



COUNTY GALWAY LOCAL AUTHORITIES

Your Guide to Our Services



County Galway Local Authorities

Your Guide to Our Services

This Document is available in a number of different formats on request.



Please contact the Social Inclusion Unit on 091 746866 or 091 746871 for further details on alternative formats or to receive extra copies of this Guide.



This document is for guidance only and is not intended as a legal interpretation of any of the services provided. Schemes are subject to change and you should contact the relevant Unit of the Council to get full details.

Social Inclusion Unit

The Social Inclusion Unit of Galway County Council was established in early 2008. The main role of the Unit is to embed social inclusion policy and practice into the day to day work of the Council. This means that every service delivered by the Council must have social inclusion at its core. No person, group or community should be excluded by any action of the Council or from any service. We aim to deliver our services to as many as possible, even in the remotest parts of the County.






The Social Inclusion Unit will also work closely with organisations and groups outside of the Council who are involved in the delivery of socially inclusive services. This means that even if the Council is not a core provider of the service, the Social Inclusion Unit will work with groups to provide advice, support and any other assistance that may be needed.

The publication of 'Your Guide to Our Services' for County Galway Local Authorities is an initiative of the Social Inclusion Unit. We want to make accessing our services as easy as possible.

We would also like to thank the members of the Customer Services Officers Group for their assistance and support with this publication and all other members of staff who contributed.














Social Inclusion Unit
June 2008

Key to Symbols

-  = Application form available
-  = Financial assistance available
-  = Award available

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Message from The County Mayor

It gives me great pleasure, as Mayor of County Galway, to introduce 'Your Guide to Our Services' for County Galway Local Authorities. This is the first such Guide of its kind to be published for County Galway listing all of its services. The purpose of the Guide is to give customers quick and easy access to our services. Each service that is listed contains a brief description of the services with contact details for you to make further enquiries.



I would like to thank the staff of County Galway Local Authorities who contributed to this very worthwhile publication.

Sean Canney

Cllr. Sean Canney,
Mayor of the County of Galway.

Message from The County Manager

I am delighted to join with the Mayor Cllr. Sean Canney in presenting 'Your Guide to Our Services' for County Galway Local Authorities.



Customer Service is at the heart of the Councils work and this Guide will be of great benefit to all our customers availing of our services.

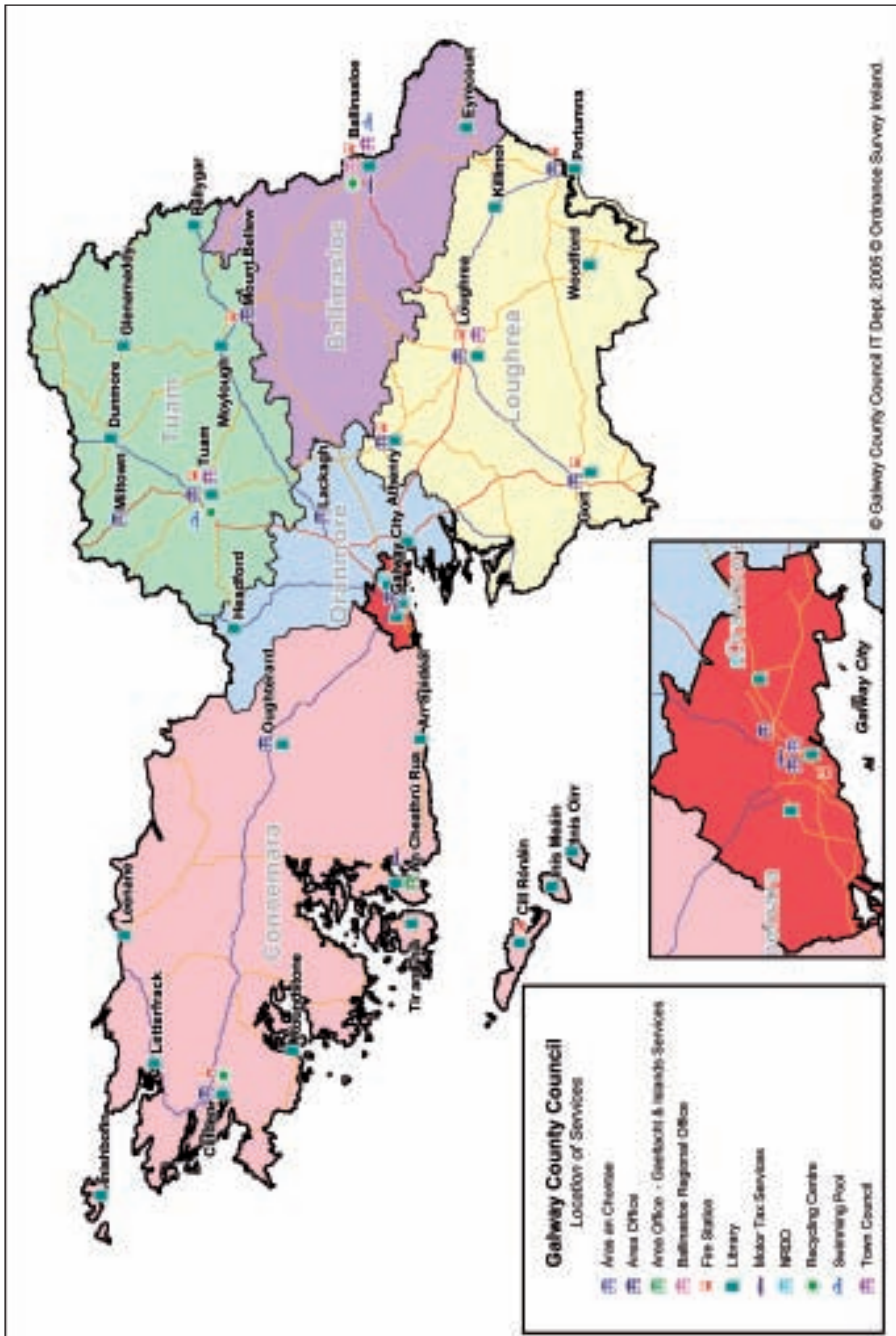
I would like to pay tribute to the Social Inclusion Unit for taking the lead on this project and to all other members of staff who contributed.

Martina Moloney

Martina Moloney,
County Manager.

How to Contact Us

Map of Services Located in the County



How to Contact Us

Map of Services Located in the City



How to Contact Us

About County Galway Local Authorities

Our mission is “to deliver inclusive local authority services for County Galway through effective civic leadership and democratic representation”. County Galway Local Authorities includes Galway County Council, Ballinasloe, Tuam and Loughrea Town Councils but excludes Galway City. We provide over 100 different services and functions, many of which are provided free of charge. We operate within a local democratic system where Councillors are elected every 5 years. Councillors are responsible for adopting policy and the County Manager and his/her staff are responsible for the implementation of these policies.

**Galway County Council,
Áras an Chontae,
Prospect Hill, Galway
Main Tel: 091 509000
Web: www.galway.ie**



	PUBLIC COUNTER OPENING TIMES	TELEPHONE TIMES
General	Mon - Fri: 9.00am - 4.00pm	Mon - Fri: 9.00am - 5.00pm
Community, Enterprise, & Economic Development	Mon - Fri: 9.00am - 1.00pm & 2.00pm - 5.00pm	Mon - Fri: 9.00am - 1.00pm & 2.00pm - 5.00pm
Motor Tax	Mon - Fri: 9.00am - 3.30pm	Mon - Fri: 9.00am - 5.00pm
Planning	Mon - Fri: 9.00am - 4.00pm (Except Wed): 10.00am - 4.00pm	Mon - Fri: 9.00am- 1.00pm 2.00pm- 5.00pm (Except Wed): 10.00am - 1.00pm 2.00pm- 5.00pm

How to Contact Us

Galway County Council Elected Members (at date of print)

Ballinasloe Electoral Area

Cllr. Michael Mullins	Tel: 087 2607405
Cllr. Tomas Mannion	Tel: 087 6787490
Cllr. James Joyce	Tel: 087 9591904
Cllr. Dermot Connolly	Tel: 086 0886160
Cllr. Michael Finnerty	Tel: 087 6133676

Connemara Electoral Area

Cllr. Séamus Walsh	Tel: 087 0519884
Comh. Seán Ó'Tuairisg	Tel: 086 3864179
Comh. Seosamh Ó'Cuaig	Tel: 087 2194247
Comh. Connie Ní Fhatharta	Tel: 087 2311522
Cllr. Josie Conneely	Tel: 087 9528808
Cllr. Thomas Welby	Tel: 087 2855676
Cllr. Sean Kyne	Tel: 087 6137372

Loughrea Electoral Area

Cllr. Michael Fahy	Tel: 087 2456000
Cllr. Pat Hynes	Tel: 087 2404404
Cllr. Bridie Willers	Tel: 086 0847270
Cllr. Willie Burke	Tel: 087 2686166
Cllr. Peter Feeney	Tel: 087 6812403
Cllr. Michael Regan	Tel: 087 2547524
Cllr. Michael "Mogie" Maher	Tel: 086 8109185

Oranmore Electoral Area

Cllr. Mary Hoade	Tel: 087 2255979
Cllr. Jarlath McDonagh	Tel: 087 2346012
Cllr. Jim Cuddy	Tel: 087 6360242
Cllr. Michael Carey	Tel: 086 1741611

Tuam Electoral Area

Cllr. Sinéad Connaughton	Tel: 086 8577624
Cllr. Colm Keaveney	Tel: 087 6776812
Cllr. Tiernan Walsh	Tel: 086 8514674
Cllr. Tom McHugh	Tel: 086 2574192
Cllr. Michael Connolly	Tel: 087 6829049
Cllr. Sean Canney	Tel: 093 55367
Cllr. Tom Reilly	Tel: 086 3627889

How to Contact Us

Ballinasloe Town Council



In addition to its representational role
Ballinasloe Town Council

also provides the following services for Ballinasloe Town:

- Social Housing
- Planning Services & Development Control
- Recreational and Amenity Facilities
- Public Lighting & Street Cleaning
- Casual Trading
- Tidy Towns Competition and
- The October Fair

The Council consists of 9 elected members, and the day to day administration is managed by a full time Town Clerk. The Civic Offices also host a Motor Tax Office.

Ballinasloe Town Council Elected Members (at date of print):
Lucy Lloyd-Keighrey, Carmel Grealy, John Molloy, Sean Tully, Pat O'Sullivan, Johnny Walsh, Mike Kelly, Hugh Dolan, Jason Devlin.



Contact Details

Ballinasloe Town Council, Civic Offices, Ballinasloe, Co Galway.

