

# EMPLOYEE MONTHLY STATUS REPORT

## EMPLOYEE

Angie Mettie

## DEPARTMENT

Office

## MONTH

August 2022

## TASKS COMPLETED

- \* Payment processing
- \* Deposits
- \* Customer service
- \* Billing / Late notices
- \* Leak Letters
- \* Agendas / Minutes
- \* MV Monday
- \* Meeting Take-Aways
- \* Design Review Info
- \* Move in / Move-outs
- \* Claims
- \* Filing
- \* Public Hearing Notices
- \* Wellhouse Log Recordings
- \* Billing Newsletter
- \* Security Deposit Refunds

## PROJECTS IN PROGRESS

- \* Other Notes...
  - \* No complaints regarding City Hall closing on Fridays
  - \* 8 customers took advantage of our opening at 8am instead of 9am in August
  - \* Citations were issued for cleanup at 511 S Morgan by Sheriff's Department
  - \* Letters were sent to property owners whose RV permits expired

## CHALLENGES / ISSUES

- \* Phones / Internet connectivity is an issue.
- \* Contacted Black Mountain about errors. They stated that these are due to Internet connectivity issues.
- \* 2008 meters are dying quickly!

## COMMUNITY INPUT & COMMENTS

- \* Several complaints about Family Dollar grass/weeds/trash
- \* Several questions about whether the city could help determine property markers & lot sizes.
- \* Suggestion to put emergency contact info on website / bulletin board.