University of Limerick on 15 July - 22 July with 1,300 participants from over 20 countries. This international event had athletes competing for their nations in Mixed, Women's and Men's divisions to win the title of Ultimate Frisbee Athlete. As part of the closing ceremony, Nicholas Street hosted a street festival. The Ultimate Frisbee Championships was supported by Limerick City and County Council. This event contributed significantly to the economy of Limerick bringing over 10,000 bed nights.

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4. Discover Limerick DAC

King John's Castle

1 July: Stunning Concert: Live at the Castle in conjunction with Dolans.

13 July: Photoshoot at the Castle to highlight the European Frisbee Games happening at the University of Limerick, captured on our socials.

16 July: To bolster King John's Castle's social media reach, parenting and lifestyle blogger, and social media influencer, Emma O'Leary, took a family trip to the castle for a feature on her popular series "Life with Tiny Humans."

22 July: Discover Limerick PASS family trip: Elaine Duggan (journalist) visited on behalf of the Evening Echo as part of the marketing campaign by Limerick City and County Council Tourism Department for the Discover Limerick PASS.

22 July: King John's Castle featured in the "Up for the Match" show aired on RTE television in advance of the All-Ireland hurling final. There was a great response to our social media coverage of the build-up to the match, helped especially by the large Limerick flag draped over the castle turret.

Lough Gur

Lough Gur welcomed almost 60 children to participate in nature and kayaking summer camps.

Music Generation held a three-day music camp for children.



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Transportation and Mobility Directorate

1. Travel and Transport Strategy

- Steamboat Quay - Sorensen Civil Engineering Ltd commenced remedial works and the installation of a new hand railing at Steamboat Quay.
- Electrical Vehicle Charging Pilot sites - P&D Lydon Civil Engineering Contractors is progressing with the ducting and enabling works at the EV charging sites at Castletroy Park and Mungret Park. Travel and Transport Strategy Department continue the detailed design and coordination with ESB Networks and relevant stakeholders for the other proposed sites on the scheme.
- A Compulsory Purchase Order for the Golf Links Road upgrade scheme was made on 29 July and submitted to An Bord Pleanála.
- A Part 8 application was lodged with An Bord Pleanála, for a development at Towlerton and Singland Ballysimon.

The proposed development consists of:

- The construction of approx. 260m of new road corridor with a 6.2m wide carriageway, 2x2m footpaths, 2x2m landscaped verges and 2x2m off-road cycle tracks.
- The construction of a new surface water drainage system.
- The installation of a new public lighting system.
- The construction of a new culvert across the Towlerton Stream where the existing newly constructed link road terminates.
- All associated site development works.

Submissions or observations to be made in writing to An Bord Pleanála.

2. Active Travel

Hyde Road: Work commenced on the Childers Road junction end of the scheme in July.

Childers Road (Greenpark to Roxboro Road Roundabout): The Contractor commenced on site 24 July.

Kilmallock Road: Section 38 consultation finished in July.

Station Road, Askeaton: Section 38 consultation finished in July.

Nitrogen Dioxide Diffusion Tubes (Air quality measures): Tubes changed out in mid-July.



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Rural, Community and Culture Development Directorate

1. Culture

Libraries

- Limerick Libraries supported the Summer Stars reading programme and the July Provision programme with workshops and activities focused on literacy and reading support across a range of branches.
- An exhibition of quilts created by women from the Traveller Community marked Traveller Pride Week in Abbeyfeale Library.
- Laura Corbet from Origin Care Group delivered an Acorn Tablet training workshop in Dooradoyle Library on 06 July as part of the Healthy Age Friendly Programme. The branch's First Friday Book Club met at the beginning of the month to discuss the film tie-in 'Killers of the Flower Moon' by David Grann.
- Dooradoyle hosted its latest art exhibition, a collection of paintings by Croom Art Group facilitated by Limerick and Clare Education and Training Board (LCETB) art tutor, Rose Hanley. The knitting group, 'Close-Knit Friends' continued to meet each Wednesday in July to socialize while sharing tips and skills. To coincide with the All-Ireland Senior Hurling Final and the hurler's magnificent achievements, Dooradoyle Library again hosted "Limerick's Hurling Year", an exhibition of the championship season of 2023.
- July in Watch House Cross (WHC) started out with three days of a children's Film Making Camp. On 06 July, the branch welcomed 20 mothers and babies participating in the Limerick Social Services 'Community Mothers Programme'. They were invited to join the library, enjoy a story time and use the Interactive Magic Carpet sensory experience.

- WHC branch celebrated the Women's World Cup with six tables of 7-12 year olds battling it out in a World Cup Football Table Quiz. Prizes included book tokens, with one lucky winner taking home the brand new Irish jersey.
- Children's book clubs continued in July for 7-9 year olds and 9-12 year olds. Story times for young children continued twice each week with the theme of Pride for July. Weekly Kids Movie Club started on Tuesdays at 3pm, the perfect family activity for a rainy day.
- The Sensory Room at WHC Library received 73 visits during July, with 160 users in the July Provision Programme. The final event of the month in the branch was a Fighting Words Creative Writing Workshop for 7-12 year olds.
- In July, the City Library hosted seven DEIS schools: St. Michael's Infant School, Our Lady Queen of Peace National School, Scoil Iosagain CBS, St. Mary's National School, St. John's Girls National School, Presentation Primary, and St. Brigid's National School.
- The ongoing series of Migrant Support Clinics completed their weekly Monday morning booking on 10 July. In their place are two new classes organised by Paul Partnership; a Pre-Employment Course and a Personal Development course; aimed at asylum seekers and recent immigrants.
- The monthly Health Service Executive (HSE) Aphasia Conversation Group met in the City Library on 28 July and the local WriteSpace creative writing group held their monthly meeting on 08 July. On 13 July, the branch was proud to host The Immigrant Council of Ireland, who held a productive Focus Group meeting with local immigrants.

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- On 21 July, the local Irish language group Comhluadar Luimnigh ran a special story time as Gaeilge for over 20 children, titled 'Scealaíocht le Paddy O'Brien'. Weekly toddler story time continued and the City Library welcomed the local English language schools with visits from over 30 students from the RightWord Language School.
- The City Library hosted The Spiral Book Club for their monthly meeting on Wednesday 19 July. The branch's own Young Adult Book Club met on 13 July.
- There were 29 onsite visits by researchers to the Local Studies Department in July, comprising 17 research sessions on the archives of local and national newspapers, five on the FindMyPast site, and four on material from the Local Studies and Archives collections. There were three advice sessions on genealogical research. There were 23 remote queries, submitted by email or telephone. The editing of essays for the Department's Decade of Centenaries' volume on Protestant life in Limerick during the revolutionary period continued and work on the new Local Studies website was progressed. Some new acquisitions were added to stock.
- In Kilmallock Library, a large group attended a workshop led by the Archaeology of the Irish Revolution in East Limerick Project. Members of the community brought treasured objects, shared stories and memories to the workshop to bring this fascinating time in Irish history to life. On 28 July, the Little Readers and their minders met. The branch held a Stroke Awareness Day in conjunction with the Irish Heart Foundation and hosted the final week of Tiny Little Histories, presented by The Gaff @creative Communities Midwest.
- Glin Library welcomed Juliette O'Connell, Breast Cancer Ireland on 12 July for an informative presentation to a group of twenty women. The two Book Clubs and the Scrabble Club met and the branch introduced a swap box for non-library books.

Arts

OPEN CALLS

Strategic Fund for Culture and Arts Scheme 2023

- Limerick Arts Office manages the 2023 Strategic Fund for Culture and Arts Scheme. The purpose of the Scheme is to support the maximising of the leveraging of funding into Limerick from national and international sources and to support a vibrant creative culture. On 02 July letters of support were issued.

Individual Arts, Dolores O' Riordan, and Theatre Bursaries

- Individual Arts, Dolores O' Riordan, and Theatre Bursaries were all approved at the July Council meeting. A total of seven applications were awarded Individual Arts Bursaries, one Dolores O' Riordan, and four theatre bursaries. These bursaries support the development of the work of artists based in Limerick City and County.

Creative Ireland

Successful Creative Climate Action Funding Application

- Limerick City and County Council secured the Creative Climate Action Fund II: Agents of Change for Limerick of €249,936. This application was a cross Directorate approach in which the Arts Office and Urban Innovation worked together on the funding application and its approach. Limerick City and County Council were previously successful in this fund and this new funding will build significantly on the previous project.
- The Síolta Glasá initiative brings together community groups at Limerick Citizen Innovation Lab to build capacity around decarbonisation in their localities. The initiative involves cooperation between Limerick City and County Council, University of Limerick, Mary Immaculate College, Ballyhoura Development, Mentors Javi Buron Garcia and Dr. Veronica Santorum.

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Musicians-on-Call

- Limerick Arts Office in collaboration with Age Friendly Limerick and Healthy Limerick secured €45,000 from the Creative Ireland Creativity in Older Age funding. This delivers Musicians-on-Call, in partnership with Artistic Partner Music and Health Ireland, the Health Service Executive (HSE) and Clare and Tipperary County Councils. This brings professionally trained musicians from Artistic Partner Music and Health Ireland to work in healthcare settings in the Mid-West Community Healthcare Region, to connect music-making opportunities to residents and healthcare staff in Nursing Homes and Community Hospitals. A Steering Committee meeting took place on 06 July and Memorandums of Understanding have been agreed and issued to the project partners.

Strategic and Legacy Funding – Restorative Justice

- The Restorative Justice Steering Group are developing a theatrical production that can capture and communicate the experiences of victims, offenders and restorative justice workers, placing context on the crime, the impact of the crime and positive outcomes from taking a restorative approach. For such a project, the process of pre-development is important to identify stakeholders, the appropriate creative practitioners, what they would need, and what the restorative justice project could bring in terms of access to experiences of people. The Restorative Justice Steering Group met on 12 July for a presentation and review of the findings and recommendations for this project.