Tel: 090 96 42263
E mail: tclerk@ballinasloetc.ie
Fax: 09096 42689

Opening Times: 9.30am - 1.00pm & 2.00pm - 5.00pm

How to Contact Us

Loughrea Town Council

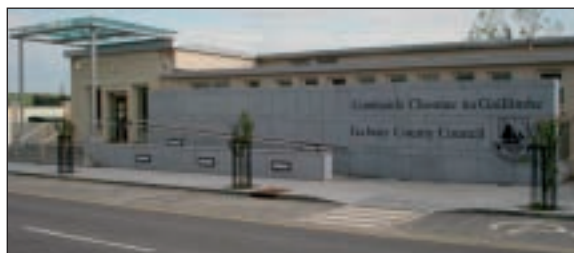


In addition to its representational role Loughrea Town Council also provides the following services for Loughrea Town:

- Social Housing
- Picnic areas
- Carparks
- Playgrounds

The Council consists of 9 elected members, and the day to day administration is managed by a full time Town Clerk.

Loughrea Town Council Elected Members (at date of print):
Gabriel Burke, James Curley, Mary Gunter-Nix, Pat Hynes, James Regan, Michael 'Mogie' Maher, Norman Morgan, Seamus Tully, Geraldine Bane.



Contact Details

Loughrea Town Council, Barrack St., Loughrea, Co. Galway.

Tel: 091 841536
E mail: tcloughrea@galwaycoco.ie
Fax: 091 842734

Opening Times: 9.10am - 12.55pm & 2.10pm - 5.00pm

How to Contact Us

Tuam Town Council



Tuam Town Council has a representational role consisting of 9 elected members, and the day to day administration is managed by a part-time Town Clerk.

Tuam Town Council Elected Members (at date of print):
Gilleesa Browne-Lane, Paul O'Grady, Tom Reilly, Martin Anthony Ward, Peter Warren, Sally Ann Flanagan, Teresa McHugh, Ann O'Donnell-Brady, Imelda Kelly.



Contact Details

Tuam Town Council, Town Hall, Tuam, Co, Galway.

Tel: 093 24246
E mail: tclerk@tuamtc.galwaycoco.ie
Fax: 093 70463

Opening Times: Mon, Wed & Fri: 9.30am - 12.30pm

How to Contact Us

Regional / Area Offices

Galway County Council has Regional and Area Offices as follows:

Regional / Area Office	Telephone
Athenry	091 844042
Ballinasloe	090 96 42274
An Cheathrú Rua	091 595771
Clifden	095 21186
Gort	091 631040
Oranmore (Lackagh)	091 737020
Loughrea	091 841536
Oughterard	091 552353
Portumna	090 97 41019
Tuam West (Tuam)	093 24123
Tuam East (Mountbellew)	090 96 79221
Tuam West (Milltown)	093 51314

Why contact your Regional / Area Office?

To report items such as:

- Potholes
- Routine maintenance on roads
- Flooding
- Potential hazards on the public road

To apply for:

- Consent to open the public road
- Hoarding/Scaffolding licence
- Temporary road closures
- Issue/renewal of residents parking permit

Motor Tax Services

How to Pay your Motor Tax

Call to your nearest motor tax office during the stated opening times
Post your application to your nearest motor tax office (please ring first to confirm what documentation you need)
Log onto www.motortax.ie

Motor Tax Rates

To find out how much to pay, log onto www.motortax.ie or phone any of our motor tax offices.

Motor Tax Offices

Office	Opening Times	Contact Details
Áras an Chontae, Prospect Hill, Galway.	Mon - Fri 9.00am - 3.30pm	Tel: 091 509099 E mail: motortax@galwaycoco.ie Web: www.galway.ie/en/Services/Motortax/
Ballinasloe Civic Offices	Mon - Fri 9.30am - 3.00pm	Tel: 090 96 48090 / 48007 E mail: tclerk@ballinasloetc.ie Web: www.galway.ie/en/Services/Motortax/
An Cheathrú Rua	Mon - Fri 9.00am -1.00pm & 2.00pm -3.00pm	Tel: 091 595788 E mail: Carraroeareaoffice@galwaycoco.ie Web: www.galway.ie/en/Services/Motortax/

Other Motor Tax Services

The Motor Tax Office also issues:

- Certificates of roadworthiness for commercial vehicles
- Duplicate registration books / vehicle licensing certificates
- Trade plates to garages / Trailer Licences
- Change of ownership for vehicles registered before 1 January, 1993. Vehicles registered after this date are dealt with by the Vehicle Registration Unit, Shannon, Co Clare. (Lo-call 1890 411 412)

Driving Licences

The Motor Tax Office is responsible for the issue of learner permits (formerly provisional licences) and full driving licences. They also issue duplicate licences and exchange licences for full driving licences issued in a member state of the European Union and other “recognised States” under the Road Traffic (Licensing of drivers) Regulations 1999.

To enquire about Driving Licences contact:

Tel: 091 509305
E mail: motortax@galwaycoco.ie
Web: www.galway.ie/en/Services/Licences/



Motor Tax Office, An Cheathrú Rua, Area Office.

What do we do?

- 1 Develop medium to long term plans for the County and local areas through consultation with the public. This ensures that development is planned in accordance with the principles of good planning, sustainability and national guidelines.
- 2 Make planning decisions based on the above mentioned plans.
- 3 Investigate and prosecute unauthorised development where necessary and
- 4 Promote the identification, protection, preservation and enhancement of the heritage of County Galway.

Where to find us?

Planning & Sustainable Development Unit,
Ground Floor, Áras an Chontae,
Prospect Hill, Galway.

There are 2 public counters:

- A General Planning Counter for general queries
- A smaller New Applications Counter for submitting new planning applications

How to Contact us?

- **Visit** the Planning Counter:
Mon, Tues, Thurs & Fri: 9.00am - 4.00pm
Wed: 10.00am - 4.00pm
- **Ring** the main planning number 091 509308. You will enter a queuing system and an operator will deal with you as quickly as possible. Phone lines are open from 9.00am - 1.00pm & 2.00pm - 5.00pm.
- **Ring** the direct contact number if listed with the service
- **E mail** planning@galwaycoco.ie
- **Log** onto www.galway.ie/en/Services/Planning/
- **Fax** at 091 509199

Types of Planning Permission **A**

Outline Permission **A**

This is a type of permission in principle and does not require the submission of detailed drawings.

Permission following Grant of Outline Permission (Permission Consequent) **A**

This application follows the grant of outline permission and must be submitted within 3 years of the grant of outline permission. Detailed plans and drawings of the proposed development are required.

Permission **A**

This application requires detailed plans and full particulars of the proposed development.

Retention Permission **A**

This application is where unauthorised development has occurred.

Pre-Planning Report Service

If you are interested in a particular site you can avail of our free pre-planning report service. You will need to submit to the Planning Office a map with the site in question outlined in red together with the townland name, your contact details and any other relevant details. You will receive back a written report giving you general information about your site.

Pre-Planning Advice Service

We provide planning advice regularly by appointment at Áras an Chontae and Ballinasloe Civic Offices and monthly in the Gaeltacht. You must have applied for and received back in the post your pre-planning report. To make an appointment with a planner phone 091 509308 and quote your pre-planning report reference number.

Ordnance Survey Map Shop

We are licensed to sell ordnance survey maps, digital or otherwise to members of the public. To contact the Map Shop please phone 091 509151.

Ordering & Viewing a Planning File

It is open to any person to view a planning file, old or new. New planning applications can be viewed in the planning office from the day of receipt and are scanned onto our website within 2 weeks (see planning query system). Due to storage capacity planning files usually older than 4 months must be ordered in advance to view at the public counter. Phone 091 509308 or e mail planning@galwaycoco.ie to order a planning file.

Commenting on a Planning Application

It is open to any person to comment on a planning application. Comments should be made in writing within 5 weeks of the planning application being lodged with the Planning Office and there is a small fee payable.

Planning Query System

Planning applications (old & new) are available for inspection on our website. You can zoom to the location that you are interested in or search by Townland or planning application number. To use the planning query system log onto www.galway.ie/en/Services/Planning/ and click on planning query system on the left of the page.

Appealing a Decision of The Planning Authority

The planning applicant, any person who made a written comment on the planning application or an adjoining landowner (if granted leave to appeal) can appeal a decision if they so wish to An Bord Pleanála within 4 weeks from the date that the Planning Office made the decision. To contact An Bord Pleanála log onto their website at www.pleanala.ie or phone 1890 275 175 (Lo-call) or (01) 858 8100.

Commencement Notice

Once planning permission has been approved you must give at least 14 days notice of intent to start development by completing a commencement notice form available from the planning office.

Planning Seminars

We host an annual Planning Seminar to discuss various aspects of planning and development. To view presentations made at previous seminars log onto www.galway.ie/en/Services/Planning/ or contact the Planning Office on 091 509308 to enquire about any future planning seminars.

Other Planning Services

The following are also available from the planning office:

- Application for a Dispensation from or Relaxation of a Requirement of Building Regulations
- Application for Certificate of Exemption from the Provisions of Section 96 of the Planning & Development Act 2000
- Application for Declaration of Exempted Development under Section 5 of The Planning & Development Act 2000
- Application for Extension or Further Extension of Effective Period of Planning Permission
- Application for Licensing of Signs, Appliances, Structures etc under Section 254 of the Planning & Development Act 2000
- Application for a Fire Safety Certificate under the Building Control Act 1990
- Application to Take in Charge a Housing Development
- Rural Housing Need Form for Each Individual Adult Associated with an Application for Rural Housing
- New Farm House Form
- Questionnaire Regarding Additional Family Dwelling
- Questionnaire Regarding Replacement of Substandard House
- Septic Tank: Site Suitability Assessment Report
- Sample Site Notice
- Required content & details of newspaper notice and
- List of planning fees

For further information in relation to any of the above contact:

Tel: 091 509308

E mail: planning@galwaycoco.ie

Web: www.galway.ie/en/Services/Planning/

Unauthorised Development **A**

Development is unauthorised when either:

- Planning permission is required but has not been obtained or
- Planning permission was granted but the approved plans and/or conditions attached were not adhered to
- It does not comply with all the conditions and limitations to qualify as exempted development

If you wish to report a suspected unauthorised development contact:

Enforcement Section, Planning & Sustainable Development Unit.

Tel: 091 509156 / 509154 / 509160

E mail: planning@galwaycoco.ie

Web: www.galway.ie/en/Services/Planning/

Development Plans

The **Galway County Development Plan** sets out the overall direction & framework for the proper planning and sustainable development of the County. The current plan is valid until 2009. The drafting of a new plan started in April 2008 and advertisements will be placed in local newspapers at various stages of the drafting process inviting the public to submit their comments. This new plan will cover the period 2009 - 2015.

Planning legislation also allows the Council to make **Local Area Plans** for Towns over a certain population.

To have your say on County and Local Planning issues contact:

Forward Planning Section, Planning & Sustainable Development Unit.

