



January 4, 2013

TO: Mayor and Members of Council  
FROM: Denise Turner Roth, City Manager  
SUBJECT: Items for Your Information

*DR*  
*FER*

**IFYI HIGHLIGHTS**

- Heritage House Update
- Contact Center Feedback
- Small Group Meetings
- Grant Reports

**Heritage House Update:**

Attached is a memorandum from Planning and Community Development Neighborhood Services Division Manager Barbara Harris, dated January 4, 2013, providing a summary on the results of the inspections done at Heritage House on December 10, 2012 through December 12, 2012.

**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the weeks of December 17, 2012 through December 30, 2012.

**Small Group Meetings**

Attached is the Small Group Meeting report for the weeks of December 21, 2012 through January 3, 2013, between City Staff and [more than two but less than five] Councilmembers.

**Grant Report**

Attached is an updated list of grants for which the City intends to apply that do not require a match. Under the policy adopted by City Council, grants that do not require a match are not required to receive formal Council action.

DTR/mm  
Attachments

cc: Office of the City Manager  
Global Media



January 4, 2013

**TO:** Jim Westmoreland, Deputy City Manager  
**FROM:** Barbara Harris, Neighborhood Services Division Manager  
**SUBJECT:** Heritage House Update

In response to a 'Petition Requesting Housing Inspection' filed by six Greensboro citizens for the Heritage House complex, 310 W. Meadowview Rd, City housing and building inspectors (accompanied by the Greensboro Police Department) conducted a room-by-room minimum housing code compliance review of the 177 condominium units and the common areas in the six-story building December 10-12, 2012.

Following is a summary of results of the housing inspections:

- 60 units passed the initial inspection and have received Letters of Appreciation.
- 117 units were cited for other housing code violations and issued Hearing Notices. Hearings will be held on January 17, and will provide an opportunity for the property owners to discuss the violations with the inspectors and advise the City on how and when they plan to correct violations. Hearings will also be held on this date for any uncured 48 Hour Notice violations.

Above information reflects status of the 177 total units in the complex. Of the 117 cited for housing code violations, 99 were also cited for life/safety violations.

- 99 units were issued 48 Hour Notices for violations considered life/safety issues. These violations included wiring exposed or unsafe (usually due to missing or inoperable smoke detectors); cooking /heating equipment unsafe; plumbing pipes or fixtures broken, burst or inoperable; and, gas/electric not on at time of inspection. Thirty-five of these units have corrected the life/safety issues as of January 4 and multiple calls are coming in daily from property owners requesting re-inspections (indicating that the violations are being corrected).

A total of 562 violations were found in the building. The most common violations (non-life/safety) included electrical equipment not properly installed and maintained (primarily heating units); cracked or missing electrical outlet covers; plumbing facilities not maintained in safe, sanitary & functional condition; unclean & unsanitary conditions; insect & rodent infestations; and, appliances not performing intended function.

Administrative warrants were used to access 86 units and/or common areas. Access to the remainder of the units and common areas was obtained by written consent of the tenants and/or property owners.

After the January 17, 2013 hearings, an Order to Repair, Alter or Improve will be issued (for uncured violations) and property owners will be given 30 days to complete repairs, begin repairs or show some progress toward making repairs. After the time has expired on the Order to Repair, Alter or Improve the City may move forward to condemn the property if violations remain uncured.

Additionally, the Police Department met on two occasions with a majority interest of property owners to explore opportunities to strengthen the homeowner's association in ways that would reduce crime and disorder, as well as improve quality of life. Police officials and representatives from the City Manager's Office outlined a number of measures that owners could take, individually and collectively, to provide added authority to the association. The owners are now considering these options to determine their path forward. While they are willing to collaborate to help strengthen the homeowner's association, the Police Department and City Attorney's office will consider nuisance abatement for any housing units that have and continue to demonstrate a serious threat to public safety.

Please contact me at 373-2509 if you have questions or need additional information.

