

Public Records Request #3442

The following materials have been gathered in response to public records request #3442. These materials include:

- Citizen Needle Complaints
- Emerald Request Details – Needle Complaints

This information was provided as a response to a public records request on 3/6/20 and is current to that date. There is a possibility of more current information and/or documents related to the stated subject matter.

Further Information

For further information about this request or the Citywide Records Program, please contact:

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REQUEST NO	TITLE	STATUS	RECEIVED DATE	FISCAL YEAR	FISCAL MONTH	CMPD	DIVISION	DEPARTMENT	DIVISION	NEIGHBORHOOD	PROFILE AREA	BLOCK NO	STREET	DIRECTION	STREET NAME	STREET TYPE	CITY	STATE	ZIP CODE	FULL ADDRESS	RECEIVED BY	RECEIVED BY GROUP	X COORD	Y COORD	LATITUDE	LONGITUDE	COUNCIL DISTRICT	STATUS	ORIGIN	Shape	OBJECT
648886	Junk Accumulation	Closed	2/11/2017 0:00	2017	08	Feb	Housing and NRPD Serv	HNS Code Enforcement	020			1112	THE PLAZA		CHARLOTTE	NC	28205		3112 THE PLAZA, CHARLOTTE, NC 28205	MARLENE MCNAIR	311 Partner Liaison	1483209	548884	35.2306171	-80.7882666		CLOSED	CITIZEN	POINT (1483209 548884)	548884	
754300	HNS HOUSING	Closed	3/18/2018 0:00	2018	09	Mar	Housing and NRPD Serv	HNS Code Enforcement	127			9829	REGAL ESTATE LN		CHARLOTTE	NC	28212		503 REGAL ESTATE LN APT 104, CHARLOTTE, NC 28212	LOSA MARGARIL	311 Partner Liaison	1478945	535382	35.2079324	-80.7444049		CLOSED	CITIZEN	POINT (1478945 535382)	548882	
700634	LITTER/GARBAGE IN STREET	Closed	10/19/2018 0:00	2018	04	Oct	Solid Waste Services	Special Services					ROSA PARKS PL		CHARLOTTE	NC			826 ROSA PARKS PL, CHARLOTTE, NC	ASHLEY HENSHAW	311 Partner Liaison						CLOSED	CITIZEN	POINT (1487863 531381)	451480	
870203	SPILLED GARBAGE	Closed	8/25/2017 0:00	2018	02	Aug	Solid Waste Services	Sanitation	340			7820	RELIANVIN BV		CHARLOTTE	NC	28215		7820 RELIANVIN BV, CHARLOTTE, NC 28215	JUSTIN CHENKLEZ	311 Partner Liaison	1423986	530096	35.3016529	-80.5007061		CLOSED	CITIZEN	POINT (1423986 530096)	544002	
762427	STP ONLY WATER QUALITY	Closed	10/29/2018 0:00	2018	04	Oct	Storm Water Services	Storm Water - County				8322	PINEVILLE-MATTHEWS RD		CHARLOTTE	NC	28226		8322 PINEVILLE-MATTHEWS RD, CHARLOTTE, NC 28226	BREANNA BATES	311 Partner Liaison						CLOSED	CITIZEN	POINT (1423986 530096)	452868	
710780	JUNK ACCUMULATION	Closed	8/14/2018 0:00	2018	02	Aug	Housing and NRPD Serv	HNS Code Enforcement	295			1215	RSING OAK DR		CHARLOTTE	NC	28206		1215 RSING OAK DR, CHARLOTTE, NC 28206	DIAMEN YOUNG	311 Partner Liaison	1451115	530091	35.3475095	-80.8860373		CLOSED	CITIZEN	POINT (1451115 530091)	482530	
790022	COMPLAINANT	Closed	4/22/2018 0:00	2018	03	Apr	Police						BLACKWOOD AV		CHARLOTTE	NC	28205		BLACKWOOD AV, CHARLOTTE, NC 28205	AMANDA BURCH	Mayor						CLOSED	CITIZEN		409126	