Tel: 091 509121 / 509174

E mail: planning@galwaycoco.ie

Web: www.galway.ie/en/Services/Planning/

Conservation

Our Architectural Conservation Officer assists in the care of the built heritage of County Galway and also provides an advisory service to planning applicants when required.

The following documents are available online at www.galway.ie/en/Services/Conservation/ or phone 091 509197:

Register of Conservation Skills, Architectural Survey & Assessment Best Practice Guide, Official Record of Protected Structures, Architectural Conservation Guidelines, and A Guide to Protected Structures in County Galway.

Conservation Grants

Grants are available for the conservation of protected structures. These are usually advertised in January each year.

To find out more on Conservation contact:

Architectural Conservation Officer, Planning & Sustainable Development Unit.

Tel: 091 509197

E mail: planning@galwaycoco.ie

Web: www.galway.ie/en/Services/Conservation/



Thatched house in Kinvara which is a Protected Structure

Heritage

Our Heritage Officer works to promote interest, education, knowledge, and pride in the heritage of County Galway. The Heritage Officer also provides an advisory service for planning applicants when required.

Heritage Grants

Community groups may apply for grants for heritage projects which benefit or relate to at least one of the aspects of heritage. Heritage is defined as including: monuments, archaeological objects, heritage objects, architectural heritage, flora, fauna, wildlife habitats, landscapes, seascapes, wrecks, geology, heritage parks and gardens and inland waterways. These grants are usually advertised in January each year.

Heritage Awards

The Council holds an Annual County Heritage Awards Programme in recognition of the positive efforts and contributions of individuals and communities who have promoted heritage in some format throughout the County. Requests for nominations are usually advertised in April / May each year.

Golden Mile of Galway Awards & Calendar

The Golden Mile of Galway Awards is a joint initiative with Galway Rural Development to provide communities with an opportunity to showcase the natural beauty and heritage of their local county roads. A calendar is produced at the end of the year which highlights the rich heritage of the miles selected. Requests for nominations are usually advertised in April / May each year.

To find out more on Heritage contact:

Heritage Officer, Planning & Sustainable Development Unit.

Tel: 091 509198

E mail: planning@galwaycoco.ie

Web: www.galway.ie/en/Services/Heritage/

Planning Services



**2007 Overall Golden Mile winners: Clonfert.
Winning photo above and receiving the award below.**



What do we do?

The function of the Housing Unit is to provide various housing supports for those who cannot provide them from their own resources. Assistance is given for persons looking to rent accommodation, buy/build accommodation or improve their current accommodation. We also provide various supports for our tenants, our Council estates and members of the Travelling Community.

Where to find us?

Housing Unit,
1st Floor, Áras an Chontae,
Prospect Hill, Galway.

How to contact us?

- **Visit** the Housing Counter Mon - Fri 9.00am - 4.00pm
- **Ring** the direct contact number given for each service.
Phone lines are open until 5.00pm.
- **E mail** housing@galwaycoco.ie
- **Log** onto www.galway.ie/en/Services/Housing/
- **Fax** at 091 509299

Alternatively you can ring the main housing number and choose the service that you wish to make contact with:

Dial 091 509300 and

- Press 1 for: Housing Applications
- Press 2 for: Housing Loans & Grants
- Press 3 for: Housing Rents
- Press 4 for: Housing Maintenance
- Press 5 for: Affordable Housing
- Press 6 for: Rental Accommodation Scheme
- Press 7 for: Housing Construction

Options for Renting

Local Authority Housing **A**

If you are in need of housing and unable to provide it from your own resources, you may be eligible to apply for local authority housing. This is mainly scheme housing but can be rural if you own or have access to a site.

Voluntary Housing **A**

We work with Voluntary Housing Bodies to provide accommodation for renting to certain categories of persons i.e. older persons, persons in need of supported accommodation, etc. If you would like to live in a voluntary house you must first be approved for housing by the Council.

To get more information on Local Authority & Voluntary Housing contact:

Tel: 091 509265 / 509269 / 509268
E mail: housing@galwaycoco.ie
Web: www.galway.ie/en/Services/Housing/



Local Authority Housing in Tuam

Rental Accommodation Scheme (RAS)

If you are in receipt of rent supplement for more than 12 months and have a long term housing need you may be eligible for the Rental Accommodation Scheme (RAS). The Council enters into a contract with the landlord to let accommodation to eligible persons.

To enquire if you qualify for RAS please contact:

Tel: 091 509293 / 509294 / 509011
E mail: ras@galwaycoco.ie
Web: www.galway.ie/en/Services/Housing/

Standards for Private Rented Accommodation

Under the Housing (Standards for Rented Houses) Regulations 1993, landlords are required by law to ensure that their property complies with certain minimum standards. If the property does not comply with these standards, the landlord may be prosecuted, following inspection of the property by the Council.

To get more information on Standards for Private Rented Accommodation please contact:

Tel: 091 509293 / 509294 / 509011
E mail: ras@galwaycoco.ie
Web: www.galway.ie/en/Services/Housing/

Housing Services

Registration of Private Rented Accommodation

Landlords must register tenancies falling within the scope of the Residential Tenancies Act 2004 with the Private Residential Tenancies Board (PRTB) - there are a small number of exceptions to the requirement to register. The PRTB also provide a dispute resolution service and general information on landlord / tenant legal requirements.

To get more information on registering your property contact:

Private Residential Tenancies Board, Canal House, Canal Road, Ranelagh, Dublin 6.

Tel: 01 8882960 (information on registration)
01 8882834 (information on disputes)

E mail: prtb@environ.ie

Web: www.prtb.ie

Options for Purchasing

Tenant Purchase Scheme

If you have been a tenant in a Council house for at least 1 year, you may apply to purchase the property from the Council. The purchase price will be based on the market value of the property in its existing state of repair less a discount based on the number of years you have been a tenant in the house. You may obtain a mortgage either privately or from the Council to purchase the house.

To find out more about the Tenant Purchase Scheme contact:

Tel: 091 509264

E mail: housing@galwaycoco.ie

Web: www.galway.ie/en/Services/Housing/

Housing Services

Affordable Housing A

An Affordable House is a house/apartment that you buy at a discount to the market price. The price depends on the area you want to live in and the size and type of affordable house available. If you sell it within 20 years, you will have to pay back a percentage of the sale price to the Council.

To find out more about Affordable Housing:

Tel: 091 509266 / 509026

E mail: housing@galwaycoco.ie

Web: www.galway.ie/en/Services/Housing/



Affordable Housing in Tuam

Shared Ownership Scheme [A](#)

This is where ownership of the house is initially shared between you and the Council. The minimum share you must buy is 40% of the house and you then rent the remainder from the Council. You must purchase the Council's share outright within a 25-year period.

To find out more about Shared Ownership contact:

Tel: 091 509270 / 509271
E mail: housing@galwaycoco.ie
Web: www.galway.ie/en/Services/Housing/

Local Authority Loan [A](#)

If you are unable to get a loan from a commercial lending agency, you may apply for a local authority loan to build or purchase a house. The amount of the loan approved is subject to income limits and other circumstances.

To find out more about Local Authority Loans contact:

Tel: 091 509270 / 509271
E mail: housing@galwaycoco.ie
Web: www.galway.ie/en/Services/Housing/



Options for Home Improvements

Home Improvement Loan **A**

A Home Improvement Loan is for essential improvements to a person's house where the works carried out will make a significant improvement to the living conditions of the house.

Find out more about Home Improvement Loans:

Tel: 091 509270 / 509271
E mail: housing@galwaycoco.ie
Web: www.galway.ie/en/Services/Housing/

Improvement works in Lieu of Local Authority Housing

If you own your house but it is in very bad repair, instead of the Council providing you with a Council house you may be entitled to a loan to bring your house up to a suitable standard. The loan repayments are based on your household income and the cost of the works.

To find out more about this Scheme contact:

Tel: 091 509265 / 509269 / 509268
E mail: housing@galwaycoco.ie
Web: www.galway.ie/en/Services/Housing/



Housing Services

Housing Aid for Older People Grant **A €**

This grant is available to assist older people living in poor housing conditions to have necessary repairs or improvements carried out.

To find out more about this Grant contact:

Tel: 091 509267
E mail: housing@galwaycoco.ie
Web: www.galway.ie/en/Services/Housing/

Housing Adaptation Grant **A €**

This grant provides for structural adaptations to a house to make it more suitable for a person with a disability i.e. provision of access ramps, downstairs toilet facilities, stair-lifts, accessible showers, adaptations to facilitate wheelchair access, extension, etc.

Mobility Aids Grant **A €**

This grant is available to address mobility problems and covers works such as grab-rails, access ramps, level access showers, stair-lifts and other minor works, deemed necessary to facilitate the mobility needs of a member of a household.

To get more information on the Housing Adaptation and Mobility Aids Grants contact:

Tel: 091 509263
E mail: housing@galwaycoco.ie
Web: www.galway.ie/en/Services/Housing/

What do we do?

The Roads & Transportation Unit is responsible for the design, maintenance and improvement of the National, Regional and Local Road Network throughout the County. We also deal with matters relating to Marine Infrastructure, Road Safety, Health & Safety and Arterial Drainage.

Where to find us?

Roads & Transportation Unit,
2nd Floor, Áras an Chontae,
Prospect Hill, Galway.

How to Contact us?

- **Visit** the Roads Public Counter Mon - Fri: 9.00am - 4.00pm
- **Ring** the main Roads number 091 509309.
Phone lines are open until 5.00pm.
- **Ring** the direct contact number if listed with the service.
- **E mail** roads@galwaycoco.ie
- **Log** onto www.galway.ie/en/Services/RoadsTransportation/
- **Fax** at 091 509059



Loughrea By-Pass

National Roads Design Office (NRDO)

Our National Roads Design Office is responsible for the project management of the major national road projects contained in the National Development Plan and Transport 21 including the N6 Galway / Ballinasloe / Athlone, N18 Oranmore / Gort / Crusheen, N17 Galway / Tuam and associated projects.

Where to find the National Roads Design Office?

National Roads Design Office,
Corporate House,
Ballybrit Business Park,
Ballybrit, Galway.

How to contact the National Roads Design Office?

Visit: Public office in Ballybrit Mon - Fri 9.00am - 12.55pm
& 2.10pm - 4.00pm
Ring: Main NRDO Number 091 705387
E mail: nrdo@galwaycoco.ie
Web: www.galway.ie/en/Services/RoadsTransportation/

Yacht Moorings

We provide approximately 60 Yacht Moorings at 8 locations around the County's coastline including: Cloch na Rón, Fahy Bay, Leenane, Cill Chiaráin, Clifden, An Máimín, Cill Rónáin and Sruthán.

These Yacht Moorings are available for use at a nominal charge.