BH

**Public Affairs  
Contact Center Weekly Report  
Week of 12/17/12 – 12/23/12**

**Contact Center**

4003 calls answered this week

**Top 5 calls by area**

**Water Resources**

Balance Inquiry – 817  
IVR/Pay by Phone – 188  
New Sign up – 162  
General Info – 123  
Cutoff Requests – 93

**Field Operations**

Loose Leaf Collection – 116  
HHW/Landfill/Transfer – 57  
No Service/Garbage – 55  
E-Waste Collection – 55  
Holiday Schedule – 50

**All others**

Police/Watch Operations – 293  
Courts/Sheriff – 63  
Privilege License – 34  
HR/Employment – 27  
Guilford Metro – 20

**Comments**

We received a total of 6 comments this week:

**Executive - 2 comments:**

- Two lumps of coal for the Council. Again, you are presented with an opportunity to level the playing field of this potentially great city and again you have failed. You know, especially you high-end developers, that GPAC should be built on land we already own at the Coliseum campus. If that option can be argued down, then the next obvious location is on South Elm Street! What a fabulous site; what an investment to that part of town; what an inspiration to those folks on the south side of town; what a way to display something concrete instead of giving lip service and the same tired excuses. I'm sure a GPAC on S. Elm would make a profit that would then be able to subsidize downtown developers and business owners.
- How can it be that the E. Market St. Development folks, Mac Sims and company, don't know about the plans Jim Kee and Skip Alston are cooking up? Please watch my money. Doesn't Skip still owe the city money from the St. James apartments disappearing act and other clever endeavors?

**Field Operations – 2 comments:**

- Caller wishes to say "Thank You" for loose leaf pickup... Good Job!
- Customer would like to thank the leaf collection crew for all they do!

**Fire Department – 1 comment:**

- I would like to tell all the great guys at Station 53 thank you for your quick and courteous response to my call and situation that resulted the night of 12/6/12. Bless each and every one of you for your fast response and gracious kindness! Have a very Merry Christmas.

**Water Resources – 1 comment:**

- Caller wants to thank the water technician that left her a note about water running on her property. Very grateful.

**Overall**

Calls about the holiday schedule for garbage collection increased last week. Calls about loose leaf collection also increased. Call volume was steady through the end of the week.

**Public Affairs  
Contact Center Weekly Report  
Week of 12/24 – 12/30/12**

**Contact Center**

3159 calls answered this week

**Top 5 calls by area**

**Water Resources**

Balance Inquiry – 612  
IVR/Pay by Phone – 219  
General Info – 163  
Payment Extension – 160  
Cutoff Requests – 68

**Field Operations**

Holiday Schedule – 66  
HHW/Landfill/Transfer – 65  
No Service/Garbage – 65  
Bulk guidelines – 41  
No Service – Recycle - 36

**All others**

Police/Watch Operations – 181  
Courts/Sheriff – 47  
Privilege License – 18  
Parking Enforcement - 12  
Guilford Metro – 12

**Comments**

We received a total of 3 comments this week:

**Field Operations – 1 comment**

- Yahoo! Delighted to hear about the expanded recycling program! Good job!

**Library – 1 comment**

- Thank you so much for purchasing HOUSES OF THE PRESIDENTS by Howard and Straus III from my request. It is an outstanding historical reference, and I was so thrilled to be the first patron to read it!!

**Water Resources – 1 comment**

- Why do you charge people to pay online and over the phone when that already cuts costs on your end? You're terrible people.

**Overall**

Call volume was light but steady during the holiday week. Calls regarding the Holiday Schedule for the City picked up at the end of the week.



## SMALL GROUP MEETINGS

Date	Councilmember	Department / Person Contacted	Subject	Council Notification Date
December 21, 2012	Mayor Perkins, Councilmember Hoffman Councilmember Matheny Councilmember Vaughan	City Manager Roth	Greensboro's Performing Arts Center	January 4, 2013
December 21, 2012	Mayor Perkins, Mayor Pro Tem Johnson, Councilmember Vaughan Councilmember Abuzuaiter	Deputy City Manager Westmoreland	Duke Power - Tree Maintenance Issue	January 4, 2013



## City of Greensboro Grant Applications Submitted

<u>Grantor</u>	<u>Grants Projects / Description of Purpose</u>	<u>Amount Requested</u>	<u>Department Requesting Funding</u>	<u>Council Notification Date</u>	<u>Status</u>
The State of North Carolina	The grant will fund design, construction and initial set up of the mobile phone application. The grant will provide residents and visitors of Greensboro with a great service. The main feature of this app will be real time navigation of Greensboro's expansive 80+ mile trail system.	\$10,000	Parks & Recreation	January 4, 2013	Approved by department on January 3, 2013