Council Constituent Complaint Tracker							
Date Received	**Received By**	**Citizen Name**	**Location/Contact Info.**	**Complaint/Concern**	**Required Department**	**Status**	**Final Contact or Resolution**
4/2/2022	CM Shaw		N/A	CM Shaw called asking information on behalf of a concerned citizen who wished to fundraise for seniors utilizing the meals on wheels program. Same day Whitney passed this information on to legal for research/review. - On 4/15 Jordan Paul called CM Shaw to answer his question regarding funraising/solicitation.	Legal	**Resolved**	4/15/2022
4/11/2022	CM Shaw	Judy Stiles	Her address (on Sadie Court)	CM Shaw was sent an email from Mrs. Stiles regarding a flooding concern on her property. - On 4/13 Pwwent onsite to review her concern and would provide feedback upon review. - 5/2 PW relayed that there are recommendations that could be offered to Ms. Stiles, however as this is a private property it would need to be coordinated between her and her neighbor.	PW	**Resolved**	5/16/2022
4/12/2022	CM Shaw	Robert Isaacs	2301 N. Lincoln	CM Shaw called to let Whitney know that Mr. Isaacs is concerned over the flooding of the ditch near his home. He believed the ditch itself is owned by the City and that PW is aware of the issue. Same day, Whitney passed on the concern to PW. - 4/19 PW informed Mr. Isaacs that this maintenance issue could be addressed by the addition of clay dirt stabalizers in eroded areas and offered to show him how this could be done.	PW	**Resolved**	4/19/2022
4/12/2022	Chuck Copple		N/A	CM Copple asked CM during 1-1 meeting about the trees to check their status. - CM checked in with Parks and PW and responded back to CM Copple same day with the report that the tree plantings were delayed due to nearby construction and that the nursery trees were alive and well and to be planted once the sidewalk repairs were completed	PW/Parks	**Resolved**	4/12/2022
4/19/2022	Chuck Copple		2020 Carolina Circle	CM Copple called requesting more information on property regulations regarding groupls of people living in them. - on 4/22 he was given information passed on from P&Z on single-family regulations vs. group home.	P&Z	**Resolved**	4/22/2022
4/21/2022	CM Shaw		N/A	CM Shaw with a question on the noise ordinance and when a citation could be issued on jake brakes. While there was no specific coverage under the ordinance, if loud enough the brakes would fall under it.	PD	**Resolved**	4/25/2022
4/21/2022	CM Shaw		N/A	CM Shaw called CM Shaw called and asked that we look into a piece of plywood that was placed over a pre-existing hole in the sidewalk that was meant for a tree. - on 6/10 PW sent a picture of the filled in hole in front of the facility.	PW	**Resolved**	6/10/2022
4/26/2022	Josh DeTar	N/A	N/A	CM DeTar called regarding a citizen's question on orangeburg pipe lines. After discussing with PW it was reported that while it does disintegrate over time, the lateral line replacement would be the responsibility of the homeowner or current resident. The City did not reimburse for these replacements.	PW	**Resolved**	4/27/2022
5/20/2022	CM Shaw	Steve Holt	Goetz/Newman area	He was hoping to get some No Parking signs at his apartments behind the gas station due ot student's parking inappropriately and congesting traffic for the apartments. - same day PW relayed that they were familiar with the parking concern and would inform Mr. Holt of his options and make contact. -Same day CM Shaw was informed that Mr. Holt and PW were working together.	PW	**Resolved**	5/20/2022
6/1/2022	Phil Stinnett		Murphy Blvd.	On behalf of a resident CM Stinnett reported a drainage issue at this area. Staff asked to wait until heavier rainfall to observe the drainage concern and work on recommendations to the property owner. As it is a private property, most repairs would need ot be done by the property owner. Update given on 6/13/22 - 1/23 PW provided an update that they were working with the propery owners to discuss the stormwater management and maintenance.	PW	**Pending**	
6/6/2022	CM Shaw	Jannette Weldon	32nd & Oliver	Ms. Weldon called regarding a mowing complaint in this area. Previously, City staff had mowed this corner as a courtesy over the past few years, however due to staffing shortages were no longer able to maintain that practice. Ms. Weldon was concerned, as she is elderly and unable to do it herself. Staff agreed to finish out the season but informed her that she would need to find someone during off-season to help her next year.	PW	**Resolved**	6/8/2022
6/10/2022	CM Stinnettt		34th & Main	CM Stinnett called to report a graffitted shelter and asked for it to be painted/cleaned up. - Whitney followed up with PW for status updates the following weeks. The shelter was on a list of areas to be cleaned. - On 6/27 Whitney received notice from PW that the shelter had been addressed.	PW	**Resolved**	6/27/2022