Culture and Creativity Team update meeting

- The Limerick Culture and Creativity team met online on 13 July. Updates included Limerick Future Creators (Irish Aerial Creation Centre), Cruinníu na nÓg (Fresh Film) and an overview of 2023 to date.

Public Art

Pa Healy Bridge

- In conjunction with Active Travel, Limerick Arts Office assisted in the new Street Art Project on Pa Healy Bridge. Street Art Inc. were engaged to manage the project, which started 03 July and was completed on 13 July. The main artists were Curtis Hylton and Mr. Cenz with MI Jacob, Bold Details and Adela Passas the mentorship artist team for this project.

Limerick City Gallery of Art (LCGA)

- NIGHT PAINTING featuring Gerry Davis, Paddy Critchley and Stephen Murphy opened on 06 July with an attendance of over 400 people bringing the attendance back to pre-Covid numbers. The exhibition features three Limerick based artists, all graduates of Limerick School of Art and Design (LSAD). All three artists have won national recognition with Stephen Murphy awarded the Royal College of Surgeons in Ireland /Irish Times award for his work in the Royal Hibernian Academy (RHA) in 2023. Gerry Davis was awarded the Hennessy Portrait Prize in 2016 while Paddy Critchley was the recipient of The De Vere's Award for Artwork of Significance, RHA Annual Exhibition in 2021. 5,143 people visited the exhibition up to the end of July.
- An exhibition guide featuring an essay by Cristín Leach, broadcaster, art critic and writer, accompanies the exhibition. An artists' talk on 31 July with Cristín Leach was very well attended.
- LCGA continues to exhibit selected works from the Permanent Collection, which appeal to visitors and tourists. Works in the exhibitions include paintings by seminal artists from the last century including Jack B. Yeats, Paul Henry, Evie Hone, William Leech and Limerick artists including Walter Verling who recently died (RIP). There are also a number of works by artists with Limerick connections, reflecting the Gallery's commitment to younger artists.

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- LCGA continues to collaborate with other national institutions and galleries making artworks available from the Permanent Collections for temporary exhibitions and most recently loaned work to The Model in Sligo. Talks have also commenced with Crawford Gallery in Cork, which is due to close for major capital works. The executive is keen to ensure that the public still has access to works from their significant Permanent Collection.
- The Shinnors Scholar, Aoife Doherty took up her position for a two-year MA by practice at LCGA at the end of July. This initiative is a partnership with TUS, which has been in place for 16 years with eight participants to date. The focus of the Shinnors Scholar is on the development of the education programme with primary schools.
- LCGA continues to have a notable increase in foreign visitors from EU, South America (particularly Brazil), USA and Ukraine.
- LCGA hosted a concert/performance with the Irish Chamber Orchestra Youth Orchestra for family and friends on 06 July. A Poetry Ireland Event took place on 07 July for PRIDE week with the launch of the publication 'TRUMPET'.
- LCGA continues to collaborate with local community groups such as HELIUM hosting a series of workshops 11-13 July.
- LCGA hosted a meeting for Printmaking Studios from around Ireland on 20 July.
- LCGA hosted the Limerick City and County Council reception for the 2023 All-Ireland Senior Hurling Champions ahead of their Homecoming celebration at Pery Square on 24 July. This demonstrated the benefit of working closely with colleagues in various departments in the Council and was a great opportunity to highlight the significance of the venue as part of the property portfolio of Limerick City and County Council.

Limerick Museum

- On 19 July, the Mayor of the City and County of Limerick, Councillor Gerald Mitchell, performed the official opening of A Digital Introduction to Irish LGBTI+ History in Limerick Museum. This exhibition was part of a collaboration between the National Museum of Ireland and the Local Authority Museums Network (LAMN) to share videos, photographs and archival collections that tell the stories of LGBTI+ people in Ireland and the growth of the Irish LGBTI+ rights movement. This material was first displayed publicly in 2019 as part of the groundbreaking Rainbow Revolution Trail at the National Museum of Ireland, Collins Barracks. This ongoing project will ensure that screens displaying this content will now be available across the twelve local authority museums, which make up the LAMN, in order to provide greater access for people to explore these stories. This was the first historical exhibition focusing on LGBTI+ history to be held in both national and regional museums.
- This digital exhibition included the oral histories of some 42 people who share their personal experience of witnessing the growth of the LGBTI+ rights movement in Ireland. Many of those interviewed were household names, including Nell McCafferty, Lydia Foy, Ailbhe Smyth, Rory O'Neill, Tonie Walsh, Sara R. Phillips, Gay Byrne, Mary McAleese and Mary Robinson. These interviews were captured by RTE filmmaker Edmund Lynch in 2013 for his documentary, A Different Country. Also included were a range of photographs, video footage and documents illustrating the emergence of the LGBTI+ rights movement in Ireland.
- On 15 July, the Friends of Lace hosted a one-day lace-making beginner workshop by Toni O'Malley in Limerick Museum.
- In July, the number following Limerick Museum's twitter account exceeded 2,300 for the first time.

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2. Community Development

Healthy Ireland/Sláintecare Healthy Communities:

- The National Play Day Programme was launched and two events took place in July in Mungrit Park and the People's Park. The aim of National Play Day is to promote play and recreation opportunities for children and young people all across the country. This initiative was funded by the Department of Children, Equality, Disability, Integration and Youth. This initiative was a collaboration between Limerick City and County Council, Healthy Ireland, Active Cities, Limerick Sports Partnership and other stakeholders.

Local Community Development Committee

- The meeting of the Local Community Development Committee (LCDC) was held on 12 July in the Council Chamber, Dooradoyle and online.
- The Social Inclusion and Community Activation Programme (SICAP) Mid-Year Review was approved by the LCDC members for the three lots; Limerick Urban 21-2, Limerick West Rural 21-1 and Limerick East Rural 21-3. The SICAP 2024 tendering process has commenced, and training hosted by Pobal on the procurement process took place in the week of 10 July. The deadline for publication on e-tenders was 17 July. Each LCDC is responsible for management of the procurement process for their area.
- The Local Action Group (LAG) approved funding of €128,612.38 under the LEADER Programme 2014-2022. €87,012.22 funded from the LEADER\Transitional LEADER Programme and €41,600.16 funded from the European Union Recovery Instrument.

Public Participation Network (PPN) Limerick

- Membership of PPN Limerick continues to grow and stands at 191. The membership registration form is on the Limerick PPN website and eligible groups in Limerick can register at any time.

- PPN Limerick facilitated provision of sensory toys for Limerick's National Play Day Events the week of the 03 July as part of their continued support of Limerick City and County Council's Autism friendly programme.
- The nominees for two PPN Representative vacancies on the Community, Leisure and Culture Strategic Policy Committee and the Climate Action, Biodiversity and Environment Strategic Policy Committee were approved at the full council meeting on the 17 July.
- PPN Limerick continues to have an active presence with its regularly updated website, social media and bi-monthly newsletter, distributed to members.

Environmental Awareness

- The Most Beautiful Front Garden Competition category of Limerick Going for Gold was launched by the Mayor of the City and County of Limerick, Councillor Gerald Mitchell on 05 July in Limerick City and County Council's Medieval Garden.

3. Property Management

Dereliction, Vacancy and Reuse Team	
Site Inspections Completed	127
Department Notices of Inquiry issued	14
Derelict Sites Cases opened	6
Statutory Notices served under the Derelict Sites Act 1990	26
Derelict Sites Cases closed through engagement	12
Properties entered into the Derelict Sites Register	11
Properties proposed for Compulsory Acquisition (Section 15 Notices)	0
Vesting Orders Made for Properties Acquired Compulsorily (Section 17 Notices)	0
Croí Cónaithe Applications Approved	12

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Regeneration, Sports and Recreation Directorate

1. Regeneration and Sports

Regeneration

The Council has appointed KPMG to prepare a status update of the Limerick Regeneration Framework Implementation Plan (LRFIP 2014-2023). The Limerick Regeneration Status Update will assess the current position and make recommendations for the future strategic direction of Limerick's Regeneration Programme to 2030 across the social, economic and physical objectives. A working draft has been finalised and submitted to the Department of Housing, Local Government and Heritage for discussion.

Economic Regeneration

Outreach to Employment Programme

The Programme continues with 16 new employers engaged for 2023 and 85 participants currently across the four Regeneration areas. Preparations are being advanced for Job Fairs in Southill and St. Mary's Park.

Any enquiries can be made to
outreachtoemployment@limerick.ie

Social Regeneration

The Directorate continues to support organisations with their drawdown of the Economic and Social Intervention Fund (ESIF) Grants 2023. Ongoing evaluation and coordination work continues with the ESIF recipients.

Community Activities

Southside

The Southill Residents' Association/Tidy Towns group wildflower beds in the estate and local schools have been a huge success. Feedback from residents has been positive and they are hoping we add more beds in the coming months. The locations will be decided by the Tidy Towns committee.

The second edition of the Southill Stronger Together newsletter is complete and will be delivered to all residents in Southill.

Northside

A Strengthening Communities initiative meeting was hosted by St. Mary's Park for the Regeneration communities.

Multi- Use Games Area (MUGA) – St. Mary's Park - Funding for a 13mx26m MUGA has been agreed. Funds will come from Economic & Social Intervention Fund with additional commitments from Limerick Sports Partnership and Sláintecare, Healthy Communities.