For further information please contact:

Tel: 091 509309
E mail: roads@galwaycoco.ie
Web: www.galway.ie/en/Services/RoadsTransportation/

Road Safety

Our Road Safety Officer co-ordinates the delivery of an extensive programme of road safety initiatives including:

Junior School Warden Scheme

The Junior School Warden Scheme is designed to provide safe crossing facilities near primary schools in provincial towns and villages where there is a 50 km/h speed limit adjacent to the school. Schools can make a written application to the Roads and Transportation Unit to be assessed for eligibility.

Cycle Training Programme

We promote a cycle training programme in schools across the County. This aims to give young children the skills to help them cycle safely with a particular emphasis on wearing cycling helmets.

Road Safety Films

The Council launched an animated road safety film '*Go nÉirí an Bóthar Leat*'. This aims to encourage road safety values in children which they will carry into their adult lives. An Irish language version of the film is also available. The film '*Ó Aois go hAois*' was launched by the Council with the aim of strengthening road safety awareness in older people.

Copies of these films are available to schools and relevant community groups upon request.

Armbands/Reflective Material

We distribute armbands, reflective stickers and dangles free-of-charge to schools, community groups etc for use by pedestrians and cyclists.

Road Safety Roadshow

We host an Annual Road Safety Roadshow usually in October / November. All transition and senior year students and youthreach groups are invited to attend from Galway City and County. The students typically hear stories from the Gardaí, ambulance personnel, the Galway Fire Officer, an accident & emergency consultant, and survivors and family members of road crash victims. The aim of this initiative is to increase road safety awareness in young people before commencing their driving career.

To find out more about Road Safety contact:

Road Safety Officer, Roads & Transportation Unit

Tel: 091 509360

E mail: roads@galwaycoco.ie

Web: www.galway.ie/en/Services/RoadsTransportation/



Road Safety Roadshow 2007

Community Involvement in Roadwork's Scheme **A €**

This is where the local community and the Council combine resources (50% each) to improve and maintain works on suitable local roads. Applications for this scheme are usually invited in September each year for consideration depending on funding available.

To find out more about this scheme please contact:

Tel: 091 509372
E mail: roads@galwaycoco.ie
Web: www.galway.ie/en/Services/RoadsTransportation/

Local Improvement Scheme **A €**

The Local Improvement Scheme is for the improvement of non-public roads and small bridges serving farmlands, bogs etc. A local contribution is required of either 10% or 15% of the estimated cost of the project. Applications are received and processed on an ongoing basis and if the scheme qualifies it is placed on a priority list.

To find out more about this scheme please contact:

Tel: 091 509362
E mail: roads@galwaycoco.ie
Web: www.galway.ie/en/Services/RoadsTransportation/

Community Alert Signs

This is where members of the local community establish community alert areas in association with the Gardai. Signs indicating that such an area exists are placed at various locations throughout the area. The signs and poles are supplied by the local community and erected free of charge by the Council.

To find out more about Community Alert Signs contact:

Tel: 091 509309

E mail: roads@galwaycoco.ie

Web: www.galway.ie/en/Services/RoadsTransportation/

Community Employment Scheme

The Council works with FÁS and local community groups to generate a positive effect on the community through work such as hedge cutting, stone wall building and other town and village enhancement projects.

For further information please contact:

Tel: 091 509360

E mail: roads@galwaycoco.ie

Web: www.galway.ie/en/Services/RoadsTransportation/



Residents Parking Permits

The Council issues Residents Parking Permits to vehicle owners whose normal place of residence is in such areas where they have no dedicated off street parking available and therefore must use pay parking areas.

To find out more about parking permits please contact:

Tel: 091 509309
E mail: roads@galwaycoco.ie
Web: www.galway.ie/en/Services/RoadsTransportation/

Other Roads & Transportation Services

The following are also available from the Roads & Transportation Unit:

- Application For a Special Permit (Vehicle which Contravenes the Maximum Weight & Dimensions Set)
- Application for Temporary Road Closure
- Application for Change Of Vehicle (Parking Permit)
- Application to Renew Parking Permit
- Application to Erect A Hoarding, Fence Or Scaffold In A Street
- Application for Consent / Licence to Open Public Road

To find out more about these services please contact:

Tel: 091 509309
E mail: roads@galwaycoco.ie
Web: www.galway.ie/en/Services/RoadsTransportation/

What do we do?

The Environment Unit deals with waste management, environmental awareness and education, environmental enforcement, litter management, water quality monitoring, noise & air pollution, burial grounds, blue flag beaches, derelict sites, caravan & camping parks, abandoned vehicles, control of dogs and animal welfare.

Where to find us?

Environment Unit,
2nd Floor, Centre Point,
Liosbaun Business Park,
Galway.

Please use the following postal address:

Environment Unit,
C/o Galway County Council,
Áras an Chontae,
Prospect Hill, Galway.

How to Contact us?

- **Visit** the Environment Counter in Liosbaun
Mon - Fri 9.00am - 4.00pm
- **Ring** the main Environment number 091 476402.
Phone lines are open until 5.00pm
- **Ring** the direct number if listed with the service
- **E mail** environment@galwaycoco.ie
- **Log** onto www.galway.ie/en/Services/Environment/
- **Fax** at 091 769590

How to make an Environmental Complaint **A**

A complaint can be made in relation to any of the following:

- Littering & Illegal Dumping
- Water Pollution
- Noise Pollution
- Air Pollution
- Backyard Burning
- Abandoned Vehicles
- Dangerous Structures

To make a complaint contact:

Tel: 091 476402

E mail: environment@galwaycoco.ie

Web: www.galway.ie/en/Services/Environment/

Provision of Burial Grounds

The Council welcomes partnership with local communities who carry out development works themselves with the aid of assistance from the Council. The provision and extension of a burial ground is subject to planning regulations.

Burial Ground Maintenance Grant **A €**

Voluntary groups can make an application for maintenance grants not exceeding €1,000 in respect of expenditure on burial ground maintenance.

To find out more on the provision and maintenance of burial grounds contact:

Tel: 091 476476

E mail: environment@galwaycoco.ie

Web: www.galway.ie/en/Services/Environment/

Recycling of Waste

Galway County Council operates recycling centres at Clifden, Tuam, and Ballinasloe.

Items such as glass, electrical goods, household hazardous waste, plastic etc can be recycled at the Recycling Centres. Please phone the phone number listed to check what items are recycled.



Recycling Centres

Recycling Centre	Location	Opening Times	Contact
Clifden Civic Recycling Centre	Galway Road, Clifden	Mon & Sat: 8.30am - 4.30pm (Except Bank Holidays)	095 30958
Tuam Civic Recycling Centre	Athenry Road, Tuam	Mon - Thurs: 8.30am - 4.30pm Fri & Sat: 8.30am - 4.00pm	093 26438
Ballinasloe Recycling Centre	Poolboy Landfill, Ballinasloe	Tues, Thurs & Sat: 8.30am - 4.30pm (Except Bank holidays)	09096 44533

Bring Banks

The Council currently has 92 bring bank sites for the recycling of glass and beverage cans around the County.

To find out where your nearest bring bank is contact:

Tel: 091 476402

E mail: environment@galwaycoco.ie

Web: www.galway.ie/en/Services/Environment/

Waste Licences & Permits

A waste licence from the Environmental Protection Agency (EPA) is required for large scale waste activities. Smaller activities require a waste permit from the Council instead.

Waste Collector Permits

If you are using the services of a private waste collector always check that they hold a valid waste collectors permit. It is an offence for members of the public to give waste to collectors who do not have a waste collectors permit.

For more information on waste permits contact:

Tel: 091 476479
E mail: environment@galwaycoco.ie
Web: www.galway.ie/en/Services/Environment/

County Environment Awards

We organise a County Environment Awards Scheme each year to recognise and reward the efforts of voluntary groups around the County who make an effort to improve the environment around them. The scheme is advertised usually in May / June where entries are invited. Each entry is inspected and awards are given on the basis of effort and endeavour.

To find out more about these awards contact:

Tel: 091 476492
E mail: environment@galwaycoco.ie
Web: www.galway.ie/en/Services/Environment/

Anti-Litter Initiatives €

We co-fund local public education and awareness initiatives against litter. Members of the public, both individuals and groups, are invited (usually in August/September) to propose suitable anti-litter projects for funding. The maximum grant allocated per project may be up to 70% of the overall cost, with the balance being met by way of local contribution.

To find out how to get involved contact:

Tel: 091 476485
E mail: environment@galwaycoco.ie
Web: www.galway.ie/en/Services/Environment/

National Spring Clean

We actively participate with An Taisce National Spring Clean initiative to provide support and encouragement to communities to become involved in local clean-ups.

To organise or get involved in a cleanup contact:

Tel: 091 476485
E mail: environment@galwaycoco.ie
Web: www.galway.ie/en/Services/Environment/



National Spring Clean 2007

Green Schools 🏆

Green-Schools is an international initiative designed to encourage and acknowledge a schools role in the environment. Green-Schools offer a way for schools to encourage and apply environmental practices to the day-to-day running of the school. Green-Schools is both a programme and an award scheme. The programme can be adopted by any school using certain guidelines. The award will be given to schools that complete the 7 steps of the programme.

To find out how your school can get involved contact:

Tel: 091 476485
E mail: environment@galwaycoco.ie
Web: www.galway.ie/en/Services/Environment/



There are over 100 schools around the County which have been awarded the Green Schools Award

Composting

Home composting is a very economical way of reducing the amount of waste that you send to landfill. Organic waste suitable for composting includes fruit, raw vegetables peelings, teabags, and egg shells. Home composters are available from us at a small cost.

To find out more about composting contact:

Tel: 091 476478
E mail: environment@galwaycoco.ie
Web: www.galway.ie/en/Services/Environment/

Tidy Towns A €

We provide assistance to Tidy Town Groups to assist them with their performance in the National Tidy Towns Competition. As well as working with specific groups, we also organise events which benefit all tidy towns groups across the County.

If your group would like to get more information on Tidy Towns contact:

Tel: 091 476402
E mail: environment@galwaycoco.ie
Web: www.galway.ie/en/Services/Environment/



Blue Flag Beaches 🏆

The Blue Flag is awarded to beaches and marinas that meet a specific set of criteria, including environmental information and education, water quality, safety and services and environmental management.

To find out which beaches currently have Blue Flag status contact:

Tel: 091 476492
E mail: environment@galwaycoco.ie
Web: www.galway.ie/en/Services/Environment/

Green Coast Award 🏆

The Green Coast Award is a new award which compliments the Blue Flag Award. It acknowledges beaches which meet EU bathing water quality standards, but which are also prized for their natural, unspoilt environment. The award also recognises community involvement in coastal management and allows for the fact that some beaches may not have the level of infrastructure and intensive management usually associated with more urban, traditional seaside resort.