670018	COMPLAINANT	Closed	8/13/2017 0:00	2018	02	Aug	Police														AMANDA BURCH	Mayor					CLOSED	CITIZEN		588624	
709193	NEIGHBORHOODS - High weeds	Closed	1/21/2018 0:00	2018	07	Jan	Housing and NRPD Serv	HNS Code Enforcement	290			5000	NATIONS CROSSING RD		CHARLOTTE	NC	28217		5000 NATIONS CROSSING RD SUITE 206, CHARLOTTE, NC 28217	EMERALD WEB PAGE	WEB Requests	1496996	529282	35.1780631	-80.8827025		CLOSED	MOBILE CITIZEN	POINT (1496996 529282)	4340478	
701701	COOL CLEAN CATCH BASIN	Closed	12/5/2018 0:00	2018	06	Dec	Transportation	Street Maintenance					COMMONWEALTH AV		CHARLOTTE	NC	28205		COMMONWEALTH AV, CHARLOTTE, NC 28205	ASHLEY INGRAM	311 Partner Liaison						CLOSED	CITIZEN		597662	
711312	SPILLED GARBAGE	Closed	2/14/2018 0:00	2018	08	Feb	Solid Waste Services					1400	QUEENS RD		CHARLOTTE	NC			1400 QUEENS RD WEST, CHARLOTTE, NC	VIDEY BARGER	311 Fulfillment						CLOSED	CITIZEN		468660	
702012	NEIGHBORHOODS - High weeds	Closed	10/2/2018 0:00	2018	04	Oct	Housing and NRPD Serv	HNS Code Enforcement	021			7808	ANDOVER WOODS DR		CHARLOTTE	NC	28220		7808 ANDOVER WOODS DR, CHARLOTTE, NC 28220	EMERALD WEB PAGE	WEB Requests	1441737	530038	35.1260704	-80.8672828		CLOSED	WEB CITIZEN	POINT (1441737 530038)	462367	
689348	Sidewalk repair due to waterline break	Closed	5/28/2018 0:00	2018	08	Feb	UT Utilities	UT Administration	257			20221	BLAIRBETH ST		CHARLOTTE	NC	28277		3032 BLAIRBETH ST, CHARLOTTE, NC 28277	MNOY EVYNE	City Council	1447807	492928	35.0257218	-80.8490289		CLOSED	MAILBOX	POINT (1447807 492928)	538821	
674242	Illegal activity in Sagar Creek Park at Sagar Creek	Closed	5/28/2018 0:00	2018	13	May	Housing and NRPD Serv	HNS Code Enforcement	373			6121	CHECKA		CHARLOTTE	NC	28270		6121 CHECKA RD, CHARLOTTE, NC 28270	DOMINIQUE HENDERSON	311 Partner Liaison	1444921	534778	35.1111645	-80.7901794		CLOSED	CITIZEN	POINT (1444921 534778)	555792	
752334	LITTER/GARBAGE IN STREET	Closed	9/25/2017 0:00	2018	03	Mar	Solid Waste Services	Special Services	229			18819	CIRCLE DR		CHARLOTTE	NC	28212		1881 CIRCLE DR, CHARLOTTE, NC 28212	MATTHEW ALDOP	311 Partner Liaison	1401294	582122	35.1375964	-80.7024823		CLOSED	CITIZEN	POINT (1401294 582122)	586825	
704884	SPILLED GARBAGE	Closed	11/29/2018 0:00	2018	05	Nov	Solid Waste Services						ISA		CHARLOTTE	NC	28226		ISA RD, CHARLOTTE, NC 28226	CAGANDEBA ALLISON	311 Partner Liaison						CLOSED	CITIZEN		538722	
684346	Junk Accumulation	Closed	4/12/2018 0:00	2018	10	Apr	Housing and NRPD Serv	HNS Code Enforcement	385			316	HOSKINS MALL LN		CHARLOTTE	NC	28208		316 HOSKINS MALL LN APT 8, CHARLOTTE, NC 28208	MARLENE MCNAIR	311 Partner Liaison	1483076	535737	35.3423248	-80.8870236		CLOSED	CITIZEN	POINT (1483076 535737)	537534	



