



Manager's Report December 5th Council Meeting

December Communications

Interested persons will find valuable information about recent City Council actions, city-wide events, and city services, including the form for emailed utility bills in the December Charlotte Chronicles! Check it out online here: <http://www.charlottemi.org/.../2022/12/December-2022.pdf>. The December City Beat is also available here: <http://www.charlottemi.org/.../City-Beat-2022-December.pdf>

Prior versions of both are available online here: <https://www.charlottemi.org/about/city-beat/> and here: <https://www.charlottemi.org/charlotte-chronicles/>

Code Enforcement Activity – November 2022 and YTD

There were 10 new code violations found in November, and the Code Enforcement officer is also working on approximately 60 total open code violations that are in various stages of enforcement and working towards compliance. Since January 1, we have issued notices of code violations to 221 property owners, which means we've reached compliance in ~73% of the time through making contact to inform/notices alone.

City Projects Update

The City Hall Roofing project is reaching completion. They were conducting final inspection/punch list review this week.

The City has completed the boiler project and heating is vastly improved in City Hall. We received final inspection approval from the State Inspector to close out the project.

The City has switched to a new credit card and online payment processing vendor effective Nov 30th. Payers will now be able to see their payments applied in real-time to tax and utility bills. We will also be able to process online payments for certain invoices, zoning permits, citations, and parking permits. In addition to the service benefits for residents and end users, the new system will improve staff efficiencies and reduce potential errors as the processing integrates with our billing system so we are no longer required to manually enter payments made online.

Email Utility Billing Feature Now Available

Interested persons can now sign up for emailed billing of their quarterly utility bill. Please complete the form on the backside of your utility bill and return it to City Hall, in-person or drop-box, or you can sign up online at www.charlottemi.org/email-utility-bill-form/ Any person

with questions or who needs to update their utility billing account, please contact UB Clerk Mikayla by phone at 517-543-8841 or email mdensmore@charlottemi.org. General information about utility billing can be found on the city's website here:

<http://www.charlottemi.org/serviceadministration/finance/utility-information/> and you can check your utility billing information anytime online here: www.bsaonline.com

RAVE Alerts

The City participates in RAVE Alerts which provides alert notifications to participants via voice, email, text, and posts to social media. We have expanded the service options to include targeted text and email messaging for quarterly utility billing. We will send out a notice to registered users when we send out the bills for their cycle area. This alert will notify them the bill has been mailed and provide other billing related information. If you're already registered for alerts, make sure your address information is up-to-date. There are several ways to register: Text CHARLOTTE to 67283; Download the Smart911 app; or Register for a free and secure safety profile online at Smart911.com.

Volunteer Opportunities

The City has open opportunities for citizens to participate in their local government. We are seeking volunteers to serve on the Camp Frances Board and the Board of Review. Want to know more? Visit our website for more information on the Board of Review here:

<https://www.charlottemi.org/councilboards/board-of-review/> and Camp Frances here:

<https://www.charlottemi.org/councilboards/camp-frances-board-of-directors/>

Interested persons can fill out an application to serve here:

<https://www.charlottemi.org/councilboards/boards-commissions/board-and-commission-application/>

Assistance Programs

For persons who may be facing financial difficulties with utilities, mortgage/rent, or other hardships, there are a number of assistance programs available. More information can be found on the city's website: <https://www.charlottemi.org/assistance-programs-available/>