To learn more about the Green Coast Award contact:

Tel: 091 476492
E mail: environment@galwaycoco.ie
Web: www.galway.ie/en/Services/Environment/

Dangerous Structures & Places

The Council is empowered to deal with places or structures which pose a danger or are likely to pose a danger to the public or other property. A Notice may be served on the owner of such places/structures requiring works to be carried out.

To find out more contact:

Tel: 091 476402
E mail: environment@galwaycoco.ie
Web: www.galway.ie/en/Services/Environment/

Licensing of Caravan & Camping Sites **A**

We issue licences annually in respect of sites operating as caravan and camp sites. The applications are assessed to ensure that the sites are of the required standard.

To find out more contact:

Tel: 091 476481
E mail: environment@galwaycoco.ie
Web: www.galway.ie/en/Services/Environment/



Licensing of Dangerous Substances **A**

The Council is also empowered to issue licences to premises which sell dangerous substances and this primarily covers petrol stations.

To find out more contact:

Tel: 091 476402
E mail: environment@galwaycoco.ie
Web: www.galway.ie/en/Services/Environment/



Control and Abatement of Derelict Sites

The Council is obliged to establish and maintain a register of derelict sites. All reports of dereliction are investigated and where ownership can be established, notice is served to carry out works to correct the dereliction.

To find out more contact:

Tel: 091 476481
E mail: environment@galwaycoco.ie
Web: www.galway.ie/en/Services/Environment/

Animal Welfare

Our veterinary services are responsible for animal welfare in a number of areas including:

- Welfare of animals prior to slaughter in abattoir
- Sheep welfare in cases of sheep scab outbreaks
- Welfare of dogs
- Welfare of horses
- Welfare of all animals

Every year in Galway, there are many attacks on sheep by dogs, particularly around lambing time. If you own a dog or dogs, you are required, under legislation to:

- Keep your dog under control at all times.
- Ensure that every dog under your control wears a collar with the name and address of the owner at all times and that the name and address are legible.
- Have a current licence for each dog in your possession or a general dog licence to cover all dogs in your possession.



To get more information on Animal Welfare contact:

Veterinary Service

Tel: 091 476496

E mail: vetservice@galwaycoco.ie

Web: www.galway.ie/en/Services/VeterinaryServices/

Control of Dogs

Our **Dog Wardens** carry out various duties including:

- Seizing of stray dogs
- Care of seized dogs
- Checking for dog licences
- Re-homing of suitable dogs to suitable homes
- Liaising with members of the public who have concern about stray / dangerous / uncontrolled dogs
- Issuing on the spot fines

How to get a Dog Licence

A Dog Licence can be obtained from your Local Post Office.

To find out more about the control of Dogs contact:

Tel: 091 476496

E mail: vetservice@galwaycoco.ie

Web: www.galway.ie/en/Services/VeterinaryServices/

Or contact the Dog Warden for your area:

Mr. Sean Donohue	(South Galway)	087 6784570
Mr. Nicholas Byrne	(West Galway)	087 6993422
Mr. Pat Fahy	(North Galway)	087 6295530



Other Environmental Services

The following are also available from the Environment Unit:

- Application form for first registration of retailers with the local authority (WEEE)
- Application form for re-registration of retailers with the local authority (WEEE)
- Application for licence to discharge trade effluent or other matter (other than domestic sewage or storm water)
- Application for licence to discharge trade or sewage effluent to waters
- Application form for First Registration of Producers Under Waste Management (End of Life Vehicles) Regulations 2006
- Application form for Renewal of Registration under Waste Management (End of Life vehicle) Regulations 2006.

To find out more about these please contact:

Tel: 091 476402

E mail: environment@galwaycoco.ie

Web: www.galway.ie/en/Services/Environment/

What do we do?

Galway County Council is the Water Services Authority for all of County Galway, excluding the City. We operate approximately 44 public water supply schemes, provide assistance to group water schemes and operate 26 public sewerage schemes around the County.

Where to find us?

Water Services Unit,
2nd Floor, Centre Point,
Liosbaun Business Park,
Tuam Road,
Galway.

Please use the following postal address:

Water Services Unit,
C/o Galway County Council,
Áras an Chontae
Prospect Hill, Galway.

How to Contact us?

- **Visit** the Water Services Counter in Liosbaun
Mon - Fri 9.00am - 4.00pm
- **Ring** the main Water Services number 091 476401.
Phone lines are open until 5.00pm.
- **Ring** the direct number if listed with the service
- **E mail** water@galwaycoco.ie
- **Log** onto www.galway.ie/en/Services/WaterServices/
- **Fax** at 091 769590

Connecting to a Public Sewerage Scheme

Connection to these schemes is regulated to ensure that each scheme is operated within its capacity. If you wish to apply for a connection to a public sewer you must make an application through the relevant Council Regional / Area Office (see page 9 for a list of Regional / Area Offices). A connection fee will apply.

For further details please contact:

Tel: 091 476401

E mail: water@galwaycoco.ie

Web: www.galway.ie/en/Services/WaterServices/



Loughrea Sewerage Scheme

Connecting to a Public Water Supply Scheme

If you wish to apply for a connection to a particular Public Water Supply Scheme you must make an application to the relevant Council Regional / Area Office (see page 9 for a list of Regional / Area Offices). A connection fee will apply.

For further details please contact:

Tel: 091 476401
E mail: water@galwaycoco.ie
Web: www.galway.ie/en/Services/WaterServices/

Group Water Schemes **A**

We provide assistance to groups on matters relating to the upgrading and taking in charge of existing schemes and providing new schemes.

For further details please contact:

Tel: 091 476401
E mail: water@galwaycoco.ie
Web: www.galway.ie/en/Services/WaterServices/



Individual Well Grants

The Council offers assistance to individuals for costs incurred in providing a well to their dwelling. This is subject to certain conditions. This does not apply to houses where a public or group scheme water supply has already been provided or can reasonably be provided.

For further details please contact:

Tel: 091 476401
E mail: water@galwaycoco.ie
Web: www.galway.ie/en/Services/WaterServices/

Promotion of Water Safety in County Galway

We promote water safety awareness with the assistance of the County Galway Water Safety Committee, which operates under the direction of Irish Water Safety. Water safety courses are normally held during the summer on Inis Mór, Inis Meáin, Inis Oírr, Corr na Móna, An Cheathrú Rua, Tir an Fhia, Portumna, Loughrea, Clifden and Salthill beach. Courses are held at Leisureland, Galway and Clarinbridge on Sunday mornings from October to June. Beach guards are employed during the Summer bathing season at various locations throughout the City and County.

For more information on Water Safety contact:

Water Safety Development Officer
Tel: 087 2477765
E mail: general@galwaycoco.ie
Web: www.galway.ie/en/Services/AmenitiesLeisure/

Other Water Services **A**

The Water Services Unit also provide the following:

- Application for licence to discharge trade effluent or other matter (other than domestic sewage or storm water) to sewer
- Application for licence to discharge trade or sewage effluent to waters

For further details please contact:

Tel: 091 476401

E mail: water@galwaycoco.ie

Web: www.galway.ie/en/Services/WaterServices/

Galway Fire Services



What do we do?

Galway Fire Services provides services for both Galway City and County and is responsible for:

- Fire fighting and rescue services
- Community fire safety
- Technical fire prevention services
- Major emergency planning



Where to find us?

The Fire Service headquarters are located at Galway City Fire Station on Fr. Griffin Road. There are a total of 10 fire stations located in population centres around the County - Galway City Headquarters, which is a whole time / retained Fire Station, and all others are retained Fire Stations which are located in Athenry, Loughrea, Tuam, Ballinasloe, Mountbellew, Portumna, Gort, Clifden and Cill Rónáin.

The Fire Service responds to emergency calls in respect of fire, road, traffic and other accidents.

The emergency number is 999 or 112.

How to Contact us?

- **Visit** the Fire Station headquarters on Fr. Griffin Road from 9.10am - 12.55pm & 2.10pm - 5.00pm
- **Ring** the Fire station headquarters on 091 585555
- **E mail** fireservices@galwaycoco.ie
- **Log** onto www.galway.ie/en/Services/Environment/ProvisionofFireFightingandRescueServices/
- **Fax** at 091 588342

Protection / Prevention Services

Fire protection and fire prevention measures can be introduced for very little cost. We will arrange talks / demonstrations at local venues for community & voluntary groups. Fire Safety leaflets can also be collected at your local fire station or delivered by post.

We aim to visit all National Primary Schools around the County up to 4th class as part of the Community Fire Safety Schools Programme Initiative.

In partnership with the Community, Enterprise & Economic Development Unit we are currently rolling out a programme to install smoke alarms in vulnerable households around the County.

Civil Defence

The Council is responsible for the civil defence service in the City and County areas. The Council's Civil Defence Officer is based in the Fire Station Headquarters and all other civil defence personnel are volunteers.

The main services provided by civil defence personnel are:

- First Aid and ambulance services
- Stewarding services
- Providing assistance in emergency situations i.e. flooding, accidents, evacuation and other emergencies.

For further details on Civil Defence contact:

Tel: 091 585555

E mail: civildefence@galwaycoco.ie

Web: www.galway.ie/en/Services/Environment/ProvisionofFireFightingandRescueServices/

What do we do?

The Galway Library Service consists of 30 libraries in total across the City and County. The 3 libraries in the City are purpose built, full time libraries, which the County Council operates on behalf of the City Council. There are a further 7 full time and 20 part time library facilities throughout the County, including on the Islands. A mobile library service brings books to many smaller towns and villages. There is a school's library service which distributes books to over 200 primary schools.

The libraries also participate in schemes such as the “National READISCOVER your Local Library” programme. This is a week long campaign held at the beginning of March where authors visit the libraries and readings and book promotions take place. Most branch libraries run a Summer Reading Club for young people. This is normally held in July and August with each child being encouraged to read a specified number of books during the holiday period. Each library participates in the National Children’s Book Week which is normally held in October. Some libraries run book clubs and host exhibitions. Please contact your local library to enquire about upcoming events and membership.

Where to find us?

Library Headquarters,
Island House,
Cathedral Square, Galway.

How to contact us at Library Headquarters?

- **Visit** us at Island House 9.25am - 1.00pm & 2.00pm - 5.00pm
- **Ring** the main Headquarters number on 091 562471
- **E mail** info@galwaylibrary.ie
- **Log** onto www.galwaylibrary.ie
- **Fax** library headquarters on 091 565039

Please see direct contact details for a library near you. Libraries are listed in alphabetical order. Opening times may change. Please phone the library first to check opening times.

Public Library Services

Athenry Library,

Main Street,
Athenry.



