

Staff Report

Angie Mettie

May 2021

Customer Service

Much time has been spent this month researching and finding information for customers. This has included:

- Learning how to add new addresses to Black Mountain when homes are built.
- Helping potential buyers with zoning questions, locating water meters, lot sizes, and more.
- Giving information to those wishing to oil their roads and alleyways on the 21st along with the city.
- Several burn permit questions regarding how to get permits and whether they are needed.
- How to get a permit for a truck longer than the permitted length.
- Help from Pam in the building department on technical questions.
- Helping customers set up auto pay.

Billing

- Billing was completed for the month of May. Grass letters went out with each bill, along with a calendar showing when the city will check for tall grass and weeds.

Newsletter

- The newsletter has been completed and sent each Monday. It is becoming larger as more contributions are being received.

Minutes & Meetings

- I have attended all meetings and minutes have been completed for each.

Committees

- The YAC committee has been meeting at City Hall every couple of weeks. They are working on activities for the youth, especially on Fridays, as there will be no school on Fridays for this upcoming year. If you are interested in creating activities for kids, this is a great opportunity. Meeting dates are posted on our calendar in the office, and also are in the newsletter.

Leak Letters

- Leak letters were sent to customers flagged on the leak report. I have updated the meter report that shows all properties, their meter info, and when they are updated. This will be helpful when Jessie and Daniel begin replacing meters. This month, there were only around 15 meters that didn't read, which was down from last month.

Complaints & Community Correspondence

- Potholes, grading, and gravel in yards have been ongoing complaints this month. I am working on a flyer, similar to the "driveway berms" flyer.
- A customer mentioned speeding as an issue in residential zones. He felt that signs would help.
- Bunnies in yards has been an ongoing complaint. There have been no urban ranching applications received for bunnies. Information was sent to one resident with no response.

Baseball

- Baseball is up and running for 2022. Jessie has stepped up to coach, has organized the teams, the coaches, and has kept the parents up to date on practices and games. I have made sure that the teams have insurance, shirts, team sponsors, and equipment. We will be taking team pictures on Friday. The season should be complete by the end of June.