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Physical Regeneration

Housing Developments

- The Mayor of the City and County of Limerick, Councillor Gerald Mitchell, along with the Minister for Housing, Heritage and Local Government Darragh O'Brien TD, officially marked the opening of 14 new units by Peter McVerry Trust in Delmege Park this month.
- Roof works to Colivet Court in Southill are ongoing.
- Construction of the new eight-unit social housing development at Sheep Street / Athlunkard Street on King's Island continued.
- Construction of the new 57-unit social housing development at Cosgrave Park and Dalgaish Park, Moyross continued.
- Construction of the new 37-unit social housing development at Churchfield (Phase 2) Southill continued.
- Construction of the new 18-unit social housing development at Cliona Park (Phase 3), Moyross continued.
- Preparations are currently being completed for the 27-Unit Orchard Site King's Island. An advance archaeological excavation is being prepared ahead of the main development works.

House Refurbishments

- Following Department approval, a consultant was appointed to scope nine major refurbishment properties (Lot 4a).
- Following Department approval, a consultant was appointed to scope eleven major refurbishment properties (Lot 4b).

Community Facilities

- **Southill Play Area and Associated Landscaping:** The Part 8 planning submission for the play space and associated landscaping for Castle Oaks View Road is currently on display in Merchant's Quay and Dooradoyle, as well as being available online.

Recreation and Sports

During this month Limerick Sports Partnership continued the following activities:

- Aqua Aerobics - Newcastle West
- Let's Play Limerick Peoples Park - Limerick City
- Active Cities Walks - Limerick City
- Men on the Move Multiple locations across Limerick
- Come and Try Archery - Ashroe Limerick
- MoveWell:Breath Well - Moyross Limerick City
- Learn to Love Fitness - Newcastle West



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Housing Directorate

1. Housing Support Services

Housing Waiting List

Approved Housing Applicants	2,519
Approved Tenant Transfer Applicants	356

Closed Housing Applications

	July	Year to Date
Closed Applications	65	347

Applications are returned/closed for the following reasons:

- Failure to satisfy the eligibility criteria for social housing support as set out in legislation.
- Failure to submit a complete application and/or further information required.
- Applicants who have been housed by Limerick City and County Council or an Approved Housing Body.
- Applicants who wish to apply to another local authority or are no longer interested in social housing support.

Allocations

	No. of Units July	Year to Date
Adare-Rathkeale	2	8
Newcastle West	4	15
Metropolitan District	20	126
Cappamore-Kilmallock	2	20
Total	28	169

Refusals

	No. of Units July	Year to Date
Adare-Rathkeale	0	1
Newcastle West	0	1
Metropolitan District	4	18
Cappamore-Kilmallock	1	3
Total	5	23

Approved Housing Body Allocations 2023 (year to date)

Total Nominations	Successful Nominations	Nominations Pending	Unsuccessful Nominations
130	107	7	16

Rental Accommodation Scheme (RAS)

Private Tenancies	707
Capital Assistance Scheme/Rental Accommodation Scheme Tenancies	527
Part V	1
New Private Tenancies	0
New Voluntary Housing Tenancies	5

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Housing Assistance Payments Limerick (HAP)

2,126 active HAP Tenancies monitored, reviewed and maintained.

No. of HAP tenancies set up this month	25
No. of Amendments	272
No. of Cessations	48

RENT COLLECTION

Rent Collection Limerick City and County Council					
Opening Balance	Accrued Income	Total for collection	Receipts	Closing Balance	% Collection
5,916,167	11,632,453	17,548,620	10,816,297	6,732,323	62 %

Chief Executive's Report



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HOME IMPROVEMENT SCHEMES

July 2023		Adare-Rathkeale	Newcastle West	Metropolitan	Cappamore-Kilmallock	Total
Mobility Aid Grants	No. Approved	2	1	2	0	5
	MAG Expenditure	€7,500.00	€0.00	€0.00	€2,300.00	€9,800.00
	No. Paid	2	0	0	1	3
Housing Adaptation Grants	No. Approved	6	8	3	4	21
	HAG Expenditure	€78,603.35	€0.00	€45,006.25	€13,750.00	€137,359.60
	No. Paid	8	0	6	2	16
Housing Aid for Older People	No. Approved	15	10	4	7	36
	HOP Expenditure	€56,254.26	€7,410.00	€18,464.25	€11,875.00	€94,003.51
	No. Paid	13	2	6	3	24
Disabled Person's Grant	DPG Expenditure	€0.00	€0.00	€1,846.25	€0.00	€1,846.25
	No. Paid	0	0	1	0	1
Total No. Approved		62				
Total Monies Paid		€243,009.26				
Total No. Paid		44				

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HOME IMPROVEMENT SCHEMES - Year to Date

Jan - July 2023		Adare-Rathkeale	Newcastle West	Metropolitan	Cappamore-Kilmallock	Total
Mobility Aid Grants	No. Approved	8	6	31	6	51
	MAG Expenditure	€23,845.00	€34,417.03	€91,469.00	€21,155.00	€170,886.03
	No. Paid	6	7	18	5	36
<hr/>						
Housing Adaptation Grants	No. Approved	30	41	89	41	201
	HAG Expenditure	€197,157.15	€283,270.45	€705,904.62	€271,673.50	€1,458,005.72
	No. Paid	27	27	103	31	188
<hr/>						
Housing Aid for Older People	No. Approved	67	64	117	52	300
	HOP Expenditure	€199,569.74	€241,421.10	€583,898.82	€140,726.75	€1,165,616.41
	No. Paid	47	51	124	32	254
<hr/>						
Disabled Person's Grant	DPG Expenditure	€2,150.83	€2,434.58	€40,095.75	€25,332.00	€70,013.16
	No. Paid	1	1	2	4	8

YTD Total No. Approved	552
YTD Total Monies Paid	€2,864,521.32
YTD Total No. Paid	486

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Community Sustainment Unit

Tenancy Inductions

No. of Tenancy Inductions	25
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Repossessions

Repossession of Council properties	15
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House Visits

No. of House Visits	195
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Garda Checks

Garda Checks processed	76
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Sugar CRM (Customer Relationship Management) Cases

Active cases at month-end	299
Cases closed during month	26

Limerick Homeless Action Team - Pathway Accommodation and Support System (PASS) Data

Date: 17 July 2023		
Individuals		
Location	Description	Beds Used
McGarry House	Mixed Low threshold accommodation for singles	39
Oak Lodge	Adults without children accommodated in low threshold emergency accommodation	59
Thomond House	Higher threshold accommodation for single females	23
St. Joseph Street	Higher threshold accommodation for single females	6
B&B (no children)	Adults without children accommodated in B&B	15
Temporary Emergency Provision TEP 1 (Edenvilla)	Low threshold, night-by-night (9pm-9am) emergency accommodation. Mixed	15
Phoenix Lodge	Low threshold emergency accommodation for single adults	10
Total		167

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Families					
Location	Description	Beds Used			Families
		Adults	Children		
Suaimhneas	Family Emergency accommodation	6	7		6
B&B/Hotel Accommodation	Families	80	101		58
Twin Oaks Family Hub	Family Hub	14	13		10
Totals		Adults	Children	 	74
		100	121	 	

Tenant Purchase/Ground Rent/Deed of Discharge/ Consent to Sale/Cottage Purchase Annuity details:

Tenant Purchase	
Tenant Purchase Applications: No. received	4
Tenant Purchase Applications: No. approved	0
Local Authority Home Loans	
Loan Applications: No. received	5
Loan Applications: No. approved	1
Deed of Discharge	
Deed of Discharge Applications: No. Received	28
Consent to Sale	
Consent to Sale Applications: No. Received	1
Cottage Purchase Annuity	
No. of Cottage Purchase Annuity Applications	3
Ground Rent	
No. of Ground Rent applications	9
Title	
Title Deeds Received/Requested	5
Title Rectification Received	2
Private Rented Inspections	
No. of Inspections	114

Freedom of Information, Data Requests and Ombudsman

Freedom of Information requests	5
Ombudsman Query Cases	1
Data Access Requests	0

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2. Housing Welfare and Traveller Accommodation

* Traveller Accommodation

No. of Units offered July	5
Year to Date	20

These figures are included in Allocations Figures and Approved Housing Body Allocations*

Housing Welfare Visits

No. of Visits July	20
Year to Date	186

3. Local Authority Housing Construction and Maintenance

Local Authority Housing Construction

House Returns July	
Total	12

House Returns July By Municipal District	
Adare-Rathkeale	1
Cappamore-Kilmallock	2
Newcastle West	1
Metropolitan District	8
Total	12

During July, Local Authority Housing Construction Team was notified of one house returned in Adare – Rathkeale Municipal District, two in Cappamore - Kilmallock Municipal District, one in Newcastle West Municipal District and eight in the Metropolitan Municipal District.

Current Working Programme		
	Completed in July	In Progress
Local Authority Construction Team	9	86
Local Authority Maintenance Team	9	99
Approved Housing Body stock transfer in process	0	26
Regeneration Team	2	39
Team to be assigned	N/A	11
Total	20	261

In July, work on nine properties was completed by the Local Authority Housing Construction Team, work on nine properties was completed by the Local Authority Maintenance Team and work on two properties was completed by the Limerick Regeneration Team.

There are three teams in Limerick City and County Council assigned to refurbish properties. As of July, the Local Authority Construction Team is in the progress of completing works in 86 properties, Local Authority Maintenance are working on 99 properties and the Regeneration team have 39 properties. Approved Housing Body stock transfer in process - 26 properties. 11 properties are in the process of being assigned to a team.

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Project Updates:

- Contractor appointed for refurbishment of property in Cappamore.
- Consultant appointed for ground investigations works at site in Ballycummin Road Limerick.
- Eight properties in Limerick City & one property in County Limerick have been refurbished and keys given to allocations.

Finance:

Applications for funding totalling €1,535,567 issued to the Department of Housing, Local Government and Heritage.