6/21/2022	CM Shaw	Denny & Nancy	3727 E. Castle Rock	CM Shaw received an email about an inoperable vehicle at this residence that has been sitting at the homeowners' driveway on blocks. There are also two large logs in his yard that are next to the street. Whitney passed the email on to PD same say. - CM Shaw was informed that the property owner complied following contact from a code enforcement officer and removed the vehicle and materials - In July the homeowner received new citations for another vehicle with expired plates on his lot, as well as more log piles. - 8/22 The property owner missed his second court date. - As of 10/13 the property owner was in full compliance and the case was dismissed.	PD/P&Z	**Resolved**	10/13/2022
6/21/2022	Chuck Copple		Mohaska Trail	CM Copple reported weeds along the north 20th side. - PW added this portion to a list of mowing sites to complete - on 7/6 it was reported by PW that it had been mowed.	PW	**Resolved**	7/7/2022
6/27/2022	Phil Stinnett	John Matters	2515 E. 25th Court	CM Stinnett emailed asking to meet onsite with PW staff regarding drainage issues. - Staff met onsite with a contractor to reshape the dtich in order to increase it's capacity and was completed in Summer 2022.	PW	**Resolved**	7/20/2022
6/27/2022	CM Stinnettt		34th & Alabama	CM Stinnett emailed with two concerns, one of which was a broken-up concrete strip along this area. - As of 9/19 PW had looked at the area over the months. They had made some pavement repairs and followed-up with Streets to ensure they were holding up. - 9/19 PW informed Whitney that pavement repairs still needed done, but that project was currently in the middle of their list. - PW continued to provide updates on when project was expected to be completed. - On 12/14 it was reported that the project was completed	PW	**Resolved**	12/14/2022
8/17/2022	CM Shaw	Anne Ruth & Paul	3418 Hackberry	Anne Ruth and Paul called CM Shaw regarding their broken trash bins. The issue was passed along to PW/Republic and the bins were replaced within the day.	PW	**Resolved**	8/17/2022
8/18/2022	CM Stinnettt		18th and Roosevelt	CM Stinnett - 9/28 PW relayed that they had met with ACM and CM Stinnett onsite to discuss mowing around the ditches and field perimeter. Staff planned to take pictures of the elevation prior to reshaping to improve the drainage. They planned to call their on-call contractor to create a berm.	PW	**Resolved**	
9/14/2022	Phil Stinnettt		Brownell St.	CM Stinnett called to report a semi trailer parked on this street at various times a day when it was a hinderance to traffic and did not adhere to an ordinance. Despite multiple attempts to catch this, PD could not make contact with the driver and eventaully reported that they would continue to check the area on occassion, as of 9/22/22.	PD	**Resolved**	9/19/2022

9/14/2022	Kate Spencer		2408 Willard Ave.	CM Spencer called with a question on this property. - 9/15 Staff responded that the building was declared dangerous by the building dept. The home had gone to the building board of appeals in 2021 . The homeowner lacked the final inspection and requested to stay in a room of the home until she finished working on it. As of right now, it is set for a possible demolition on Sept. 23rd pending outcome of inspection. - Status pending 12/9 building board meeting and final inspection status. - 1/26 Bryan Wicklund reported that the building inspector had not made any recent contact with the owner, who also did not show up at the last building board meeting in Dec. There has yet to be a final inspection and they will continue making attempts to contact the owner. - on 5/26 the Building Board of Appeals released this item from the agenda. WHile the final inspection still needed done, the building permit was closed.	P&Z	**Resolved**	5/30/2023
9/19/2022	Christina Williams		218 Wall Ave.	CM Williams inquired about the property status and was informed on 9/22/22 that it was posted as dangerous in Aug. and that the property owner was made aware of its condition. It is set to be on the Oct. agenda for the building board of appeals. - On 10/31 CM Williams reported that a contractor working on a home next to the property witnessed homeless individuals using the house. - 11/2 CM Williams was informed that the home is set to appear on the agenda on 12/9 and that PD had been informed of the issue of individuals in the alley and utilizing the house. - on 12/7 it was reported that the BB of appeals could not meet a quorum and was now set to meet at the end of January to order the home demolished. - 3/13 Property was ordered demolished and bids to be presented at the 3/20 Council for approval.	P&Z	**Resolved**	3/20/2023
