**Guidance for completing Derelict Sites Complaint Form**

PLEASE READ CAREFULLY **BEFORE** COMPLETING THE FORM

**1. Waterford City and County Council’s Role**

Waterford City and County Council is responsible for dealing with **Derelict Sites** in County Waterford. It is an objective to investigate reports of dereliction and take action in accordance with the Derelict Sites Act 1990, as amended.

Before making a complaint, please read these guidelines carefully and contact us (details below) if you have any questions.

**2. When should I fill out this Complaint Form?**

You should fill out this form if you are concerned about a derelict site in your area. Under the Derelict Sites Act 1990, as amended, a ‘derelict site’ means any land which detracts, or is likely to detract, to a material degree, from the amenity, character or appearance of land in the neighbourhood of the land in question because of the following:

* The existence on the land in question of structures which are in a ruinous, derelict or dangerous condition; or,
* The neglected, unsightly or objectionable condition of the land or any structures on the land in question; or,
* The presence, deposit or collection on the land in question, of any litter, rubbish, debris or waste, except where the presence, deposit or collection of such litter, rubbish, debris or waste results from the exercise of a right conferred by or under statute or by common law.

**3. Issues the Derelict Sites Team does not deal with?**

The Derelict Sites Team does not investigate **civil matters**, for example:

* Land or Ownership disputes
* Trespass
* Private nuisance (noise, vandalism, anti-social behavior) etc.

For **other matters** such as those relating to the environment, roads, water, drainage, housing, litter and illegal dumping etc. you should contact the relevant Department of Waterford City and County Council.

**4. I am satisfied that my complaint is about a derelict site. What do I need to do?**

It is important that you provide as much information as possible to help us carry out a proper investigation. The following should be provided:

1. The address or location of the derelict site including Eircode if known.
2. A map showing the location of the derelict site. This will help us to locate and investigate the correct site. Waterford City and County Council’s online [Planning Enquiry System](https://waterford-ie.maps.arcgis.com/apps/instant/basic/index.html?appid=5bd78fbb47144349bb9c6bf473d4bd85) or [Google maps](https://www.google.ie/maps) can provide a suitable map.
3. Photographs of the derelict site would also be helpful for identification purposes.
4. The names and addresses (including Eircodes) of all owners and occupiers of the site, if known. This will help us to act more quickly in dealing with a derelict site.
5. An accurate description of the derelict site including the reasons why you consider it to be derelict.
6. A fully completed, signed and dated Complaint Form, with the name and address (including eircode) of the person making the complaint.

**5. What happens after I fill in the form and give it to you?**

We will do the following:-

1. Send correspondence to you to acknowledge the complaint has been received;
2. If we need further information from you, we will request this information;
3. Inspect the site and prepare a report with recommendations as to the next steps:
	* If we do not consider the site to be a derelict site, we will close the file and notify you of our decision.
	* If we decide that the site is in fact a derelict site, we will take required actions under the legislation and may put it on the Derelict Sites Register. We will also write to you to inform you of this decision.
4. Further action will depend on the owner and occupier’s response and actions.

**6. Will we contact you after you have lodged the complaint?**

Yes. We will acknowledge your complaint. If you become aware of new information regarding the site, you should write to us immediately.

**IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT:**

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Planning Department
Waterford City and County Council
1st Floor, Menapia Building

The Mall, Waterford City

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