EIB partnership to accelerate home upgrades:

In July it was announced that the European Investment Bank (EIB) has joined forces with Limerick City and County Council in an innovative partnership aimed at driving investment in retrofit to reduce energy consumption and costs in social housing. The partnership recognises the urgent need to address the social and economic impact of energy poverty. The collaboration aims to replicate successful investment models from across Europe to further accelerate home upgrades and make a tangible difference in the lives of thousands of households.

Staff from the Housing Directorate are working with the consultants appointed and it is anticipated that a report will be finalised by November 2023.

Local Authority Maintenance

Local Authority Houses: Maintenance Complaints dealt with during July

Housing Maintenance Cases - July	Requests/Cases Created	Cases Dealt With/Closed	Balance of Open Cases at 31/07/2023
Metropolitan District of Limerick	737	375	1499
Municipal District of Adare-Rathkeale	79	44	251
Municipal District of Cappamore-Kilmallock	121	50	206
Municipal District of Newcastle West	114	60	653
Total	1051	529	2609

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Grants Inspections

Metropolitan District of Limerick – Inspections and Recommendations for Home Improvement Schemes/Disability Adaptations – July

Inspection Types	Pre-application	Initial Inspection	Re-inspection	Final Inspections after Works completed	Total Inspections by Grant Type
MAGs (Mobility Adaptation Grant Scheme)	0	3	0	5	8
HAGs (Housing Adaptation Grant Scheme)	1	12	0	10	23
HOPS (Housing Aid for Older Persons Grant Scheme)	0	21	0	14	35
DPGs (Disabled Persons Grant)	0	3	2	11	16
Total Inspections by Inspection Type	1	39	2	40	82

Municipal District of Cappamore-Kilmallock – Inspections and Recommendations for Home Improvement Schemes/Disability Adaptations – July

Inspection Types	Pre-application	Initial Inspection	Re-inspection	Final Inspections after Works completed	Total Inspections by Grant Type
MAGs (Mobility Adaptation Grant Scheme)	0	0	0	0	0
HAGs (Housing Adaptation Grant Scheme)	0	7	2	6	15
HOPS (Housing Aid for Older Persons Grant Scheme)	0	10	0	6	16
DPGs (Disabled Persons Grant)	0	0	0	3	3
Total Inspections by Inspection Type	0	17	2	15	34

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Municipal District of Adare-Rathkeale - Inspections and Recommendations for Home Improvement Schemes/Disability Adaptations – July

Inspection Types	Pre-application	Initial Inspection	Re-inspection	Final Inspections after Works completed	Total Inspections by Grant Type
MAGs (Mobility Adaptation Grant Scheme)	0	2	0	1	3
HAGs (Housing Adaptation Grant Scheme)	0	7	0	3	10
HOPS (Housing Aid for Older Persons Grant Scheme)	0	19	0	8	27
DPGs (Disabled Persons Grant)	0	0	0	0	0
Total Inspections by Inspection Type	0	28	0	12	40

Municipal District of Newcastle West - Inspections and Recommendations for Home Improvement Schemes/Disability Adaptations – July

Inspection Types	Pre-application	Initial Inspection	Re-inspection	Final Inspections after Works completed	Total Inspections by Grant Type
MAGs (Mobility Adaptation Grant Scheme)	0	1	0	1	2
HAGs (Housing Adaptation Grant Scheme)	0	10	0	2	12
HOPS (Housing Aid for Older Persons Grant Scheme)	0	17	0	5	22
DPGs (Disabled Persons Grant)	0	0	0	0	0
Total Inspections by Inspection Type	0	28	0	8	36

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HOUSE INSPECTIONS UNIT

Houses Inspected for Refurbishment Works and Re-Letting - July - Categories	No. of Properties Inspected
Cat 1 - minor repairs needed	0
Cat 2 - moderate repairs needed	8
Cat 3 - substantial repairs needed	1
Cat 4 - major repairs required.	1
TOTAL INSPECTIONS CARRIED OUT	10
No. of Properties Awaiting Inspection	3

4. Strategy & Non-Local Authority Housing Construction

SOCIAL HOUSING - Delivery for 2023

Buy/Build/Lease as of 31.07.2023 is as follows:

As at 31.07.2023 2023 (01.01.2023 - 31.07.2023)	Complete	In Progress	Overall Complete and In Progress	"Housing for All" 2023 Delivery Target
Build	4	413	417	502
Buy	21	227	248	75
Lease	4	100	104	27
TOTAL	29	740	726	

*Please note the majority of units in progress under the 'Buy' Stream are Notices to Quit

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Social Housing - Project Submissions and Approvals

Project Approvals received from the Department of Housing, Local Government and Heritage in July

Scheme	Project Details	District
Turnkey Units	Approval for three turnkey units at Newtown Meadows, Castletroy, Limerick	Metropolitan District of Limerick
Capital Advance Leasing Facility (CALF)	Approval for eight units at Woodfield Manor, Newcastle West, Co. Limerick.	Municipal District of Newcastle West
Social Housing Capital Expenditure Programme - Long Term Leasing	Approval for the leasing of four no. Units in various locations in Limerick.	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Approval for the acquisition of one no. unit at Dooradoyle, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Approval for the acquisition of one no. unit at Adare, Co. Limerick	Municipal District of Adare-Rathkeale
Capital Assistance Scheme (CAS)	Approval for the acquisition of one no. unit at Monaleen, Limerick	Metropolitan District of Limerick
Capital Advance Leasing Facility (CALF)	Approval for the acquisition of one unit at Dooradoyle, Limerick.	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Delegated Sanction approval for the acquisition of 1 unit at Dooradoyle, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Delegated Sanction approval for the acquisition of one unit at Bruff, Co. Limerick	Municipal District of Cappamore-Kilmallock
Capital Assistance Scheme (CAS)	Delegated Sanction approval for the acquisition of one unit at Upper William Street, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Delegated Sanction approval for the acquisition of one unit at Dock Road, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Delegated Sanction approval for the acquisition of one unit at Castleconnell, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Delegated Sanction approval for the acquisition of one unit at Castletroy, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Delegated Sanction approval for the acquisition of one unit at Upper William Street, Limerick (not duplicate of above)	Metropolitan District of Limerick

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Scheme	Project Details	District
Capital Assistance Scheme (CAS)	Delegated Sanction approval for the acquisition of one unit at Dooradoyle, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Delegated Sanction approval for the acquisition of one unit at Oola, Co. Limerick	Municipal District of Cappamore-Kilmallock
Capital Assistance Scheme (CAS)	Delegated Sanction approval for the acquisition of one unit at Newcastle West, Co. Limerick	Municipal District of Newcastle West
Capital Assistance Scheme (CAS)	Stage 3 approval for Construction of four units at St Joseph Street, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Stage 4 approval for Construction of four units at St Athea, Co. Limerick	Municipal District of Newcastle West
Capital Assistance Scheme (CAS)	Stage 4 approval for Construction of nine units at Kilfinane, Co. Limerick	Municipal District of Cappamore-Kilmallock
Capital Assistance Scheme (CAS)	Stage 4 approval for Construction of 16 units at Croom, Co. Limerick	Municipal District of Adare-Rathkeale

Project Submissions to the Department of Housing, Local Government and Heritage in July

Scheme	Project Details	District
Capital Advance Leasing Facility (CALF)	Submission for eight units at Woodfield Manor, Newcastle West, Co. Limerick.	Municipal District of Newcastle West
Capital Advance Leasing Facility (CALF)	Submission for six units at Davin Gardens, Redgate Road, Caherdavin, Limerick	Metropolitan District of Limerick
Social Housing Investment Programme (SHIP)	Submission for the acquisition of one unit at Patrickswell, Co. Limerick	Metropolitan District of Limerick
Social Housing Investment Programme (SHIP)	Submission for the acquisition of one unit at Fr. Russell Road, Limerick.	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Submission for the acquisition of one unit at Dooradoyle, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Submission for the acquisition of one unit at Nicholas Street, Limerick	Metropolitan District of Limerick

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Scheme	Project Details	District
Capital Assistance Scheme (CAS)	Submission for the acquisition of one unit at Dock Road, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Submission for the acquisition of one unit at Dock Road, Limerick (not duplicate of above)	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Submission for the acquisition of one unit at Steamboat Quay, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Submission for the acquisition of one unit at Dooradoyle, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Submission for the turnkey acquisition of one unit at Garryowen, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Stage 2 submission for the Construction of 10 no. units at Glin, Co. Limerick	Municipal District of Newcastle West
Capital Assistance Scheme (CAS)	Stage 4 submission for the Construction of 16 no. units at Croom, Co. Limerick	Municipal District of Adare-Rathkeale
Capital Assistance Scheme (CAS)	Stage 4 submission for the CAS Renewal of one no. unit at Hyde Road, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Stage 4 submission for the CAS Renewal of one no. unit at Kilmallock, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Submission for the turnkey acquisition of eight units at Newenham Street, Limerick	Metropolitan District of Limerick
Capital Assistance Scheme (CAS)	Stage 2 submission for the Construction of seven no. units at Broadford, Co. Limerick	Municipal District of Newcastle West
Capital Assistance Scheme (CAS)	Stage 1/2/3 submission for the CAS Renewal of five no. units at Abbeyfeale, Limerick	Municipal District of Newcastle West

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Affordable Housing - Delivery for 2023-2026

Status of Affordable Housing Scheme proposals as of 31.07.23 is as follows:

Scheme	District	Type	No. of Units	Status
Curragower	Metropolitan District of Limerick	Affordable Purchase Affordable Housing Fund	7	Affordable Housing Fund application approved. Design Team appointed and work continuing on preplanning design. Site investigation under way.
Sonny's Lands	Metropolitan District of Limerick	Cost Rental Affordable Housing Fund	19	Affordable Housing Fund application has been submitted and is awaiting approval. Serviced Sites Funding approval in principle has already been received. Development and finance strategy has been agreed. Framework for Design Team consultants is being procured.
Toppins Field Lands	Metropolitan District of Limerick	Affordable Purchase Affordable Housing Fund	28 (Phase 1)	Affordable Housing Fund application approved. Traffic and transportation assessment complete. Design team procured and in place.
Guinness Site	Metropolitan District of Limerick	Cost Rental Affordable Housing Fund	270	Memorandum of understanding signed with Land Development Agency. Design Team appointed and initial capacity analysis complete and under review. Strategy to deliver up to 300 units with the majority of units earmarked for cost-rental.
Clonmacken Lands	Metropolitan District of Limerick	Cost Rental Affordable Housing Fund	22	Awaiting completion of social housing scheme. Serviced Site Fund approved for this site. A new application under Affordable Housing Fund will be required.
Speaker's Corner	Metropolitan District of Limerick	Cost Rental Expression of Interest Site with Approved Housing Body	18	Part 8 process for 36 residential units has concluded and the tender/detailed design stage is underway.
New Road, Thomondgate	Metropolitan District of Limerick	Cost Rental Expression of Interest Site with Approved Housing Body	23	Planning application has been submitted.