10/26/2022	Chuck Copple	Kathy Martin	315 Pearl	CM Copple met with the property owner, Ms. Martin, to discuss her frustration over crime in the neighborhood and the possibility of alley lights. - Same day ACM requested streeglight eval through SeeClickFix. - ACM and PW informed Ms. Martin that the City did not install private mid-block streetlights per policy and that Liberty could and add it to her residential billing.	PW/PD	**Pending**	
11/3/2022	Chuck Copple		500 block of Moffet	CM Copple sent an email regarding 3 separate concerns, one of them being this item. - Same day P&Z responded that the three homes on this block were posted and declared dangerous in fall 2021. The propery owner submitted plasn to demo them and turn the area into townhouses, however no progress has been made and they are negotiating with the owner to determine if he will reapply the plans, as of 1/3/23 - 2/24 find finding hearing on the structures scheduled for the Building Board meeting. - 3/24 a demolition hearing for both 500 properties was posted. - April, 2023 property owner demolished both homes.	P&Z	**Resolved**	23-Apr
11/3/2022	Chuck Copple		6th & Empire	CM Copple sent an email regarding 3 separate concerns, one of them being this item. - He asked that crews remove the streetwork signage as work was no longer being done. - Whitney/CM Copple were informed a few days later the cones had been removed.	PW	**Resolved**	11/7/2022
11/3/2022	Chuck Copple		2600 Pearl	CM Copple sent an email regarding 3 separate issues, one of them being this item. - This building was permitted in 2020 and the permits have now expired. The building was posted as dangerous and placed on the BB of appeals for the Oct. agenda. The item was continued to the December agenda for a progress report and possible discussion of demolition. - Both parties involved with the property came to the April meeting and are still working on the sale of the property. - The three properties were continued to the BB of Appeals September meeting pending working with the owners.Building sup. stated of the 3 properties, one was ordered demolished and two were granted a stay and would be on the 9/22 agenda. - All three properties were continued to the December BBA.	P&Z	**Pending**	
12/9/2022	Gary Shaw	Maurice Clark	2701 Beale St.	Mr. Clark emailed CM Shaw regarding drainage at his property. Message was passed on to PW same day. He asked that staff look into using P&S tax funds. PW relayed that while that property is on the needs list, it does not meet the funding threshold required to prioritize it, as it is currently ranked minor needs. Message was also delivered to Mr. Clark	PW	**Resolved**	12/13/2022
1/9/2023	Gary Shaw		N/A	CM Shaw called with a concern over animal droppings near downtown apartments and lofts and requested that we consider signage warning of an ordinance violation near those areas.Same day Whitney called back to inform him after speaking with animal control, this ordinance cannot be enforced without proof of which animal is at large and signage is not typically placed for this violation.	Health	**Resolved**	1/9/2023
1/10/2023	Josh DeTar		His residence	CM DeTar inquired about a manhole behind his residence. He was checking to see if an alley that was called for when the neighborhood was platted. - 1/13 PW responded that the sewer maintenance contractor they worked with recommended focusing on exisiting lines in the neighborhood. There is upcoming sewer rehab work scheduled in this area and that based on the condition of the sewlines after an assessment that they could address this. Condition reports would be available in the summer. Nick relayed this information back to CM DeTar same day. -Whitney to check back in early Fall. - 9/21 Whitney followed up with PW. - 10/5 Dan Johnson reported that the rehabilitation contractor inspected the line. No homes were shown connected to the line. A waiting period is to be enacted to ensure no lines were missed. After this, PW would work with surrounding homeowners to schedule plugging and removing the holes.	PW	Pending	
1/23/2023	Gary Shaw		7th & Illinois	CM Shaw called with a concern over a pothole at this intersection. Same day the message was passed to PW. Asphalt plants are not set to open until the Spring and would be filled in with hot-mix until asphalt could be obtained. - On 4/11 PW advised they were working to get a schedule from the asphalt contractors, who needed to address utility cut areas before addressing potholes. - Similar to other asphalt/rough intersections this has been pending due to contractor schedule conflicts.	PW	Pending	
