

# LifeTimes

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**WESTLIFE**  
WestLife turn Blackpool on. Pop sensation Westlife will be flicking the switch on the world-famous Blackpool-Illumination this year. The record breaking band will light - up the famous holiday resort as part of a BBC Radio 2 live broadcast from the town.

See page 8 for more details



The Society  
Wedding of one of our long standing members of staff Yvonne Cole to Guillaume Dupu on the 18th August. We would all like to wish them happiness & for the future.

## Bin Day Blues

By Grace O'Connor

Unless the Dún Laoghaire - Rathdown County Manager, Mr. Derek Brady, introduces the promised Customer Charter for the refuse Collection service before the Estimates vote later this year he runs the risk of having Councillors vote against them.

This is according to local Fine Gael Councillor Eoin Costello. Councillor Costello stated that if the County

Manager did not institute the Customer Charter immediately after instituting the charge Councillor Costello

would have no alternative but to vote against this year's Estimates. The row erupted after residents of Woodbrook Glen, in the Southern part of the Council's area, were allegedly left without refuse collections for three weeks in June of this year. In a letter addressed to Councillor Costello, County Manager Derek Brady stated that it was not accurate to state that refuse had not been collected for three weeks in this area. The Council back up this by stating that only two refuse collections have been missed this year. Those being 17th January and 12th June. They also dispute the claims by Councillor Costello that the residents who complained about the lapse in the service did not receive adequate explanations from the

Environmental Services and Parks Department. This incident brought to a head a row which has been bubbling under the surface for some time. Residents in the area have a number of grievance regarding their refuse collection. According to local Councillor Eoin Costello Bank Holiday collections for St. Patrick's Day were very patchy with many areas having no collections. There are also problems with a plan issued by the Council to deal with refuse issues. The Council issued a timetable in this regard which gave an outline of when services would be implemented. These included Kerbside Recycling Collection which was to be implemented in March 2000.

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## Bin Day Blues

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This service is only being introduced this month and on a very limited scale according to locals. Other services included the distribution of wheelie bins in April 2000. This service has yet to commence. When asked by Eoin Costello, about the Customer Charter, County Manager Derek Brady said that negotiations concerning the Charter took an extended length of time and the issue of disturbance had to be referred for third party arbitration which was why the introduction of the wheelie bin service had been delayed. He stated "it

was felt that the introduction of a Customer Charter which would not be supported by an improved service, would be counter productive and that it was far preferable to coincide the introduction of a new charter with a new service and this will be done." He continued "Our target at this stage is to try to have wheelie bins delivered in October and the new Customer Charter will be launched at the same time." Another bone of contention between Councillor Costello and the County Manager is the failure of the Council to take any action on the second

part of the charter which is a proper complaints procedure. According to the Fine Gael Councillor the introduction of a proper complaints procedure would include a bin collection hotline, a guarantee from the Council that complainants will receive a written reply within one week of the letter of complaint and that information concerning the new procedure be well publicised. Councillor Costello concluded "I am not satisfied with you (County Manager) continually dragging your feet on the second element of the Charter, the proper complaints procedure, which is not dependent or subject to, your improvements to the bin collection service."



Councillor Costello in Woodbrook Estate, Shankill in June of this year.