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Scheme	District	Type	No. of Units	Status
Ballygrennan Lands	Metropolitan District of Limerick	Affordable Purchase Expression of Interest Site with Approved Housing Body	65	Part of a wider strategy to deliver a hospital, commercial units, and a nursing home in addition to residential units.
Mungret Site	Metropolitan District of Limerick	Affordable Purchase Local Infrastructure Housing Activation Fund	50	252 residential units with Part 8 adopted of which 50 units are earmarked for affordable. Plans for the site are currently being reviewed to determine if more units can be assigned to Affordable Purchase.
Thomas St. and O' Connell St.	Metropolitan District of Limerick	Affordable Purchase Urban Regeneration and Development Fund	11	Part 8 concluded for 21 residential units in total. The Affordable Purchase model is being considered with a funding application to be made to the Affordable Housing Fund.
Adare	Municipal District of Adare-Rathkeale	Affordable Purchase Self-build plots	8	Plots identified for affordable purchase. Awaiting servicing to be provided to social housing site.
Advance Purchase Turnkey – Campaign 1	Metropolitan District of Limerick	Affordable Purchase	91	Campaign 1 resulted in five submissions from private developers, of which two have withdrawn from the process. An Affordable Housing Fund application was approved for a proposed scheme of 25 units in Brú na Gruadán, Castletroy and the online application portal for this scheme closed for applications on the 14 July. An Affordable Housing Fund application has been submitted for a proposed development of 10 units in Abbeyfeale and is awaiting approval. Remaining application is being progressed.
	Municipal District of Newcastle West	Affordable Purchase	10	

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Scheme	District	Type	No. of Units	Status
Advance Purchase Turnkey – Campaign 2	Metropolitan District of Limerick	Affordable Purchase	145	Campaign 2 resulted in six submissions from private developers, of which three have withdrawn from the process. Affordable Housing Fund applications have been approved for a proposed development of 11 units in Croom, and for a proposed development of 42 units in Newcastle West. The remaining application is being progressed.
	Municipal District of Adare-Rathkeale	Affordable Purchase	11	
	Municipal District of Newcastle West	Affordable Purchase	42	
Advance Purchase Turnkey – Campaign 3	Metropolitan District of Limerick	Affordable Purchase	98	Campaign 3 resulted in two submissions from private developers. An Affordable Housing Fund application has been submitted for 98 units in Patrickswell and is awaiting approval. Remaining application is being progressed.
	Municipal District of Newcastle West	Affordable Purchase	33	
Advance Purchase Turnkey – Campaign 4	Municipal District of Newcastle West	Affordable Purchase	9	Campaign 4 resulted in one submission from a private developer and this application is being progressed.
Large Scale Residential Sites	Metropolitan District of Limerick	Cost Rental	132	In discussions to deliver up to 50% affordable on large scale residential sites.

Affordable Housing - Project Submissions and Approvals

Affordable Housing Fund (AHF)	Approval received for 28 units of affordable housing on Toppins Field Lands, Limerick	Metropolitan District of Limerick
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Finance

Claims totaling €2,299,341.24 were sent to the Department of Housing, Local Government and Heritage in July.

Claims totaling €1,077,898.17 were paid by the Department of Housing, Local Government and Heritage in July.

Conferences and Workshops

The Housing Agency held an Affordable Housing Practitioners meeting for Local Authority teams involved in the delivery of affordable homes on the 24 July via MS Teams. The seminar focused on Local Authority feedback and the tools available to assist in the delivery of Affordable Housing.

5. Municipal District Offices

Metropolitan District of Limerick

Metropolitan District Meetings

Monthly Meeting

The July Monthly Meeting of the Metropolitan District of Limerick took place on 10 July in the Council Offices, Dooradoyle and online.

Workshop/Briefings

The following were held for the Elected Members of the Metropolitan District during July:

- Workshop on Property Disposals;
- Briefing on 31 Apartments at Castletroy being built by Formation Homes and other Council Schemes in the Castletroy area.

Operational Area Briefings

Operational Area Briefings were held in early July for Limerick City North, East and West Electoral Areas.

Road Related Upgrade/Refurbishment Works

Description of project; Ashfort Road Reconstruction (completed)

Location - Van Vees, Patrickswell

Cost of project - €165,000

Contractor - Roadstone

Description of project; Bushy Island Surface Dressing (completed)

Location - Drombanna

Cost of project - €14,000

Contractor - Limerick City and County Council Direct labour

Description of project; Gardenhill Surface Dressing (completed)

Location - Castleconnell

Cost of project - €15,000

Contractor - Limerick City and County Council Direct labour

Description of project; Ashfort Road Surface Dressing (completed)

Location - Vanveens, Patrickswell

Cost of project - €30,000

Contractor - Limerick City and County Council Direct labour

Description of project - Glasgow Park Footpath improvements (completed)

Location - Glasgow Park

Cost of project - €30,000

Contractor - Maramba

Description of project - Milford Grange Footpath improvements (commenced)

Location - Castletroy

Cost of project - €25,000

Contractor - Limerick City and County Council Direct labour

Description of project; Oakview Drive Footpath improvements (completed)

Location - Ballinacurra

Cost of project - €25,000

Contractor - Peter Ryan Civil Eng

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Description of project; Pa Healy bridge Street Art - Active Travel Scheme (complete)

Location - Canal Bank
Cost of project - €50,000
Contractor - Street Art Inc

Description of project; Hilltop Footpath Upgrade - Active Travel scheme (commenced)

Location - St Patricks Road
Cost of project - €75,000
Contractor - Maramba

Municipal District of Adare-Rathkeale

The July meeting of Municipal District of Adare-Rathkeale took place on 11 July in Áras Sean Finn, Rathkeale. Essential repairs to social houses and public roads were undertaken by the Housing Maintenance and Roads Maintenance team.

- 74 cases were assigned to the Housing Maintenance team.
- 104 cases were assigned to the Roads Maintenance team.

Active Travel

Works complete at Main Street, Fedamore.

Two new Bus Shelters constructed at Lower Main Street, Rathkeale.

Section 38 Consultation- proposed works on Station Road, Askeaton (L-1236) on Public Display.

Schedule of Municipal District Works

Road Reconstruction completed at following locations:

- Kilgrogan to Clonshire
- New Line, Rathkeale
- Kilcool to Bridge
- Crowley & Kane Road, Kilcolman
- Stonyman Road
- Rathmore (Croom Road)

Surface Dressing works completed at following locations:

- L6024 Dark Road, Rathkeale

Climate Change Adaption Works:

- Kilmacow Road, Kilfinny- Flood Alleviation works complete

Transport Infrastructure Ireland

- N69 Askeaton to Kilcornan pavement overlay works now substantially complete
- N21 HD28 Overlay at Coolanoran complete

Municipal District of Cappamore-Kilmallock

Municipal District Meeting

The monthly meeting of the Municipal District of Cappamore-Kilmallock was held on 20 July in Áras Mainchin Seoighe, Kilmallock.

Workshops

There were two workshops held for Members of the Municipal District of Cappamore-Kilmallock. One on Local Active Travel Footpath Works for Caherconlish and Kilmallock on 13 July, and another on Marketing Kilmallock Business Park was held on 20 July. Both workshops were held in Áras Mainchin Seoighe, Kilmallock.

Housing and Road Maintenance

- 118 cases were assigned to the Housing Maintenance team.
- 120 cases were assigned to the Roads Maintenance team.

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Housing Grants

- Six Private housing grants were paid, totaling €27,925, and 11 were approved
- 17 initial inspections, two re-inspections and 15 final inspections were undertaken in relation to Private Housing Grants.