2/16/2023	CM Copple		Perkins & Maiden	CM Coppled emailed regarding large potholes forming at this intersection. - PW responded that the intersection consisted of rough pavement, not potholes and that the street crew was going to work on the intersection once asphalt plants opened in the Spring. - 3/20 it was predicted that asphalt plants would open by the end of the month. Info. relayed to CM Copple. - 4/11 Plants opened and PW began working with contractor to schedule repairs. - 5/17 PW relayed the contractor was still working on the schedule. - 7/31 Follow-up with PW. ACM brought up to speed and looped in. - 8/4 follow-up.	PW	Pending	
3/10/2023	Josh DeTar	Maridian Kassab	4th & Range Line	Maridan Kassab emailed CM DeTar regarding an alley behind this property. She claimed the weight of garbage trucks and other heavy vehicles had destroyed the surface so that even the water main beneath was damaged.She asked that staff look at the alley and consider replacing/repairing it. After checking with PW, CM relayed to Mr. DeTar that it is not an alley she's referring to, but a loading area of a parcel that is private property. Dan J. offered to meet with Mrs. Kassab to identify the best way to fix it, but was otherwise limited since it was a private property issue.	PW	Resolved	3/14/2023

3/13/2023	Chuck Copple		N. Goetz Apartments	CM Copple passed on a concern regarding citizen complaints from this area and access issues near the apartments. Chief Rowland responded the next day stating multiple enforcement. Chief personally drove by the area as well and did not witness any violations and described what past issues in that area were regarding parking. PWC had since made the area in question a no parking zone, which seemed to resolve previous concerns. PD continued not seeing any issues in the area and asked the resident to notify them during high traffic areas to potentially see what is going wrong.	PD	Resolved	3/14/2023
4/4/2023	Chuck Copple/Christina Williams		Rapha House	CM Copple and CM Williams spoke to Nick on 4/4/ regarding planting some trees behind Rapha or near the residential side of 20th and Murphy to help absorb water and assist stormwater issues. CM asked staff to look into this idea.	P&Z/PW	Pending	
4/11/2023	Chuck Copple	Charlie Penner	Tin Cup Trail concerns	CM Copple called and asked a few questions on behalf of this citizen regarding signage on the trail and trail security, as his property shared a line with the trial.	Parks/PW/PD	Pending	
4/18/2023	Chuck Copple		Landreth & Broadway	CM Copple let CM know that a resident complained of trash and vandalism. - Same day Paul responded that this area had been cleaned out two weeks previously and maintenance crews had moved on to clean other project areas. - CM office followed up with Parks on 5/22 and it was determined the area was still clear and not in need of more clean up.	PW/Parks	Resolved	5/22/2020
4/18/2023	Chuck Copple		Cunningham basketball courts	CM Copple relayed that sometimes when teens congregated at the basketball court that they would get into fights. Nick asked that the park rangers flex their schedules to be able to check the courts at the usual time of play. Nearby residents complained the noise/possible fights were almost every evening around 8:00 or 9:00. - Same day PD and Parks were looped into the conversation and were told park rangers have visited the courts during high activity times and have never witnessed fighting, but are aware the fights occur and know several teens are involved. They will continue to periodically check the area.	Parks/PD	Resolved	4/18/2023
4/19/2023	Gary Shaw		Logan Drive	CM Shaw called to relay citizen concerns near this area regarding the condition of Logan Drive. Same day Whitney checked in with PW and was told that this area is on the list to be evaluated next year for potential re-sealing per the City schedule. One zone of seven is completed each year with the PASER system. WIth the system in place, some residential areas can go multiple cycles without being micosurfaced and overlaid.	PW	Resolved	4/19/2023
4/24/2023	Chuck Copple		Charles Burt Building	CM Copple reported that windows were out of this building and that it may be being used by the homeless. Same day Troy reported that Mr. Burt had replacement windows ordered but they are backordered, and the specific windows would match the remaining windows to be consistent. He also mentioned that the family was in disagreement over the building and once resolved they would finish the interior and relocate the business back to the building. Additionally, from security footage, it was high school students that had broken the windows. - 5/10 Troy reported that the project was now on the building board of appeals and possible demo hearing on May 26. On April 24 staff had met with Mr. Burt who reported that the windows would be plased soon and that they would be submitting new plans for a permit. -7/25 Update was provided that the building was on the BB of Appeals for a hearing and that the windows ordered had been backordered. - 9/8 building was set for a demolition hearing. - Item continued to the December BBA	P&Z	Pending	