Tel: 091 845592
E mail: athenry@galwaylibrary.ie
Opening Times: **Tues & Thurs:** 3.00pm - 6.00pm
& 7.00pm - 8.00pm,
Wed & Sat: 3.00pm - 5.30pm,
Fri: 10.30am - 12.30pm

Ballinasloe Library, Fairgreen, Ballinasloe.

Tel: 090 96 43464
E mail: ballinasloe@galwaylibrary.ie
Opening Times: **Mon:** 2.00pm - 5.00pm,
Tues & Thurs: 11.00am - 1.00pm
& 2.00pm - 8.00pm,
Fri & Sat: 11.00am - 1.00pm
& 2.00pm - 5.00pm

Ballybane Library,

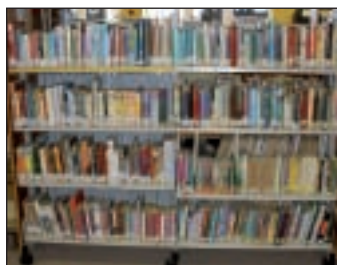
Ballybane Neighbourhood
Village,
Castlepark Road,
Galway City.



Tel: 091 380590
E mail: ballybane@galwaylibrary.ie
Opening Times: **Tues - Sat:** 11.00am - 1.00pm
& 2.00pm - 5.00pm

Ballygar Library,

The Square,
Ballygar.



Tel: 090 66 24919
E mail: ballygar@galwaylibrary.ie
Opening Times: **Tues & Sat:** 11.00am - 1.00pm,
Wed & Fri: 2.00pm - 4.00pm,
Thurs: 4.00pm - 6.00pm

Leabharlann na Ceathrún Rua,

An Scailp Chultúrtha,
An Cheathrú Rua.



Tel: 091 595733
E mail: ancheathrurua@galwaylibrary.ie
Opening Times: **Tues & Thurs:** 10.30am - 1.00pm &
2.00pm - 8.00pm,
Wed & Fri: 10.30am - 1.00pm &
2.00pm - 6.00pm,
Sat: 10.30am - 1.00pm & 2.00pm - 5.00pm

Clifden Library, Main Street, Clifden.

Tel: 095 21092
E mail: clifden@galwaylibrary.ie
Opening Times: **Mon & Wed:** 2.30pm - 6.00pm &
6.30pm - 8.30pm,
Tues, Thurs & Sat: 10.30am - 1.00pm
& 2.30pm - 6.00pm, **Fri:** 10.30am - 1.00pm
& 2.30pm - 6.00pm & 6.30pm - 8.30pm

Dunmore Library, Main Street, Dunmore.



Tel: 093 38923
E mail: dunmore@galwaylibrary.ie
Opening Times: **Tues & Thurs:** 2.30pm - 5.00pm &
6.00pm - 8.00pm,
Wed: 11.30am - 1.30pm,
Fri & Sat: 11.30am - 1.30pm &
2.30pm - 5.30pm

Eyrecourt Library, Main Street, Eyrecourt.

Tel: 090 96 75056
E mail: eyrecourt@galwaylibrary.ie
Opening Times: **Tues & Thurs:** 2.00pm - 4.00pm,
Wed: 6.00pm - 8.00pm,
Fri & Sat: 11.00am - 1.00pm

Galway City Library,

St. Augustine Street,
Galway City.



Tel: 091 561666
E mail: galway@galwaylibrary.ie
Opening Times: **Mon:** 2.00pm - 5.00pm,
Tues - Thurs: 11.00am - 8.00pm,
Fri & Sat 11.00am - 5.00pm
(Children's Library closes 5pm each day)

Glenamaddy Library, Main Street, Glenamaddy.

Tel: 094 96 59734
E mail: glenamaddy@galwaylibrary.ie
Opening Times: **Tues, Wed & Fri:** 2.30pm - 4.30pm,
Thurs: 5.00pm - 7.00pm,
Sat: 11.00am - 1.00pm

Public Library Services

Gort Library, Main Street, Gort.

Tel: 091 631224
E mail: gort@galwaylibrary.ie
Opening Times: **Tues:** 2.30pm - 5.30pm & 6.30pm - 8.00pm,
Wed: 2.30pm - 5.30pm,
Thurs: 10.30am - 1.00pm,
Fri: 11.00am - 1.00pm & 2.30pm - 5.30pm,
Sat: 11.00am - 1.00pm & 2.30pm - 5.30pm

Headford Library, Church Road, Headford.

Tel: 093 36406
E mail: headford@galwaylibrary.ie
Opening Times: **Tues & Thurs:** 2.30pm - 5.00pm &
6.00 - 8.00pm,
Wed: 11.30am - 1.30pm,
Fri: 11.30am - 1.30pm &
2.30pm - 5.00pm,
Sat: 11.30am - 1.30pm & 2.30pm - 4.00pm

Leabharlann Inis Meáin, Inis Meáin, Oileáin Árainn.

Tel: 099 73126
E mail: inismeain@galwaylibrary.ie
Opening Times: **Tues & Thurs:** 2.30pm - 4.30pm,
Sat: 11.00am - 1.00pm

Leabharlann Inis Oírr, Inis Oírr, Oileáin Árainn.



Tel: 099 75008
E mail: inisoirr@galwaylibrary.ie
Opening Times: **Tues & Thurs:** 2.30pm - 4.30pm,
Sat: 12.00pm - 2.00pm

Inishbofin Library, Inis Bofin.

Tel: 095 45861
E mail: inishbofin@galwaylibrary.ie
Opening Times: **Wed:** 5.00pm - 7.00pm,
Thurs: 10.30am -12.30pm,
Sat: 2.00pm - 4.00pm

Killimor Library,

Heritage Centre,
Main Street, Killimor.



Tel: 090 96 76062
E mail: killimor@galwaylibrary.ie
Opening Times: **Tues:** 6.00pm - 8.00pm,
Wed & Thurs: 2.00pm - 4.00pm,
Fri: 10.00am - 12.00pm,
Sat: 4.00pm - 6.00pm

Leabharlann Inis Mór, Cill Rónáin, Inis Mór.

Tel: 099 20937
E mail: inismor@galwaylibrary.ie
Opening Times: **Tues & Fri:** 2.00pm - 4.00pm;
Wed: 11.00am - 1.00pm,
Thurs: 6.00pm - 8.00pm,
Sat: 12.00pm - 2.00pm

Leenane Library, Leenane.

Tel: 095 42920
E mail: leenane@galwaylibrary.ie
Opening Times: **Tues & Wed:** 6.00pm - 8.00pm,
Thurs: 2.00pm - 4.00pm
Fri: 10.30am - 12.30pm
Sat: 12.00pm - 2.00pm

Public Library Services

Letterfrack Library, Furniture Centre, Letterfrack.

Tel: 095 41660 ex.24
E mail: letterfrack@galwaylibrary.ie
Opening Times: **Tues & Thurs:** 5.30pm - 7.30pm,
Wed & Fri: 2.00pm - 4.00pm,
Sat: 11.00am - 1.00pm

Loughrea Library,

Church Street,
Loughrea.



Tel: 091 847220
E mail: loughrea@galwaylibrary.ie
Opening Times: **Tues & Thurs:** 10.30am - 1.00pm &
2.00pm - 8.00pm,
Wed & Fri: 10.30am - 1.00pm &
2.00pm - 6.00pm,
Sat: 10.30am - 1.00pm & 2.00pm - 5.00pm

Mobile Library Service

The Mobile Library makes 68 stops on its two-week schedule. It has a diverse book collection and the bright interior makes it a pleasure to browse the books, particularly the children's books.

To find out if the Mobile Library Service stops near you contact:

Tel: 091 562471
E mail: mobile@galwaylibrary.ie

Moylough Library, Main Street. Moylough.

Tel: 090 96 79073
E mail: moylough@galwaylibrary.ie
Opening Times: **Mon, Tues & Fri:** 3.00pm - 5.00pm,
Wed: 4.30pm - 6.30pm,
Sat: 11.00am - 1.00pm

Oranmore Library,

Main Street,
Oranmore.



Tel: 091 792117
E mail: oranmore@galwaylibrary.ie
Opening Times: **Tues, Fri & Sat:** 11.00am - 1.00pm &
2.00pm - 5.00pm,
Wed & Thurs: 11.00am - 1.00pm &
2.00pm - 8.00pm

Oughterard Library, Main Street, Oughterard.

Tel: 091 557002
E mail: oughterard@galwaylibrary.ie
Opening Times: **Tues, Thurs & Fri:** 2.00pm - 4.00pm &
7.00pm - 9.00pm,
Wed & Sat: 11.00am - 1.00pm

Portumna Library,

Main Street, Portumna.



Tel: 090 9741261
E mail: portumna@galwaylibrary.ie
Opening Times: **Mon & Wed:** 2.00pm - 5.30pm &
6.30pm - 8.30pm,
Tues & Thurs: 9.30am - 1.00pm &
2.00pm - 5.30pm, **Fri:** 9.30am - 1.00pm &
2.00pm - 5.30pm & 6.30pm - 8.30pm,
Sat: 11.00am - 1.00pm & 2.00pm - 5.30pm

Roundstone Library,

Seaview,
Roundstone.



Tel: 095 35518
E mail: roundstone@galwaylibrary.ie
Opening Times: **Wed & Fri:** 3.00pm - 5.30pm,
Thurs: 5.30pm - 8.00pm,
Sat: 11.00am - 1.30pm

Leabharlann an Spidéil, An Sráidbhail, An Spidéal.

Tel: 091 504028
E mail: anspeideal@galwaylibrary.ie
Opening Times: **Tues & Thurs:** 2.30pm - 5.00pm,
Wed & Fri: 10.00am - 12.00pm &
7.00pm - 9.00pm,
Sat: 10.00am - 12.00pm & 3.00pm - 5.00pm

Leabharlann Thír an Fhia, Tír an Fhia, Leitir Móir.

Tel: 091 551610
E mail: tiernea@galwaylibrary.ie
Opening Times: **Tues & Fri:** 2.00pm - 5.00pm,
Sat: 2.30pm - 4.30pm

Tuam Library, Main Street, Tuam.

Tel: 093 24287
E mail: tuam@galwaylibrary.ie
Opening Times: **Tues & Thurs:** 10.30am - 1.00pm &
2.00pm - 8.00pm,
Wed & Fri: 10.30am - 1.00pm &
2.00pm - 6.00pm, **Sat:** 10.30am - 1.00pm
& 2.00pm - 5.00pm

Public Library Services

Westside Library,

Seamus Quirke Road,
Westside,
Galway City.



Tel: 091 520616
E mail: westside@galwaylibrary.ie
Opening Times: **Tues & Wed:** 11.00am - 8.00pm,
Thur & Fri 11.00am - 5.00pm,
Sat: 11.00am - 1.00pm & 2.00pm - 5.00pm

Woodford Library, Main Street, Woodford.