Road Works

The following works were completed:

Restoration Improvement -

- R505 Brittas to Welcome Inn
- R506 Maddaboy Murroe
- R506 Farnane Murroe
- R506 Green Road to Murroe
- R513 Ballygibbon
- R515 Fairyfield Kilmallock
- R517 Ballinacourty
- R518 Ballygubba
- R662 Galbally
- L1523 Knockanebrack
- L1550 Raymondstown
- L8502 Kilteely Road Hospital
- L8507 Knockderk
- L8532 Ballybrien Angelsboro
- L85341 Kilglass Kilbehenny
- L8560 Bosnetstown
- L8609 Dromin Graveyard
- L86721 Carigeen Kilbehenny

Restoration Maintenance -

- L1123 Five Cross Roads to Newport
- L5072/L5065 Caherline to Baskethill
- R513 Coolshine Herbertstown
- R514 Coole's Cross to Rawleystown
- R515 Mountcoote
- R518 Ballynaught
- R518 Ballygubba
- L1502 Ballynagallagh
- L1539 Kilacolla
- L5065 Ballybrood

- L8539 Ballinatona to Kilbehenny
- L1528 McCarthy's Cross to Kilbehenny
- L1534 Brickfield
- L1549 Rathcannon
- L1550 Raymondstown
- L1552 Uregare
- L8509 Ballyvullane
- L8513 Ballycullane
- L8577 Green Road Kilmallock
- L8609 Dromin Graveyard
- L8578 Garrynoe

Drainage Schemes -

- L8556 Rupplagh
- L1548 Tullerboy

GMA Scheme Works -

- Footpath restoration Forrest View Kilfinane

CIS Scheme Works -

- L15331 Ballyhaught Effin
- L85741 Ballingaddy Kilmallock

CIS Scheme Works -

- Dillon's and Child's Passages Galbally

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Municipal District of Newcastle West

Meetings and Workshops

- The Monthly Meeting of the Municipal District of Newcastle West took place on 12 July in Áras William Smith O'Brien, Newcastle West.
- A Private Briefing with the Limerick Crime Prevention Officer was held on 18 July.

Housing Grants

- 19 grant applications were approved under the Private Housing Grant Schemes during the month. The total value of approvals was €116,928.93
- Payments of €7,410.00 were made to two applicants who completed works under the Housing Aid for Older People Scheme.

Housing Maintenance

- 109 CRM cases were assigned to the Housing Maintenance Team.

Transportation and Mobility

- 90 CRM cases were assigned to the Roads Maintenance Team.

Motor Tax

- The Motor Tax Section at the Newcastle West Office processed 1,011 routine transactions.



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Planning, Environment & Place-Making Directorate

1. Forward Planning and Public Realm

Forward Planning

- The Chief Executive's Report outlining a summary, responses and recommendations on the 65 submissions made following publication of the Draft Newcastle West Local Area Plan 2023 – 2029 was prepared and issued to the Elected Members for their consideration.
- At the July meeting of the Municipal District of Newcastle West, the Chief Executives report on the submissions received on the Draft Abbeyfeale Local Area Plan 2023 – 2029 was considered and material alterations made. The Material Alterations public display document was subsequently prepared and placed on public display on the 22 July.
- Work continued on drafting both the Adare and Patrickswell Draft Local Area Plans.

2. Development Management and Place-Making

Development Management

A total of 82 new planning applications were received as follows:

Category	Amount
Part 8	0
Housing Developments	1
Domestic Developments	58
Agricultural Developments	1
Commercial Developments/Change of Use	6
Sporting/Community and Educational Developments	5
Other Developments	11

The current applications include proposals for:

- Permission for the development of a shell comprising of medical floorspace at ground floor level and first floor level, two levels of basement parking, landscaped courtyards and all associated works at University Hospital Limerick, St. Nessan's Road, Dooradoyle, Limerick.
- Construction of two, two-storey commercial buildings of a total of 2,090 sq. metres. These buildings will have a total of seven units at Ros Mor Estate, Kilmallock Road, Crossagalla, Limerick.
- Construction of a total of 15 no. dwellings comprising four detached houses, eight semi-detached houses and three terraced houses. This application also

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includes all associated siteworks and connections to public services at Ros Mor Estate, Kilmallock Road, Crossagalla, Limerick.

Place - Making

Limerick Wayfinding & Orientation Signage Project

- Preparation of a Part 8 Planning Application continued.

Decluttering Project

- Consultation on signs to be removed progressed.

Urban Regeneration and Development Fund (URDF)

Urban Regeneration and Development Fund - 58 O'Connell Street

- Appointment of Consultants for Preliminary Business Case got underway.

Urban Regeneration and Development Fund - Strand 3 - Pedestrian Bridges & Waterfront Infrastructural Works

- Multi-disciplinary team led by Aecom appointed to prepare a Preliminary Business Case under the Public Spending Code.

Arthur's Quay Area Framework Plan

- Architects Metropolitan Workshop are leading a Multi-disciplinary team preparing the Arthur's Quay Area Framework Plan. Preparation of Options continued following Public and Stakeholder engagement.

Capital Projects

Newcastle West Athletics Hub

- The laying of the final track surface is completed. Snagging and final work items continued.

3. Environment and Climate Action

Cemeteries

Number of Burials in City Cemeteries.

Mt St Lawrence.	15
Mt St Oliver.	12
Castlemungret.	11
Kilmurry.	2

Environment Enforcement and Litter Management

CRM cases received	230
CRM Inspections recorded	460
Warnings issued	43
Directions of Authorised Officer issued	5
Statutory notices issued	24
Prosecutions initiated	9
Fines issued	17
Authorisations issued/reviewed	0

Farm Plastics Collection Points (www.farmplastics.ie)

The annual programme of collection points authorised by Limerick City and County Council continued during July with a very successful Two-day event arranged at the following location

Lynch's Quarry, Kilfinny, Adare.

A range of farm plastics was collected for recycling including Farm Film, Twine/Netting and Plastic Drums (triple rinsed to ensure they are non-hazardous).

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Veterinary

Number of horses seized	1
Number of Dogs processed in Dog Shelter	15
Food Samples submitted for analysis under the National Residues and Microbiological Sampling Programme	2

4. CFRAMS (Catchment Flood Risk Assessment and Management)

Limerick City and Environs Flood Relief Scheme (Stage 1- Options development)

- The geotechnical investigations across the scheme area have reached substantial completion.
- A draft Hydrology report has been successfully completed.
- The public realm draft strategy has been finalised.
- A five-year contract for invasive species management within the scheme area is currently underway and works to this continued in July.
- A comprehensive two-year ornithology survey across the scheme area was initiated.

Adare Flood Relief Scheme (Stage 1- Options development)

- Geotechnical investigations within the scheme area are now substantially complete.
- The Storm Sewer investigation contract was finalised.
- A five-year treatment program for invasive species in the scheme area commenced.

- All ecology surveys related to the scheme have been finalised.
- Draft Hydraulic modelling and Hydrology reports have been received from the consulting team, marking significant progress.
- Options development related to the scheme commenced, highlighting the next phase of the project.

Athea Flood Relief Scheme (Stage 1- Options development)

- A comprehensive hydraulic model for the scheme area has been successfully completed.
- The hydrology report has been finalised.
- The commencement of options development marks the initiation of the next stage of planning.

Castleconnell Flood Relief Scheme (Stage 1- Options development)

- The hydraulic modelling report, along with flood maps, has been finalised and is now available.
- The Hydrology report has been successfully completed.
- A draft options report for the scheme has been received.
- Discussions with landowners continued and are being actively managed.
- Planning-level design has commenced, signifying a significant step forward in the development of the scheme.

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5. Limerick Twenty Thirty (LTT) DAC

Opera Square

Progress Update

- Contract B: Basement and One Opera Square – John Sisk & Son progressed well with the Basement contract in July. Three piling rigs mobilised onsite with piling for the perimeter wall of the basement now 95% complete.
- Bulk excavation works continued with 40% of the bulk dig completed.

Project Communications Update

- A new hoarding installation was erected at Opera Square along bank place in mid-July. The hoarding features aerial images showcasing how the development will look on completion.
- The Ireland Strategic Investment Fund (ISIF) released a video highlighting their success in 2022. This featured their Joint Venture with LTT on One Opera Square.
- The Mayor of the City and County of Limerick, Councillor Gerald Mitchell was welcomed to Opera Square in July. He was joined by Councillors, Sarah Kiely, John O'Donoghue and Eddie Ryan for a briefing on LTT projects and progress on Opera Square.

Cleeves Riverside Quarter (CRQ)

Progress Update

- A report in response to submissions received during the Masterplan process has been drafted and is being finalised for publishing.
- Negotiations with TUS on a Memorandum of Understanding for CRQ progressed well in July.

Project Communications Update

- The Chimney at Cleeves Riverside Quarter displayed rainbow lighting in celebration of Limerick Pride Week from 03 - 09 July.
- The Chimney was then turned green in support of Limerick GAA in the All-Ireland Hurling Final on 23 July. The chimney remains green in support of their four in a row win. LTT also shared supportive messages ahead of the All-Ireland in both the Limerick Post and Limerick Leader.

Gardens International Communications Update

- LTT announced in July that they will be launching and hosting the 40th EVA International. The showcase at Gardens International will span over four areas of the building and feature the artwork of artists Sarah Durcan, Frank Sweeney, Cliodhna Timoney, and Amna Walayat. This exhibition will also feature new work by Bea McMahon, following the fire at the Sailors Home in July, where the artwork was originally scheduled to be shown.
- LTT held a CPR training event for all tenants at Gardens International in July. The Ennis Road Community First Responders Volunteers gave life-saving lessons on the handling of choking, heart attack, cardiac arrest, and stroke emergencies.
- The Vault at Gardens International was promoted in July for meeting and events bookings. Requests can be submitted to gardens@limerick2030.ie or 061-517430.



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National and Regional Shared Services Centre Directorate

1. Housing Assistance Payment (HAP) Shared Services Centre (SSC)

- There were 58,083 active HAP tenancies nationally, managed by the HAPSSC at the end of July.
- A weekly average of 161 HAP tenancies have been set-up during 2023.
- The July landlord payment run was €55.4 million.
- The weekly tenant charge at the end of July was €3.1 million.
- The Debt Management Unit of the HAP SSC collected a total of €91.6 million in differential rent to end of July.
- The HAP tenant rent collection rate at the end of July was 99%.
- The Debt Management Unit issued 8,953 HAP debt reminder letters in July.