5/18/2023	Gary Shaw		3rd St./Northpark Lane	CM Shaw called over concern that an area on 3rd near Northpark Lane seemed to be sinking in and had previously been filled in with a substance. - On 5/19 PW reported that the street was filled with hot mix and has been evaluated and is still holding. There are a few areas in which piping underneath the road will need replaced and it is being decided if this road will be replaced or repaired. - 7/18 Whitney followed-up with PW. PW was still reviewing issue. - Another follow-up done on 9/18, pending.	PW	Pending	
5/22/2023	Phil Stinnett		24th St.	CM Stinnett relayed to Nick that a streetlight was out in the area. ACM Tony Robyn passed it on to PW and Liberty for notification.	PW	Resolved	5/25/2023
6/15/2023	Chuck Copple		4th & Geneva	CM Copple emailed a map of the area regarding 4th and Geneva asking if the City could repaint the lines at the intersection.Per PW the intersection are owned by the adjacent businesses and they would need to be the ones to repaint them. - ACM Tony Robyn will reach out to the CID and will provide an update.	PW	Pending	
6/22/2023	Gary Shaw	Jim Davis	3305 Indiana	Mr. Davis called CM Shaw to discuss a concern over a drainage ditch. He would like to both know it can be mowed and concreted. - 6/23 PW responded that the ditch could be mowed, however the existing short weeds contributed to the drainage and function of the ditch. Additionially, with the large mower down, crews were mowing with a weed-eater and thus taking longer to get to certain areas. The ditch did not quality for concrete as it was already partially stone and in good condition. This message was relayed to CM Shaw same day. Both Lynden Lawson and Whitney tried to call Mr. Davis but he never answered or returned the calls.	PW	Resolved	6/24/2023
7/6/2023	Chuck Copple		202 N. Amber Brush Lane	CM Coppled reported a tree that probably needed taken out and was in disrepair. The owner has been sent a notice to remove the tree. This will be their second notice. - Notices sent to the property owner on 9/29/22 and 7/12/23. He had previously removed lower limbs to come into code compliance and has now been required to remove the dead tree in its entirety. - Tree was removed on 8/18 and CM Copple notified.	P&Z	Resolved	9/15/2023
7/11/2023	Chuck Copple		5th St.	Some business owners contacted CM Copple with a concern that a food truck was not permitted properly and is drawing revenue away from their businesses. Same day, Ryan Talken explained the different types of permits a food truck could have and asked the name of the truck in question so that they could see what time of permit they had. This information was relayed to CM Copple who then noted the food truck was Floyd's - HD provided language on food trucks and permitting that was relayed to CM Copple. - 7/18 zoning classification relayed that the Floyd's truck was not in violation of any codes at the time of the complaint.	Health/PW/Fire/PD	Resolved	7/18/2023
7/11/2023	Phil Stinnett		34th & Hawthorn	CM met with CM Stinnett who discussed the ditch, CM asked Whitney to pass it on to PW. -7/12 PW reported that it was on the list of areas being addressed. Without the large mower, which is currently broke down, the high weed/grass areas are being done by hand and with smaller equitpment, which is taking longer to get to.	PW	Resolved	7/20/2023

7/12/2023	CM Stinnettt		2311 E. 10th	On 7/12 CM Stinnett called regarding junk on this property. Citations were issued the following week and Whitney/CM Stinnett were notified on 8/14 that the property had come into compliance.	P&Z	Resolved	8/14/2023
7/17/2023	Gary Shaw		4th	CM Shaw called to report a utility cut was badly repaired and felt like going over rough traintracks. He also reported a down limb in the same area. -PW Discussed on the phone that the tree limb had been removed and that the rough patch has been addressed by the contractor, who inspected the area.	PW	Resolved	8/1/2023
7/25/2023	CM Shaw	Steve Harrell & Rachel Lynch	315 N. Jackson	Mr. Harrell and Ms. Lynch met with CM shaw to discuss their frustrations over being cited for their chickens on their property, having had them for years, after their new neighbor was in violation for goats/chickens. While the new neighbor was in violation, these property owners maintained they were not and asked for additional information. - Same day Whitney reached out to health with the story and same day Ryan emailed back with details on the case. He scheduled a time to inspect their property. Whitney called Ms. Lynch with the information. - 7/27 Health inspected the property and noted that while they weren't permitted, that they did meet the requirements to have their chickens and would be issued a permit. CM Shaw was notified same day.	Health	Resolved	8/2/2023
