

Angie Mettie
Customer Service
Monthly Report
April 2021

Customer Service:

- City Hall has been very busy with property inquiries and questions regarding the zoning ordinance. A great deal of time has been spent researching and gathering information from those with knowledge in this area.

Newsletter:

- The newsletter has been changed to a shorter, weekly version in place of a longer monthly newsletter. The newsletters will continue to go out on Monday mornings. Contributions are always welcome. If you have a topic that the community asks you about, let me know and we can add information about it.

Meetings & Minutes:

- Kyla has been very helpful in completing the minutes for the meeting I was unable to attend. I am working on updating the minutes book.

Invoices:

- Kyla and I are working together to enter the invoices each month.

Billing:

- Billing was completed with no issues, other than a few meters that Jessie is working on.

Move-in / Move-outs:

- We have had seven property sales, and several tenant changes this month.

Animal Control:

- There continues to be reports about dogs at large or lost dogs. I am logging the reports, and where necessary, contacting the Sheriff's department.

Other Projects:

- Creating flyers for property cleanup days.
- Creating a land change request form for lot line adjustments.
- Creating "cheat sheets" for those with zoning questions.

Complaints:

- The park bathroom closures seem to be an ongoing complaint. Several have reported that people are using the bathroom outside, since the doors are locked. Jessie stated that the bathrooms were trashed shortly before closing them last spring, so they will need a lot of work before reopening.
- There have been complaints about dogs at large. A notice has been placed on one door twice this year. Because the resident is a tenant, the city has no information on them. A copy of the notice was sent to the property owner, explaining the issue.
- Two residents have shown concern about the grass & weeds and junk issue. They both stated that they received notices last year but see many in violation already this year.
- Ann DeChambeau has asked that she not receive a grass letter. She has a neighbor who is going to cut her grass this summer and would like the Council to know that she is aware of her grass height, and that her neighbor will help her when he is able.