



City of Greensboro

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City Connections

An e-newsletter from
the office of City Manager Mitch Johnson

New, Easy Way to Request a City Service



Online work order system lets residents submit electronic requests for City services.

A new online work order system gives Greensboro residents yet another way to request a City service. The new system is easy to use and easy to understand -- no government jargon anywhere in sight! Now you can log on to the City's website and quickly request help with your questions about trash collection, road repairs, street signs and signals, streetlights, and stormwater drains and flooding. This new system is the latest customer service initiative offered by the City's Contact Center. Earlier this year, the Contact Center added an online chat feature that allows web visitors to chat in real time with a City Services Representative. Residents can also submit requests via email or by calling 373-CITY (2489).

> **Web Link:** [Use the online work order system to request a City service.](#)

Bicentennial Housing Summit Set for January

Gathering will focus on homelessness, affordable housing, and home ownership in Greensboro.

Greensboro is a leader in addressing the complex problems of homelessness and substandard housing and in promoting affordable rentals and home ownership. The Greensboro Bicentennial Housing Summit 2008, scheduled in January, focuses on the progress we've made toward our goals of safe, affordable housing for everyone, regardless of disability, race, or nationality. Elected officials, neighborhood leaders, housing providers, local government staff, bankers, landlords, tenants, and others who care about decent housing are invited to attend. During this year's summit, local, state, and national housing advocates will speak, followed by roundtable discussions to determine what we can do to build on our strengths in the coming year. Focus areas include:

- housing issues for children, immigrants, those who are disabled, and senior citizens
- homelessness

Did You Know

City offices will be closed in observance of Christmas on Monday, December 24 and Tuesday, December 25. Monday's trash collection will not change. Tuesday's collection takes place on Wednesday, December 26. Thursday and Friday collections remain on schedule.

The Human Relations Department is accepting proposals from qualified professional firms or individuals to conduct a detailed study and analysis on the state of human relations in Greensboro. More information is available on the [Human Relations Department website.](#)

For the 32nd straight year, the City has received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association of the US and Canada for its comprehensive annual financial report. The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting.

The US Department of Housing and Urban Development has approved areas of Guilford County for participation in the Good Neighbor Next Door Program, which is designed to promote home ownership among emergency medical technicians, firefighters, law enforcement officers, and teachers. HUD offers a 50 percent discount off the list price of eligible foreclosed properties to buyers in these groups to encourage revitalization in a designated area. For more information, call 373-2349.

Twenty-three Greensboro residents are the newest graduates of Government Works: A City Academy, sponsored by the City of Greensboro. The City Academy, now in its fourth year, gives participants an in-depth look at more than 17 City departments and allows students to learn how local government functions. With graduation behind them, the students are now prepared for service on a City board or commission.

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- homeownership
- rental housing
- healthy homes, and
- other areas that may emerge as community priorities.

The Housing Summit will take place on Thursday, January 17 from 8 am to 1 pm at the Fanta City International Shopping Center, 4925 W. Market St. The registration fee is \$20, and the deadline to register is Friday, January 11. Registration is free with a 2007 Greensboro Housing Coalition membership of \$50 or more. For additional information, call (336) 691-9521.

> **Web Link:** [Download the Housing Summit 2008 brochure for a registration form and more details.](#)

Every Other Week Recycling Begins in January

[Online map shows you when your recycling will be collected.](#)

Beginning January 28, 2008, the City will begin emptying your brown recycling container every other week. This change from weekly collection will allow the City's recycling program to operate more efficiently by better meeting the collection needs of residents. The day of your collection will remain the same. To find out which weeks your recycling will be collected, visit the Field Operations Department website to view a collection map. Your residence will be located in either a red or a blue area. The associated calendar shows which weeks recycling will be collected in the red and blue areas. Green trash containers will still be emptied every week. For more information, call 373-CITY (2489).



> **Web Link:** [Online map showing recycling collection areas.](#)

Questions or comments about this newsletter should be addressed to: Elaine Tricoli, Interim Communications Manager, 373-2421 or [email](#).

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