8/4/2023	CM Shaw	Ron Darby	Sunset Ridge	CM Shaw called on 8/4 to relay Mr. Darby's street concerns regarding drainage and conditions. - Same day Whitney sent an email to PW. - 8/9 PW explained the rotational schedule regarding streetwork and paving and noted that this area fell in the 2025 rotation due to budgeting and other prioritized repairs. Same day this information was relayed to CM Shaw, who then called Ron Darby.	PW	Resolved	8/9/2023
8/7/2023	Mayor Lawson		217 N. Harlem Ave.	Mayor discussed property condition to CM. - Property condition was reported to Code following day. - 8/19 Mayor was notified that the property had been sent notices the week prior to the complaint and was due for reinspection on the 23rd to review 5 violations. - 9/8 Troy updated that he had been working with the complaintant to discuss why the brick storage was allowed by code and a possible fence solution between the porperties. - 12/11 Code still working with property owners to come into compliance.	P&Z	Pending	
8/16/2023	CM Shaw		4th & Brownell	CM Shaw emailed noting a rough patch near where utility work was being done. There appeared not to have been work done in several days. - Item was addressed by PW and CM Shaw notified.	PW	Resolved	8/24/2023
8/16/2023	CM Shaw		7th & Vermont	Cm Shaw emailed about 2 items on this day, the second item being large, deep holes on Vermont near the Walmart drive. - Item was filled in with hot mix within the week. CM Shaw notified.	PW	Resolved	8/24/2023
8/27/2023	CM Williams		Mailbox on 222 W 26th	On 8/27 CM Williams emailed CM regarding a mailbox built on top of public sidewalk, impeding sidewalk traffic and numerous incidents that had occurred due to the mailbox. - 8/28 PW and P&Z inspected mailbox and issued a stop order. - 9/12 CM Williams was notified that the mailbox had been removed.	PW & P&Z	Resolved	9/12/2023
8/31/2023	CM Copple		2505 W. 26th	Cm Copple emailed regarding citizen complaints against this property. He drove by and noted structure damage to the structure's west side and two vehicles without tags on the property. - 9/8 Building inspector met with property owners to discuss repairs, none of which would require permitting,and stated they hoped to start addressing these issues. - 9/19 Code observed the vehicles and noted that only inoperable cars in streets are subject to code violations, but that vehicles parked on private property, even with flat tires, are not technically in any violation. - Home to be reinspected once the new property maintenance code is passed on 1/1/24. Building sup. expects	P&Z	Pending	9/19/2023 (for vehicular issue)
9/6/2023	CM Shaw	Steve Gilleland	2709 E. 11th	CM Shaw called on behalf of Mr. Gilleland to report a ditch subject to a utility easement behind the properties on the 2700 E. 11th block. Some neighbors were not maintaining their portion of the ditch and had let it overgrow and attract mosquitos and snakes. - Complaint was passed on to P&Z. A case was opened in SeeClickFix prior to his complaint and inspected. Whitney called Mr. Gilleland to touch base and inform him of the complaint and next steps. - Property owners mowed and trimmed vegetation in easement. Mow requests were sent to City contractors for remaining portions of easement. - All properties mowed on 10/17 and cased closed after final inspection following week.	P&Z	Resolved	10/23/2023
9/8/2023	CM Copple		612 Empire	CM Copple emailed regarding overgrown grass on this property. It was submitted by an officer to the mowing list.	P&Z	Pending	
8/25/2023	CM Copple		7th & Porter (Bacon Me Crazy)	CM Coppled emailed regarding an overgrown alley and ditch. Item was prioritized for inspection same day. - 9/18 ACM and Troy visisted site to determine property lines and owner responsibility. Hiland, mowing another portion of the ditch that the property owner was not responsible for, was also notified. - 9/25 update was provided to CM Copple that staff was working with both property owner and Hiland and that it would be addressed within the week, with a reinspection scheduled for next week.		Pending	
9/18/2023	CM Copple		403 W. 19th	CM Copple emailed that a resident in this neighborhood complained that the water has been shut off at this residence for quite some time and that the property owners had been using buckets for restroom needs and that it was beginning to smell. - Whitney passed the complaint to Troy same day. - Property already had an open complaint in SCF on open storage of furniture/junk. - 10/2 Whitney respnded back to CM Copple that letters had been sent to the property owners regarding the violations, including lack of sanitary facilities. - 10/30 code enforcement officer updated SCF to reflect that the open storage of furniture/junk had been corrected following an inspection on 10/25 - Letters were sent to the propery owners citing the home as uninhabitable due to lack of sanitary facilities.	P&Z	Pending	
