



Cathaoirleach
Chairman

300173/14

1 April 2014

Ms Allyson Rooney,
Housing Administration,
South Dublin County Council,
County Hall Town Centre,
Tallaght,
Dublin 24



Cáin agus Custaim na hÉireann
Irish Tax and Customs

Oifig na gColmisteoirí Ioncaim
Caisleán Bhaile Átha Cliath
Baile Átha Cliath 2
Éire

www.revenue.ie

Office of the Revenue Commissioners
Dublin Castle
Dublin 2
Ireland

HOUSING DEPARTMENT

02 APR 2014

Dear Ms Rooney,

The Chairman has asked me to write to you in response to your letter of 25 March 2014 regarding a motion passed at the Tallaght Area Committee Meeting of 24 March 2014 in relation to the opening hours of Revenue's public office in Tallaght.

Revenue operates a number of different customer service channels in order to provide the best possible service to our customers. In addition to the Tallaght Revenue Information Office (TRIO), we operate on-line facilities through *PAYE Anytime* and *Revenue On-Line Service* (ROS) where most customer transactions can be carried out. The online services, available at www.revenue.ie, are particularly convenient, efficient, speedy and accessible to the vast majority of our customers. There is also a Lo-call 1890 service, and there is one other Revenue public office in the Dublin area, at O'Connell St/Cathedral St, Dublin 1, that is open from 8.30am to 4pm Monday to Friday.

The current opening hours of the TRIO are Wednesday to Friday, 9.30 - 13.00. We are satisfied that these hours are appropriate to meet the level of demand from customers in Tallaght who need a counter service for their queries. In recent years TRIO has experienced a significant downward trend in this demand, and the hours have been tailored to best suit this reducing requirement. As is the case with South Dublin County Council, Revenue keeps the opening hours of its offices under review in the context of customer demand and available resources. The hours may be extended or reduced and, for example, the opening hours in our Tallaght office were recently extended on a flexible basis for a period of weeks in order to meet a short-term increase in demand.

I trust that this information is informative to the Committee.

Yours sincerely,

Karen Martin
Private Secretary