

Angie Mettie  
Customer Service  
Monthly Report  
August 2021

**Customer Service:**

- There were several complaints regarding high water usage. Issues included fixed incomes and not realizing how much water is used in watering lawns.
- No official complaints were made, but three community members inquired about roosters and stated that there were roosters inside the city limits that crow often.
- Community members pointed out areas that needed tall grass and weeds cut.
- There were many inquiries about Meadows Valley Days.

**Residential Cleanup:**

- Nine cleanup letters were sent via certified mail to residents, with copies of the letters sent to property owners. Four properties have not been brought into compliance. Properties were checked one last time by the Mayor and were found to be out of compliance. Therefore, residents will be cited. See separate report.

**Meetings & Minutes:**

- I have attended all meetings and have prepared minutes for each.

**Invoices:**

- Kyla and I have entered all invoices for August.

**Billing:**

- Billing was completed for the month of August. Black Mountain is assisting in fixing glitches in the processes involved in reading meters and uploading the readings into the system. Currently, they are helping to streamline the reading of meters that are not being used.

**Other Projects:**

- The August 18<sup>th</sup> cleanup day went well, with Daniel & his son completing the majority of the work. By the end of the day, the dumpsters were full, and one property's items could not be collected due to having no place to put the items. There were no other volunteers for this cleanup.
- Kyla and I have been working on de-cluttering and cleaning City Hall. We have the vault room cleaned out and have organized all of the books / manuals / minutes in this room. Excess items were set up in council chambers for the public to bid on. They will be removed Monday, September 13<sup>th</sup> if not sold. A separate list of excess items is provided.

**Newsletters:**

- Weekly newsletters have gone out for the month of August. There have been 1-2 new subscribers per month. Community members would enjoy hearing from their council members and mayor if you would like to submit articles on topics of your choice.

**Community Yard Sale:**

- There has been great interest from yard salers in the community yard sale. We had five residents participate in the sale, plus any that set up a table at the park. A map and list of sales was created and was available the day of the sale and on Facebook.

**Parks & Rec / Citizen Advisory Update:**

In August, one member of our Parks & Rec committee met with city staff and community members regarding the park master plan. Their goal was to walk the park and offer suggestions and improvements. Two community members are interested in helping with the kiosk, if needed. It was suggested that a new layer of bark be added to the playground

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area if park funds are available. Shade areas were suggested for the playground, and more picnic tables might be used, if available. Also a seating area for the playground would be nice for parents.

**Extra-Curricular Activities:**

As you have probably heard, I am working on my master's degree in special education. For one of my required classes, I must spend 15 hours per week in a special education setting for two semesters of "field work." Kyla and Dana have been gracious enough to cover for me while I am at the school. Therefore, my 9-3 hours are a bit skewed, and I will be working before and after 9-3 to make sure my work at the city is complete. If you have any questions, feel free to call me!