9/30/2023	CM Copple		1501 E. 6th	CM Copple emailed Whitney that the siding and porch of the structure looked questionable. Complaint was sent to the building dept. - The property had been sent a letter declaring the structure as dangerous. Upon re-inspection later in the month, the porch and other dangerous portions had been removed and the building no longer declared dangerous without those structures.		Resolved	10/30/2023

10/9/2023	CM Stinnett		27th & McCoy	CM Stinnett let CM know that grass was growing over the curb. - 10/10 Dan Johnson let CM know this was most likely a detention pond surving the bungalows for Kevin Parker's senior living facility and that a joint maintenance agreement existed. He stated Kevin Parker, Aldi and ESC would need to be notified. - 10/17 CM followed up with Troy and Dan. - 10/27 Whitney followed up on CM's behalf. Troy stated he would check if this had been resolved and if not, the rain would cause a delay as it needed to dry out before it could be mowed. - 12/07 Troy asked for update on reinspection of drainage ditch from team.	p&z/pw	Pending	
10/11/2023	CM Copple		1826 S. Pearl	CM Copple stated this building needed to be posted as dangerous and asked if this process had been started. - 10/24 Troy responded that the process had started and the building had been posted on 9/26. On Dec. 8 it was set to be on the BBA agenda.	P&Z	Pending	
10/16/2023	CM Stinnett		1025 Little Court	CM stated via email that CM Stinnett had brought up this property during a coffee meeting. On 10/16 CM noted that the contracter and property owner had both been met by staff. The owner indicated he was still working on construction and planned to attatch the garage to the residence. He also indicated the storage container on his property would be removed when the project was copmleted but it was being used for his equipment. This sort of storage is permitted. If the propject remains unfinished after a year (4/11/24) a new permit would need to be applied for.	P&Z	Pending	
10/19/2023	CM Shaw		3rd St./Northpark Lane	CM Shaw reported overgrown grass at this intersection. - 11/16 Mow request sent to PW -11/19 on SCF the item was marked as completed. - 11/29 CM Shaw called to report a separate concern and was told of the completion	PW	Resolved	11/19/2023
10/27/2023	CM Shaw		Chili's Fence	On 10/27 CM Shaw called to report the fence on behalf of a young woman whose property was effected by the fence being knocked over. She reported that an inebriated person knocked over the fence and that when she confronted Chili's management that they told her it was a corporate issue, not their's. She also reported on 11//2 that items from her front porch were stolen as a result of the fence. - Troy reported that Chili's management has been contacted about the fence and that they are required to fix it, and that this is not the first time the fence has come down. Chili's has 30 days from notification to address the issue before the citation process begins.	P&Z	Resolved	11/17/2023
11/7/2023	CM Shaw	Tyler Winters	4502 James Drive	Mr. Winters emailed CM Shaw regarding concerns over the new build/construction in his neighborhood due to a floodplane/drainage area. Same day/ email was forwarded to PW/P&Z and CM Shaw notified that contact was made. - Troy made contact with Mr. Winters prior to outreach to CM Shaw regarding how the permit for the build would be pulled due to a stormwater easement located on the property. - 10/9 Dan reported meeting with Mr. Winters to tell him when the project proceeded, engineered plans would be required to show that water blockage on James Drive would not be an issue.	P&Z/PW	Resolved	11/10/2023
11/27/2023	CM Stinnett		2600 E. 11th	Mr. Stinnett reported to ACM and CM that a resident was unhappy regarding a notice received for their gravel driveway, which they believed to be grandfathered in. Per CM's request, ACM and CM Stinnett met onsite with the resident. CM Stinnett to meet with resident again and determine if plans were sufficient for the driveway.	P&Z	Pending	
11/27/2023	CM Copple		2600 Moffet	CM Copple emailed to report that a subcontractor on a project in this area left the street in poor condition. -11/29 PW reported that the subcontractor is set to add cold patch repairs the following week.	PW	Pending	
12/5/2023	Gary Shaw	Judy Stiles	Zora Update	Ms. Stiles contacted CM Shaw regarding an update on this timeline. Whitney working with PW on getting an update to her.	PW	Pending	