2. Fire and Emergency

Statistics

	No. of Fire Related Calls	No. of Non-Fire Related Calls	Total
No. of call-outs 01.07.23 – 31.07.23	76	61	137
% of calls where on scene in < 10 mins from time of call	78%	43%	
% of calls where on scene between 11 and 20 mins from time of call	20%	30%	
% of calls where on scene in > 20 mins from time of call	2%	27%	

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	No. Received / Assigned	No. Validated	No. Invalidated / Refused	No. Granted	No. Completed
Fire Certificate Applications July	26	22	0	23	23
Disability Access Cert Applications July	18	17	0	11	11
Licensing Applications July	16	17	0	0	0
Commencement Notice July	49	45	3	0	48
Completion Certificate July	16	13	0	0	13
Planning Referrals July	1	0	0	0	1
Sugar CRM Cases July	4	0	1	0	3 Assigned 1 Closed

Fire and Emergency Training Events

There were no scheduled training courses during July. On-station training at retained stations is currently on hold due to industrial action.

Civil Defence attendance at Events

The following activity took place in July:

- Medical Cover - National Day of Commemoration, Merchant's Quay, Limerick.
- Patient Transfer - Limerick residence to University Hospital Limerick and returned to residence

Water Safety

No. of Lifebuoy Replacements	January - June	July	Total 2023
Metropolitan District	6	0	6
Municipal District	13	0	13

No. of Lifebuoy Sensor Activations	Total February - June	July	Total 2023
Metropolitan District	47	3	50
Municipal District	25	2	27

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Support Services Directorate

1. Finance

Commercial Rates and Loans

Draft Collection Figures

Commercial Rates 2023	
As at 31st July 2023	
Opening Balance - 01 Jan €	5,888,292
Accruals €	64,097,698 **
Vacant Property Adjustment €	347,784
Writes offs/ Waivers €	1,681,658
Total for Collection €	67,956,548
Amount Collected €	45,095,289
Arrears €	22,861,259
Specific Doubtful Arrears €	1,190,641
% Collected	68%

Debtors Loans	
As at 31st July 2023	
Opening Balance - 01 Jan €	300,639
Accruals €	925,622 ^
Writes offs €	-
To Collect €	1,226,261
Receipts €	1,108,553
Arrears €	117,708
% Collected	90%

^ Accruals not updated for loans for July 2023

** The Date for Making the 2023 Rate was 02 February 2023

Recourse to Overdraft Facility

No. of days in overdraft 0

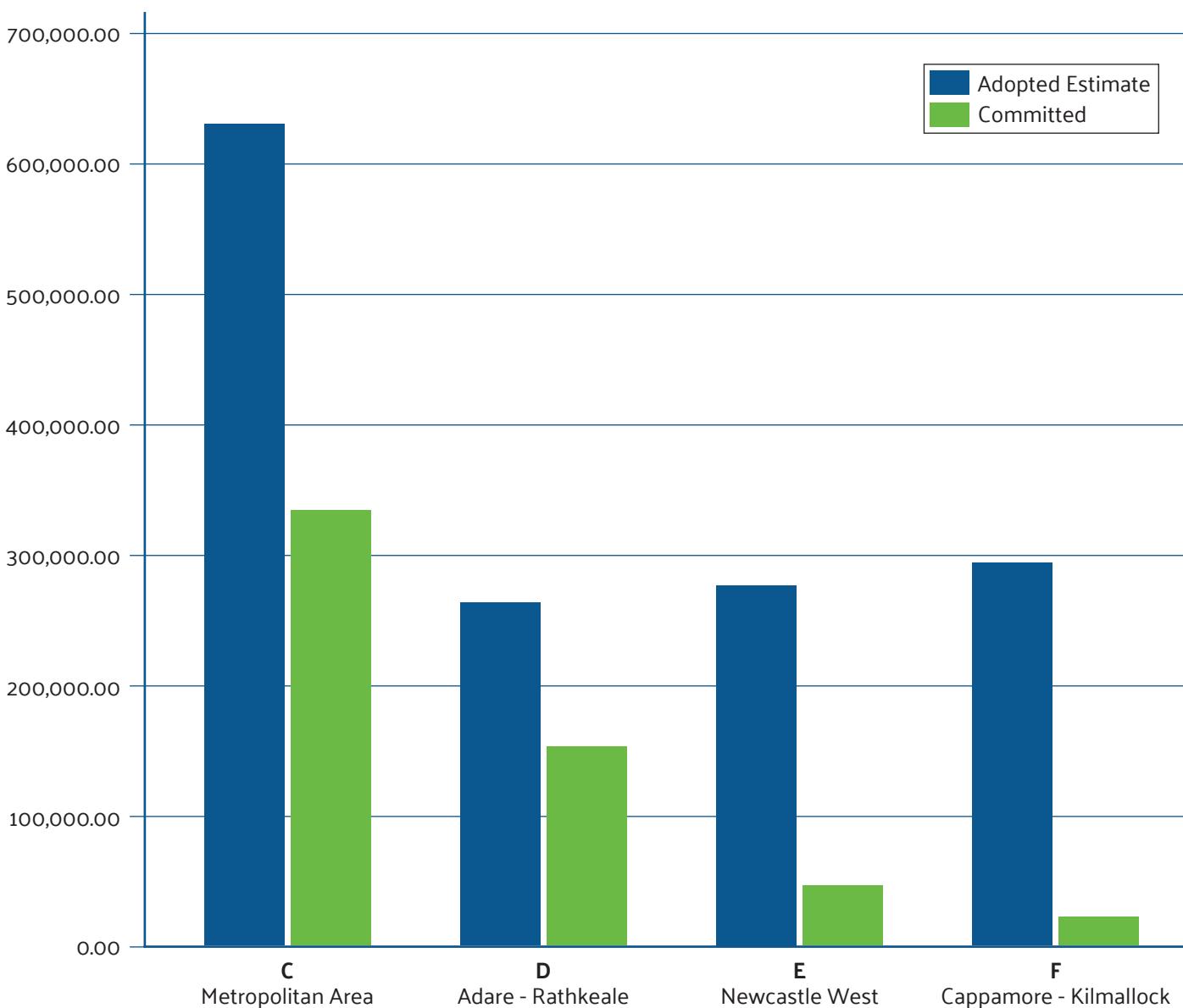
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General Municipal Allocation 2023 Adopted Estimate €1.463 Million

Graph outlining adopted budget and draft committed expenditure up to 31st July 2023



Municip (Code) + (Text)	Value Adopted Estimate (€)	Value Committed (€)
C Metropolitan Area	628,000.00	335,601
D Adare - Rathkeale	269,500.00	151,859
E Newcastle West	270,500.00	45,023
F Cappamore - Kilmallock	295,000.00	22,723

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2. Business Improvement

- Business Improvement collaborated with the Planning Development Department to launch the “Taking in charge of estates – The Paddocks and Knights Court Newcastle West and Glen Grove Kilmallock” consultation on MyPoint.
- Business Improvement worked with Urban Innovation to release the “Limerick City and County Council’s Climate Action Plan” on MyPoint.
- A total of 907 active users are now live on the Employee App
- Services on Service Catalogue = 703
- There are 424 capital projects now managed through Cora, our cloud-based project management system.

3. Corporate, Governance and Customer Services

The Mayor hosted the following in Corporate Headquarters:

- Welcome Reception for Delegation attending the 18th Biennial Conference of the Early Book Society in Merchant’s Quay, Limerick.

The Office of the Mayor co-ordinated and arranged for the Mayor to attend the following functions/events:

- Launch of Limerick Going for Gold Garden Competition at Merchant’s Quay, Limerick.
- Met with Niall ‘Bressie’ Breslin and Group who kayaked the length of the River Shannon to raise funds for Youth Mental Health Charity at Curragower Inn, Limerick.
- Launch of Shannon Estuary Economic Taskforce Report at Ardnacrusha Generating Station, Ardnacrusha, Co. Clare.
- Royal British Legion Ireland Annual Commemoration and Wreath Laying Ceremony at Irish National War Memorial Gardens, Kilmainham, Dublin.
- Limerick Pride Parade and PrideFest at Merchant’s Quay and The Hunt Museum, Limerick.
- All Ireland Senior Hurling Semi Final, Limerick V Galway at Croke Park, Dublin.
- National Day of Commemoration Ceremony in the Grounds of Limerick City and County Council, Merchant’s Quay, Limerick.
- Launch of Co-operative Housing Ireland new developments at Moinéir, Clonmacken and Amharc Muileann, Bloodmill Road, Limerick.
- Launch of Peter McVerry Trust Housing Scheme at Delmege Park, Moyross, Limerick.
- Launch of Traveller Pride Art Exhibition in Merchant’s Quay, Limerick.
- Reception on the occasion of Bastille Day in the Gardens of the Residence of France, Ailesbury Road, Dublin.
- Opening and Closing Ceremonies for the European Ultimate Frisbee Championships 2023 in University of Limerick.
- Limerick Bastille Day Wild Geese Festival 2023 Banquet in Limerick Milk Market.
- Ceremony to mark Limerick Bastille Day Wild Geese Festival in the United Nations Peace Garden, followed by Performance in St. Mary’s Cathedral.
- Site Visit to Opera Centre.
- Launch of Cook Medical Mini Marathon at the Strand Hotel, Limerick.
- Visit from Marty Hogan, World Trade Centre, Savannah to Mayor’s Office.

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- Launch of Exhibition 'Digital Podium Introduction to Irish LGBTQI+ History' at Limerick Museum, Henry Street, Limerick.
- Launch of Cappamore Agricultural Show at John Hayes Bar, Cappamore, Co. Limerick.
- Photoshoot with Staff for All Ireland Hurling Final at Corporate Headquarters, Merchant's Quay and Dooradoyle Offices.
- Launch Event for Department of Foreign Affairs Exhibition 'Ireland and the Birth of Europe' to mark 50 years since Ireland joined the European Economic Community in the Hunt Museum, Limerick.
- All Ireland Senior Hurling Final, Limerick V Kilkenny in Croke Park, Dublin, followed by Homecoming Celebrations.
- Junior Chamber Ireland President's Day Event in the Absolute Hotel, Limerick.
- Launch of exhibition on the history of Ryans Jewellers and celebration of the donation of Stephen Ryan's collection to Limerick Civic Trust at the People's Museum, Georgian House, No.2 Pery Square, Limerick.