Tel: 090 9749200
E mail: woodford@galwaylibrary.ie
Opening Times: **Tues & Wed:** 2.30pm - 4.30pm,
Thurs: 6.00pm - 8.00pm,
Fri: 11.00am - 1.00pm,
Sat: 10.00am - 12.00pm

Community, Enterprise & Economic Development Services

What do we do?

The Community, Enterprise and Economic Development Unit seeks to broaden the Local Authorities role and facilitate the Galway County Development Board.



The Galway County Development Board aims to bring about better co-ordination of services in the County. Membership consists of representatives from Local Government, Local Development, State Agencies and the Social Partners. To achieve integration of services in County Galway, the Board is currently implementing a 10 year Strategy to improve community, economic, social and cultural development.

Where to find us?

Community, Enterprise & Economic Development Unit,
Porch No 2, 1st Floor (beside Westdoc),
Liosbaun Business Park,
Tuam Road, Galway.

Please use the following postal address:

Community, Enterprise & Economic Development Unit,
Galway County Council, C/o Áras an Chontae,
Prospect Hill, Galway.

How to Contact us?

- **Visit** us in Liosbaun - Mon to Fri 9.00am - 1.00pm & 2.00pm - 5.00pm
- **Ring** the main number 091 746860
- **Ring** the direct contact number if listed with the service
- **E mail** community@galwaycoco.ie
- **Log** onto www.galway.ie/en/Services/CommunityEnterpriseEconomicDevelopment/
- **Fax** at 091 779082

Community, Enterprise & Economic Development Services

Community Forum



The Galway County Community Forum was established in 2000 to give a strong and effective voice for the community and voluntary sector. There are currently over 600 Community and Voluntary groups registered with the Forum. The main advantages of joining the Galway County Community Forum are:

- Involvement with policy making as Forum members are represented on various boards / committees
- Sharing information and networking with other groups
- Insurance savings

To register your Community and Voluntary group free of charge contact:

Community Forum Co-ordinator

Tel: 091 746868

E mail: forampobal@galwaycoco.ie

Web: www.galway.ie/en/Services/CommunityEnterpriseEconomicDevelopment/

CLÁR

CLÁR is an investment programme for disadvantaged rural areas. It provides a targeted investment programme in disadvantaged rural areas to tackle the problem of depopulation, decline and lack of services in selected rural areas.

For further details please contact:

Tel: 091 746866

E mail: community@galwaycoco.ie

Web: www.galway.ie/en/Services/CommunityEnterpriseEconomicDevelopment/
or www.pobail.ie

Community, Enterprise & Economic Development Services

Social Inclusion Unit

The main role of the Social Inclusion Unit is to embed social inclusion policy and practice into the day to day work of the Council and to work with other organisations to support the Council in tackling social exclusion.



To learn more about the Social Inclusion Unit contact:

Tel: 091 746866 / 746871
E mail: community@galwaycoco.ie
Web: www.galway.ie/en/Services/CommunityEnterpriseEconomicDevelopment/

Local Sports Partnership

The Local Sports Partnership initiative was set up in conjunction with the Irish Sports Council to co-ordinate and promote sport and recreation at local level. This will be achieved through delivering programmes to increase participation in sport and physical activity, provide training and education for volunteers and co-ordinate the development of sport at local level.



For further details on how to develop sport in your area contact:

Local Sports Partnership

Tel: 091 746862 / 746861
E mail: sports@galwaycoco.ie
Web: www.galway.ie/en/Sport/

Community, Enterprise & Economic Development Services

RAPID

The RAPID (Revitalising Areas by Planning, Investment and Development) Programme is a focussed Government initiative to target the 45 most disadvantaged urban areas in the country.

In County Galway, the towns of Tuam and Ballinasloe are designated RAPID areas.



To find out more on RAPID contact:

Tel: 091 746873 (Ballinasloe RAPID Co-ordinator)

Tel: 087 2839719 (Tuam RAPID Co-ordinator)

E mail: community@galwaycoco.ie

Web: www.galway.ie/en/Services/CommunityEnterpriseEconomicDevelopment/



The St Vincent de Paul building extension in 2007 on Jubilee Street in Ballinasloe was core funded through the Ballinasloe RAPID Programme

Community, Enterprise & Economic Development Services

Pride of Place Awards

In Association with Co-Operation Ireland



Pride of Place is an all-island initiative recognising improvements by local communities to create civic pride in their area. The awards focus on people coming together to shape, change and enjoy all that is good about their area.

The Council may nominate up to a maximum of 5 community groups. The selected category winners will then be put forward for entry to the Co-Operation Ireland National Pride of Place competition.

For details on how to become involved in these awards contact:

Tel: 091 746860 / 746869

E mail: community@galwaycoco.ie

Web: www.galway.ie/en/Services/CommunityEnterpriseEconomicDevelopment/prideofplace.cooperationireland.org/



Clonberne were the overall winners of Co-Operation Ireland National Pride of Place Awards 2007

Community, Enterprise & Economic Development Services

Financial Assistance for Amenity Based Services

The objective of this scheme is to provide some financial assistance to community groups to improve or enhance community amenities and services. Some of the projects which may qualify for funding under this scheme include the improvement of community facilities, the protection or improvement of natural or man-made amenities or enhancement to the appearance of the natural / built environment of the area concerned and defibrillator funding. This grant is usually advertised in January each year.

To find out more about this scheme contact:

Tel: 091 746864
E mail: community@galwaycoco.ie
Web: www.galway.ie/en/Services/CommunityEnterpriseEconomicDevelopment/

Financial Assistance for Economic Based Services

Assistance is available to voluntary or community organisations involved in the promotion of local economic development. Assistance is considered for initiatives such as the development of small business units, community transport initiatives, cultural development projects etc. These grants are usually advertised in January each year.

To find out more about this scheme contact:

Tel: 091 746864
E mail: community@galwaycoco.ie
Web: www.galway.ie/en/Services/CommunityEnterpriseEconomicDevelopment/

Arts Office

Our goal is to ensure access to and participation in the Arts, through development of models and approaches to working with individuals, artists and local communities, state and local agencies.

Arts Act Grant

This is a grant to assist events and activities which stimulate public interest in the arts, promote the knowledge, appreciation and practice of the Arts, or assist in improving the standards of the Arts in County Galway. This grant is usually advertised in January each year.

Individual Artists Bursaries Awards

This award provides funding to individual artists. The Council will offer bursaries in respect of the professional development of individual artists practicing in any of the artistic disciplines (Film, Literature, Music, Visual Arts etc). This award is advertised twice each year, usually every January and June.

Galway County Arts Awards

The Arts Awards celebrate the contribution made by members of the public to the Arts. Each year one award is given to a group or individual in each of the electoral areas who are considered to have contributed most to the Arts. In addition there is one overall award for the most outstanding overall achievement in the Arts, the Supreme Award. Nomination forms are usually available every April for recognised work for the previous year.

To get involved in the Arts contact the Arts Officer on:

Tel: 091 746877
E mail: artsoffice@galwaycoco.ie
Web: www.galway.ie/en/Services/ArtsOffice/

Community, Enterprise & Economic Development Services



Galway Youth Jazz Club Performing in Áras an Chontae.

Public Art

Our public art programme seeks to enhance the public space and cultural experience of communities in the County, through assisting and engaging all units of the Council, Artists and Communities in the development of best practice in public art.

For further information on public art view the national guidelines on www.publicart.ie or contact the Public Arts Officer on:

Tel: 091 746874
E mail: artsoffice@galwaycoco.ie
Web: www.galway.ie/en/Services/ArtsOffice/

What do we do?

The Finance Unit deals with the finances of all the Council's operations, both revenue and capital. This involves monitoring and overseeing income and expenditure in all areas.

How to find us?

Finance Unit,
Porch No 2 (above Westdoc),
1st Floor,
Liosbaun Business Park,
Tuam Road,
Galway.

The Cash Office is located in Áras an Chontae, Prospect Hill, Galway. Payments for services are receipted here.

Please use the following postal address:

Finance Unit, Galway County Council C/o Áras an Chontae,
Prospect Hill, Galway.

How to Contact us?

- **Visit** us in Liosbaun - Mon to Fri
9.00am - 1.00pm & 2.00pm - 5.00pm
- **Ring** the main Finance number 091 746800
- **Ring** the direct contact number listed with the service
- **E mail** finance_staff@galwaycoco.ie
- **Log** onto www.galway.ie/en/AboutYourCouncil/Finance/
- **Fax** at 091 779067

Accounts Payable

The Accounts Payable Section processes all payments centrally to suppliers of goods and services for Galway County Council. They are also responsible for processing payments of grants, subsidies and similar type payments.

Suppliers who have submitted a valid invoice and wish to enquire about payment can contact:

Tel: 091 746829 / 746830 / 746831 / 746825
E mail: accountspayable2@galwaycoco.ie
Web: www.galway.ie/en/AboutYourCouncil/Finance/

Rates

Rates are a local property tax, the income from which is used to fund the general provision of services throughout the County. Rates are payable on commercial / industrial properties and some other non-domestic properties.

To contact the Rates Section:

Tel: 091 746850 / 746847 / 746851 / 746846
E mail: rates@galwaycoco.ie
Web: www.galway.ie/en/AboutYourCouncil/Finance/

Cash Office

You can pay all your Council bills / invoices, **except** commercial water charges & motor tax, at the cash office. This is located on the Ground Floor of Áras an Chontae, Prospect Hill, Galway.

You can pay your bills / invoices by using any of the following payment types: Cash, Cheque, Postal Order, Bank Draft, Credit Card and Laser Card.

To contact the Cash Office:

Tel: 091 509195 / 509394 / 509196 / 509132
E mail: income1@galwaycoco.ie
Web: www.galway.ie/en/AboutYourCouncil/Finance/
Fax: 091 509199

Loan Repayments

If you are unable to obtain a loan from a commercial lending agency, you may apply for a local authority loan to build or purchase a dwelling. The amount of the loan approved is subject to income limits and other circumstances. The Finance Unit deal with all queries relating to loan repayments. Loan repayments can be made at the cash desk - see note on cash office.

If you have a loan repayment query contact:

Tel: 091 746845 / 746848
E mail: loans@galwaycoco.ie
Fax: 091 779067

Online Payments

It is possible to pay Parking and Litter Fines using the Council's new online payments system. To use this system log onto www.galway.ie/en/OnLinePayments/

This online payments option will be further extended to facilitate the payment of Rates and Housing Rents and Loans in the Summer of 2008.

Annual Budget

The Council must prepare and adopt a budget each year. This outlines the projected income and expenditure for the forthcoming year.

To see a copy of the Annual Budget contact:

Tel: 091 746800

E mail: finance_staff@galwaycoco.ie

Web: www.galway.ie/en/AboutYourCouncil/Finance/



What do we do?