Emerald Request Detail



Request #:6489886 **Received By:** Marlene Mcnair 353-0347 **Received:** 02/17/2017 14:54
Type: HNS HEALTH AND SANITATION **Origin:** Citizen **Due:** 02/22/2017 14:54
Status: CLOSED **Complex?:** N **Resolved:** 02/21/2017 09:24
Priority: C-Routine **Public Official:**
Group: HNS Code Enforcement **Work Unit:** Coes, Brandon
Title: Junk Accumulation

Request Location	Parcel	Named Creek	Juris	CMPD Div
3112 The Plaza, Charlotte, NC 28205	09309226		Char	Eastway

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Alycia Albis	Caller			980-939-1882	
E-Mail refused					

Detail Description

Citizen called to report junk accumulation on the backside of the shopping center. The addresses withing the shopping center is 3112 thru 3118 The Plaza. No one cleans the backside. There are TV"s, needles, condoms and everything on the ground. The trash cans are left out for days and no lids are on them. Caller says its just plain nasty. Please investigate.

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Note	02/21/17 09:23	95211	Inspection performed on 2/21/2017 (Note from DYNAMICS)
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Resolution

Case Dismissed - No Violations



Emerald Request Detail



Request #:6700118 Received By: Amanda Burch 336-2064 Received: 08/17/2017 13:30
 Type: COMPLAINT Origin: Citizen Due: 08/30/2017 13:30
 Status: CLOSED Complex?: N Resolved: 08/28/2017 00:00
 Priority: B-Priority Public Official: Jennifer Roberts
 Group: Police Work Unit:
 Title: COMPLAINT

Request Location	Parcel	Named Creek	Juris	CMPD Div	
	09309226			Eastway	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Richard Glenn	Caller		704-540-9777		
		E-Mail rickglenn@glenndiving.com			

Detail Description

The following complaint was received in the Mayor's office.

As a resident and business owner in Charlotte I am writing you with my concern with the escalating crime in the uptown area and harassment by individuals on the street soliciting for money. It just seems that very little every comes from your office or the city council on how to address this. With all the development, why is it getting worse. What is your plan? Our street is very unkempt and we have issues with those begging for money congregating at the end of Marshal Air drive doing drugs. We are doing what we can do to chase them away, but it is endless. We find their cardboard signs at the collecting area and used needles, etc. If you want to buy drugs I can direct you where to go, end of Marshall Air Drive.

Concerned Citizen and businessman

Richard L. Glenn

Request Prompt	Response
When did problem occur?	
Where did the problem occur?	
Who was involved?	
What would citizen like the city to do about the problem?	see detail description
Have you called about this problem before?	

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution

PHONE CALL MADE

On, 8/28/2017, I Lt. Caviness called the office of Glenn Diving reference to Emerald Complaint 6700118. The compliant, Richard Glenn was not in the office but I did speak with his secretary. I advised the secretary to leave a message for Mr. Richard Glenn that the Westover Div. community coordinators would be addressing the issue with the homeless camp at the end of Air Marshall Dr. I advised the secretary the Westover Div. would be working with code enforcement to address the issue. I left my phone number for Mr. Richard Glenn to contact me if he had any other concerns or issues. I also advised the secretary I would driving out there today to take a look at the situation.