Procurement Department

Staff in the Procurement Department are responsible for the setting up and extending existing procurement references on request from all departments within the Council.

The following shows the number of Procurement References dealt with during the month of July.

New Procurement References set up	34
Procurement References extended as per signed contract/arrangement	10

The Unit continues to work with staff of all departments to ensure procurement to pay cycle is adhered to within the Council through the validation of all requisitions for approval or rejection via the Requisitions Oversight Unit.

Requisitions Oversight Unit

The Requisitions Oversight Unit staff validate all requisitions raised across the entire Council and the Unit provides a segregation of duties to avoid any potential conflict of interest. The following stats apply for July.

- Approved requisitions account for 89% of the total requisitions actioned for this given month.
- Rejected requisitions account for 11% of the total requisitions actioned for this given month.

Month	Approved	Rejected	Total Requisitions Actioned
July	1,235	156	1,391

The top five requisition rejection reasons for July are identified as follows:

Rejection Reason	July
Memo - Requisition Not Raised in Advance	48
Procurement Reference Omitted/Incorrect	29
Quotes - Omitted/Incorrect copy provided	14
Award Notice - Omitted/Incorrect copy provided	14
CAPA (Corrective Action, Preventative Action form) - omitted/not signed/insufficiently completed	14

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Register of Electors

Staff from the Register of Electors team processed the following during the month of July.

Additions to the Electoral Register - 306

Deletions from the Electoral Register - 99

Modifications to the Electoral Register - 317

395 requests were received through the updated checktheregister.ie website for updating details of electors.

Health and Safety Training

The Health and Safety training team organised the following courses during the month of July.

Course Name	Numbers Trained
Safe Pass	14
First Aid Response	10
First Aid Response Refresher	1
Dealing with Aggressive Customers	22
Drivers CPC Module 1	3
Drivers CPC Module 2	2
Manual Handling	35
Working at Heights	6
IOSH Safety Health & Environment for Construction Site Training	1
Construction Skills Certification Scheme - Signing, lighting and Guarding	10
Total Staff Trained	104

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Schedule of Meetings for July

Name of Meeting	Date	Location
Full Council Bi-Monthly Meeting of Limerick City and County Council	17/07/2023	Dooradoyle and Online
Special Meeting to pass a Vote of Sympathy on the passing of former Mayor of Limerick, John Quinn, RIP	11/07/2023	Online
Operational Briefings		
Limerick City East	04/07/2023	Merchant's Quay and Online
Limerick City North	04/07/2023	Merchant's Quay and Online
Limerick City West	05/07/2023	Merchant's Quay and Online
Municipal District of		
Adare/Rathkeale Monthly Meeting	11/07/2023	Rathkeale
Newcastle West Monthly Meeting	12/07/2023	Newcastle West
Cappamore/Kilmallock Monthly Meeting	20/07/2023	Kilmallock
Metropolitan District of Limerick		
Monthly Meeting	10/07/2023	Dooradoyle and Online
Strategic Policy Committee Meeting		
Economic Development, Enterprise and Planning	10/07/2023	Dooradoyle and Online
Meeting of the Audit and Risk Committee	04/07/2023	Innovate, Upper Cecil Street
Virtual Corporate Policy Group Meeting	10/07/2023	Online
Meeting of Limerick Twenty Thirty Strategic Development DAC	11/07/2023	Gardens International, Henry Street and Online
Local Community Development Committee (LCDC) Meeting	12/07/2023	Dooradoyle and Online
Virtual Party Leaders' Meeting	14/07/2023	Online
Virtual Protocol Committee Meeting	14/07/2023	Online

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Access to Information

	July	2023 (Jan to July)
Total Freedom of Information Requests	36	168
FOI Internal Appeals	2	8
Information Commissioner Appeals	1	3
Total Ombudsman Requests	1	31
Total AIE Requests	4	17
OEIC Appeals (Office Environment Information Commissioner)	0	1

Customer Services

The Customer Services Team continued to support our customers and Public Representatives at first point of contact by answering queries via telephone, email, MyLimerick and social media. Case creation, payments processing and generally facilitating applications for all Council services also continued throughout the month.

The following figures highlight the activity within the contact centre throughout the month of July:

- Customer Services call centre answered 9,896 calls. This represents an average of 471 per day, with the number of calls reaching as high as 601. A total of 73% of calls were handled at first point of contact.
- A total of 3,160 emails processed through our Customer Services email platform.

- 2,753 cases were created on Sugar CRM, with 661 of these logged on behalf of Public Representatives. 3,110 cases were closed, with 704 of these being cases logged by Public Representatives.
- Of the 2,753 cases created, 70% were logged by the Customer Services team.
- The logging of cases through the MyLimerick portal continued, with a total of 251 cases being logged. Of these, 227 were submitted by Public Representatives.
- Customer Services continued to support the Housing Maintenance Department in creating service requests, and throughout the month, 92% of Housing Maintenance cases for the Limerick Metropolitan area were logged by Customer Services staff in the Dooradoyle and Merchant's Quay offices.
- A total of 117 out-of-hours cases were created.
- Customer Services continued to provide other frontline services to the general public, such as processing applications for Residential Parking Permits, of which 115 were applied for and 76 issued.
- Customer Services staff welcomed a total of 2,094 customers at our Merchant's Quay and Dooradoyle offices.

4. Marketing & Communications

Marketing

All-Ireland Senior Hurling Final 2023

- Worked closely with Limerick GAA and colleagues internally to provide a co-ordinated communications campaign around the All-Ireland Senior Hurling Final and Big Screen event at Pery Square in Limerick City on 23 July as well as the subsequent Homecoming in Pery Square on 24 July following Limerick's four in a row Championship victory.

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- In addition to leading the media element of the campaign, the team also managed the digital and social promotion of the events, provided live social coverage and commissioned photography and videography for distribution to local and national media with the events securing widespread coverage and generating hugely positive PR for Limerick.
- Staff members were encouraged to show their support for Limerick by wearing green in the run up to the All-Ireland and images were shared on @LimerickCouncil Twitter.
- A video commissioned from the fan zone at the 'Big Screen' event, which was shared on Limerick.ie, across our social channels and circulated to media. Total views to date: 30,161.
- A video was commissioned to capture the homecoming celebrations as the All-Ireland champions returned to Limerick with the Liam McCarthy Cup. The video was shared on Limerick.ie, across our social channels and was circulated to media. Total views to date: 36,651.
- Conducted analysis of the #LuimnneachAbu hashtag online from 03 – 31 July, results as follows:
 - Total Mentions: 2,000
 - Total Reach: Four million
 - Total Impressions: 11 million
- To generate additional publicity in the lead up to the All-Ireland final, Limerick City and County Council issued seven press releases to local and national media.
- Continuing engagement and collaboration with our Third Level partners
- Updates to and content creation for a digital and print version of the Limerick Student City Z card map and guide.
- Work commenced on our Limerick Student City prospectus aimed at international students and Irish students at the consideration stage.
- Limerick Student City merchandise designed and procured for attendance at student open days and on campus visits.
- New branded displays created for use at events and meetings.
- New Brand Limerick flags distributed to the local hospitality sector for display.
- New 'Halloween in Limerick' branding created for use in the promotion of Halloween events and activities and in Marketing and Communication's upcoming campaign.
- Submission made to the City Nation Place 2023 Awards for Brand Adare.
- Created and issued five Limerick.ie e-newsletters

Limerick Student City

- Concluded two and a half week Limerick Student City CAO Change of Mind social media campaign to promote Limerick's offering as a complete college experience. Topline figures include:
 - Total Impressions: 521,240
 - Total Reach: 72,724
 - Total Views: 49,131

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Social Media:

- Management of Marketing & Communications' 14 social media channels including Limerick.ie and Limerick City and County Council accounts, to engage with citizens and promote Limerick to locals, visitors, students, and the business community.
- Followers across our five main social media platforms is now as follows:
 - Limerick.ie Facebook: 34,086
 - Limerick.ie Twitter: 21,519
 - Limerick.ie Instagram: 28,085
 - Limerick City and County Council Twitter: 18,193
 - Limerick City and County Council LinkedIn: 10,972

Limerick.ie

In July, there were 188,300* unique site visits to Limerick.ie, a 15.6% decrease on the same period in 2022. (*Fathom Analytics)

The most popular pages on Limerick.ie in July were:

- www.limerick.ie
- [www.limerick.ie/discover/whats-on/sport/limerick-hurlers-homecoming-202 *](http://www.limerick.ie/discover/whats-on/sport/limerick-hurlers-homecoming-202)
- www.limerick.ie/council/services/planning-and-property/apply-or-search-planning-application/search-planning
- www.limerick.ie/greenway
- www.limerick.ie/greenway/sections

**please note some of the above links may no longer be active if an event has expired.*

Content Report: 71 articles, 167 events and 31 amenities were added to Limerick.ie in July.

Communications

- Issued 21 news releases from the Marketing and Communications Department and researched and wrote 12 speeches for the Office of the Mayor
- Responded to media queries from local, national and international outlets.

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5. National Mobilisation and Communication System/Munster Regional Communications Centre (NMAC/MRCC)

	No of Calls mobilised to an emergency incident by MRCC	Other Calls	Average call processing time in minutes and seconds	Total No. of calls in July
No. of call-outs 01.07.2023 – 31.07.2023	873	204	106	1,077