The Corporate and Cultural Affairs Unit of the Council deals with services such as Information Technology, Library Services, Freedom of Information, Register of Electors, Recreation and Amenity and Higher Education Grants. The Human Resources Department is also under the Corporate and Cultural Affairs Unit.

How to find us?

Corporate & Cultural Affairs Unit,
Galway County Council,
2nd Floor, Áras an Chontae,
Prospect Hill,
Galway.

How to Contact us?

- **Visit** us in Áras an Chontae - Mon to Fri 9.00am - 4.00pm
- **Ring** the main number 091 509310.
Phone lines are open until 5.00pm
- **Ring** the direct contact number listed with the service
- **E mail** general@galwaycoco.ie
- **Log** onto www.galway.ie
- **Fax** at 091 509010

Recruitment **A**

The Council employs up to 1450 people including office and outdoor staff. Staff are located throughout the County: in Áras an Chontae, Regional and Area Offices, Town Councils, Libraries and the Fire Service. We employ a diverse group of workers including the following grades: Administrative, Library, Social Workers, Engineers, Planners, Architects, Solicitors, Health & Safety Officers, Fire Officers, Firefighters, Technicians and Outdoor Employee grades. Advertisements for vacant positions are usually advertised in national and local newspapers and our website.

To find out about job vacancies please contact:

Human Resources Department

Tel: 091 509460 / 509369

E mail: hr@galwaycoco.ie

Web: www.galway.ie/en/Services/OtherServices/

The Irish Language & Services Through Irish

County Galway boasts Ireland's largest Gaeltacht area and has a very significant number of Irish language customers throughout the County. We are committed to improving the services that we provide through Irish and welcome all correspondence through Irish. All of our application forms, our website, interactive and many other services are available bilingually. Precise customer care details for service provision through Irish are provided in An Scéim Teanga.

For more information on this contact:

Oifigeach Forbartha na Gaeilge, Corporate & Cultural Affairs Unit

Tel: 091 509325

E mail: gaeilge@galwaycoco.ie

Web: www.gaillimh.ie

Customer Service

How to make a Complaint or Comment

If you are not satisfied with the level or quality of service that you have received and wish to make a complaint or a comment you can do so by:

- 1 Downloading** a complaints form online at www.galway.ie/en/AboutYourCouncil/CustomerService/, completing it and posting it to the Customer Services Officer in the Unit that you have been dealing with.
- 2 Submitting your complaint online** at www.galway.ie/en/AboutYourCouncil/CustomerService/ and clicking on “Online Customer Comments”. Complete the form and click on “Send”.
- 3 Ringing** the relevant Unit in the Council that you have been dealing with and asking for a complaints form to be posted out to you. This should be returned to the Customer Services Officer in the relevant Unit.
- 4 Visiting** the Unit and completing a complaints form.

The complaint will be dealt with and a response issued to you within 15 working days. If you are not satisfied with the response you can make a further complaint to the Senior Executive Officer in the Corporate & Cultural Affairs Unit of the Council.

To get a copy of our Customer Service Action Plan:

Tel: 091 509310
E mail: general@galwaycoco.ie
Web: www.galway.ie/en/AboutYourCouncil/CustomerService/



Accessibility to Council Services



We are committed to improving accessibility of our public service centres, libraries, leisure facilities and heritage centres. In addition, measures have been introduced to enhance customer services through better access to information provided to the public and to improving accessibility in and around our towns and villages. We are also committed to supporting the employment of people with disabilities and to dealing with any access issues that may arise.

For further details please contact:

Access Officer, Corporate & Cultural Affairs Unit

Tel: 091 509315

E mail: secretar@galwaycoco.ie

Web: www.galway.ie/en/Services/CommunityEnterpriseEconomicDevelopment/

Higher Education Grants

The Council administers the Higher Education Grants Scheme on behalf of the Department of Education and Science. This Scheme, which is means-tested, assists students who wish to avail of funding to attend fulltime 3rd level education each year. Application forms are normally available by June / July each year and the closing date is normally 31st August.

To find out more about these grants please contact:

Higher Education Grants, Corporate & Cultural Affairs Unit

Tel: 091 509310

E mail: education@galwaycoco.ie

Web: www.galway.ie/en/Services/Education/HEG/

Casual Trading Licences

The Council issues Casual Trading Licences for a number of towns and villages throughout the County. There is an annual licence fee. The Council also issues Special Event Licences for various festivals and fairs which take place throughout the year.

To find out more about these Licences please contact:

Corporate & Cultural Affairs Unit

Tel: 091 509327
E mail: general@galwaycoco.ie
Web: www.galway.ie

Freedom of Information

The Freedom of Information Act 1997 established 3 new statutory rights:

- A legal right for each person to access records held by Government Departments and certain public bodies including local authorities
- A legal right for each person to have official records relating to him/herself amended where it is incomplete, incorrect or misleading
- A legal right to obtain reasons for decisions affecting oneself

A small fee to make a request applies. A decision on your application must normally be made within 4 weeks. If your request is refused, the decision can then be appealed to a more senior official with a further right of appeal to the Independent Information Commissioner.

For further details on FOI please contact:

FOI Officer, Corporate & Cultural Affairs Unit

Tel: 091 509319
E mail: secretar@galwaycoco.ie
Web: www.galway.ie/en/AboutYourCouncil/

Recreation & Amenity Facilities

We provide and maintain a number of public playgrounds, public parks, swimming pools and walking routes around the County. We also provide assistance to community groups in the provision of playgrounds, walking routes and weather pitches where funding is available.

To get more details on Recreation & Amenity facilities for your area please contact:

Corporate & Cultural Affairs Unit

Tel: 091 509315

E mail: general@galwaycoco.ie

Web: www.galway.ie/en/Services/AmenitiesLeisure/



Playground in Loughrea

Community Wardens

The role of the Community Warden is to forge stronger links between the Council and the community by developing links with residents associations, community groups, neighbourhood watch and environmental and heritage groups. Please also see www.galway.ie/en/services/environment/communitiyinitiatives/. Some of the activities that the Community Wardens are involved in are:

- Stationery traffic offences
- Waste disposal / illegal dumping
- Litter enforcement
- Footpath obstructions
- Casual trading
- Dog licences
- Monitoring of housing estates
- Tourist attractions & public amenities and
- Assisting tourists, older people, neighbourhood watch / community alert

The following are the locations and the contact details of the Community Wardens:

Name	Phone	Area
David Kelly	087 6788109	Ballinasloe Electoral Area
Patrick Roche	087 2222393	Ballinasloe Electoral Area
Thomas O Sullivan	087 2224251	Connemara Electoral Area
Martin Mannion	087 2227853	Connemara Electoral Area
Neil McHugh	087 2227856	Connemara Electoral Area
Shane Coogan	087 9461653	Loughrea Electoral Area
William Doyle	087 2051118	Loughrea Electoral Area
Mike Kelly	087 2224311	Loughrea Electoral Area
John Glennon	087 2224304	Loughrea Electoral Area
Rory O Connor	087 2224161	Oranmore Electoral Area
Noel Kelly	087 1224217	Oranmore Electoral Area
Christy Corcoran	087 2224192	Tuam Electoral Area
Anthony Cunnane	087 2224288	Tuam Electoral Area
Rosina Joyce	087 1225517	Tuam Electoral Area
Marie Nicholson	087 2151689	Tuam Electoral Area

Register of Electors **A**

The Council is responsible for compiling the Register of Electors (voting register) for County Galway (excluding City). The Register is updated annually and comes into force on 15th February each year, and persons aged 18 years or over on that date who are otherwise qualified can register to vote. A supplement to the register is also published prior to each election or referendum and the closing date for entry on the supplement is 14 working days prior to the polling day.

To check if you are registered to vote contact:

Register of Electors, Corporate & Cultural Affairs Unit

Tel: 091 509310

E mail: register@galwaycoco.ie

Web: www.galway.ie/en/AboutYourCouncil/ or
www.checktheregister.ie

The Register can also be checked at your local Post Office, Local Library or Garda Station.

Other Information

- 1 Under legislation, the Council is required to publish an Annual Report outlining the main activities undertaken by us for that year.
- 2 We also provide copies of agendas and minutes of our Council meetings on our website.

Copies of Annual Reports are available from:

Corporate & Cultural Affairs Unit

Tel: 091 509310

Email: general@galwaycoco.ie

Web: www.galway.ie/en/AboutYourCouncil/

Other Useful Contacts

Service	Phone Number
Citizens Information Centres <ul style="list-style-type: none"> ● Galway ● Tuam 	091 563344 093 24577
Tourism & Travel <ul style="list-style-type: none"> ● Fáilte Ireland ● Bus Éireann ● Iarnród Éireann ● Galway Airport ● Dept of Transport (Lo call) ● Dept. of Arts, Tourism & Sport (Lo call) 	091 737700 091 562000 091 537700 091 755569 1890 443311 1890 383000
Galway City Council	091 536400
HSE - Newcastle Road <ul style="list-style-type: none"> ● Public Health Nurse ● Community Welfare ● Home Help 	091 546365 091 548315 091 546344
Hospitals <ul style="list-style-type: none"> ● Portiuncula Hospital, Ballinasloe ● Merlin Park, Galway. ● UHG 	09096 42140 091 757631 091 580580
Gardaí, Millstreet	091 538000
Dept. of Community, Rural & Gaeltacht Affairs <ul style="list-style-type: none"> ● Dublin Office ● Na Forbacha 	01 6473000 091 503700
Dept. of Environment, Heritage & Local Government	01 8882000
Dept. of Social & Family Affairs <ul style="list-style-type: none"> ● Tuam ● Loughrea ● Gort ● Ballinasloe ● Clifden 	093 70940 091 870000 091 630210 090 96 31800 095 22215

Other Useful Contacts

Service	Phone Number
FAS	
● Tuam	093 28066
● Mervue	091 706200
● Cathedral Square, Galway City	091 534400
MABS (Free Financial Advice)	
● South Galway	091 569349
● North Galway	093 24421
Office of the Ombudsman (Lo call)	1890 223030
Information Commissioner	01 6395689
An Coimisinéir Teanga	091 504006
Galway City & County Enterprise Board	091 565269
Galway City & County Childcare Committee	091 752039
The Heritage Council	056 7770777
Galway County Council	
● Out of Office Hours - Emergency Only	091 585555
National Roads Authority	01 6602511
Údarás na Gaeltachta	091 503100
West Regional Authority	091 533842
Revenue Commissioners (Hibernian House)	091 536300
The Arts Council (Call Save)	1850 392492
Galway Rural Development	091 844335
Teagasc	091 845845
Education	
● National University of Ireland, Galway	091 524411
● Galway Mayo Institute of Technology	091 753161
● County Galway VEC	091 874260