Lt. Keith Caviness
Charlotte Mecklenburg Police Dept.
Westover Division

Resolution Prompt	Response
What information was given to customer?	see comment above
What would citizen like the city to do about the problem?	see comment above
Who did customer talk to in your KBU?	see comment above
Who can customer call if more information needed?	Westover Division 704-432-2442



Emerald Request Detail



Request #:6700118 (continued)

Was citizen satisfied with the service they received? DON'T KNOW
If no, why?
QA Only: Service Completed - Customer Satisfied



Emerald Request Detail



Request #:6710003 Received By: Gustavo Henriquez 353-0347 Received: 08/25/2017 17:59
 Type: SPILLED GARBAGE Origin: Citizen Due: 08/29/2017 07:00
 Status: CLOSED Complex?: N Resolved: 08/29/2017 08:12
 Priority: B-Priority Public Official:
 Group: SWS GARB AREA 1 Work Unit:
 Title: SPILLED GARBAGE

Request Location	Parcel	Named Creek	Juris	CMPD Div
7830 Bellhaven Bv, Charlotte, NC 28216	03514404		Char	North

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	4109G	4R13R	4114Y	NoRte		

Garbage Carts: 2
 Recycling Carts: 1
 Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Julia Dixon	Caller			704-299-3172	
7830 Bellhaven Bv, Charlotte, NC 28216		E-Mail juliahdixon@aol.com			

Detail Description
 Citizen stated garbage truck dumped the cart and trash went all over the edge close to the creek, it is debris, needles, papers, trash, bags and would like SWS to pick it up ASAP due to needles and people sometimes walk along the road.

Request Prompt	Response
Where is the spill located?	EDGE OF THE ROAD AND NEAR CREEK
How did the spill occur?	TRUCK DROPPED CART AND TRASH SPILLED ALL OVER.
What type of spill is it?	BAGS, TRASH

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution
 INCORRECT REQUEST ENT
 Litter and Debris Ticket has been entered

Emerald Request Detail



Request #: 6741926	Received By: Mindy Levine 336-4796	Received: 09/25/2017 14:47
Type: COMPLAINT	Origin: City Council	Due: 10/04/2017 14:47
Status: CLOSED	Complex?: N	Resolved: 10/03/2017 00:00
Priority: A-Critical	Public Official: Vi Lyles	
Group: Police	Work Unit:	
Title: Illegal activity in Sugaw Creek Park on Sugar Creek		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
	03514404			North	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Bill McConnell	Caller				
		E-Mail mcconnell@carolina.rr.com			

Detail Description

Mr. McConnell wrote to Mayor Pro Tem Lyles about illegal activity in Sugaw Creek Park. He said that he's been there several times over the last few months and each time he has seen prostitutes working the park in broad daylight, heroin addicts doing drugs, needles left on the ground, plastic gloves that he thinks the prostitutes use, and homeless people camping. There is a disc golf course at the park and anyone playing routinely sees these things occurring. Can someone please investigate, contact Mr. McConnell via email and send a report I can share with MPT Lyles? Thanks.

Request Prompt	Response
When did problem occur?	
Where did the problem occur?	
Who was involved?	
What would citizen like the city to do about the problem?	
Have you called about this problem before?	

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Resolution

COMPLETED
 I have made contact with the complainant via email (the only form of contact he provided). We have agreed to meet at the Sugaw Creek Park this Friday (10/6) so that we can discuss and I can see firsthand the concerns he has outlined.

Lieutenant Mike Abbondanza
 Charlotte-Mecklenburg Police Department
 North Tryon Division / SWAT

Resolution Prompt	Response
What information was given to customer?	see comment above
What would citizen like the city to do about the problem?	see comment above
Who did customer talk to in your KBU?	see comment above
Who can customer call if more information needed?	North Tryon Division 704-336-8398
Was citizen satisfied with the service they received?	YES
If no, why?	
QA Only: Service Completed - Customer Satisfied	

Emerald Request Detail



Request #: 6890685	Received By: Mindy Levine 336-4796	Received: 02/28/2018 09:17
Type: COMPLAINT	Origin: Mayor	Due: 03/09/2018 09:17
Status: CLOSED	Complex?: N	Resolved: 03/09/2018 19:03
Priority: A-Critical	Public Official: Vi Lyles	
Group: UT-Administration	Work Unit:	
Title: Sidewalk repair due to waterline break		

Request Location	Parcel	Named Creek	Juris	CMPD Div	
10321 Blairbeth St, Charlotte, NC 28277	22308560		Char		
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Paul Dickson 16878 Dunaverty Pl, Charlotte, NC 28277	Caller	412-901-7799		412-901-7799	
		E-Mail PKDICKSON04@YAHOO.COM			

Detail Description

Mr. Dickson sent an email to Mayor Lyles about a waterline break near 10321 Blairbeth St. and the sidewalk repair that has not been completed yet. He said that his neighbor has called 311 6 times about this but nothing has been done yet. Below is the full email he sent. Can someone provide a timeline for when this work will be completed? Thank you.

Honorable Mayor Lyles,

Thank you for serving our beautiful city of Charlotte. We met August 10, 2017 at One Meck Transportation Briefing at Charlotte City/County Government Center and again at Bradshaw's Social Club at events Representative Alma Adams held and will keep it brief just a few questions for you:

How much does it cost each time the city has to tear a sidewalk out and replace to repair a waterline break?
 How many calls to 311 to have them come back out after a sidewalk is torn up for a water leak repair is reasonable?
 Six calls would probably not be the number I would say?

In fact my neighbor at 10321 Blairbeth Street, Charlotte, NC 28277 has called six times and many months and yet a sidewalk that the city is responsible for is still not repaired. As a former HOA President that oversaw the transfer of our community from builder to resident controlled HOA board we worked with many city departments and all the other departments like road certification and pond certification did outstanding jobs overseeing and demanding that the builder do it right. The water department though we had to make numerous phone calls and emails to solve issues over many months and for some concerns years left by the builder and city water department in the past so this is not an isolated incident it is a trend. We have probably seen in my almost nine years in our Charlotte community 10-25 waterline breaks that cause major leaks just in our small community of 202 town homes. Most of these seem to occur during winter months from freezing and thawing and living in Pennsylvania for about twenty years don't remember a single occurrence and this was also a new community.

This would not cut it in private business as they would be out of business. With water line leak issues and sidewalk repair afterwards they will not give you an email address to report a problem so there is no accountability as you can only call. My suggestion is the water department should be privatized or at least the part that deals with sidewalk repair and water line leaks. The water line building codes that are required should be reviewed as there is a lot of money and time being wasted needlessly by homeowners and the city, that could be spent elsewhere in the city or returned to the taxpayers. Thank you in advance for your help to make Charlotte a place we love to call home and glad to work with you to make Charlotte water services more efficient.

Paul Dickson
 412-901-7799
 pkdickson04@yahoo.com

Request Prompt	Response
When did problem occur?	
Where did the problem occur?	
Who was involved?	
What would citizen like the city to do about the problem?	
Have you called about this problem before?	

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text

Request #:6890685 (continued)

Resolution

EMAIL SENT

sent email to field ops. information sent to contractor and they will provide a date.

Resolution Prompt

Response

What information was given to customer?

What would citizen like the city to do about the problem?

Who did customer talk to in your KBU?

Who can customer call if more information needed?

Was citizen satisfied with the service they received?

If no, why?

QA Only: Service Completed - Customer Satisfied



Emerald Request Detail



Request #:6943346 **Received By:** Marlene McNair 353-0347 **Received:** 04/12/2018 15:56
Type: HNS HEALTH AND SANITATION **Origin:** Citizen **Due:** 04/17/2018 15:56
Status: CLOSED **Complex?:** N **Resolved:** 05/07/2018 08:37
Priority: C-Routine **Public Official:**
Group: HNS Code Enforcement **Work Unit:** Altizer, Kerri
Title: Junk Accumulation

Request Location	Parcel	Named Creek	Juris	CMPD Div
316 Hoskins Mill Ln Apt B, Charlotte, NC 28208	06306123		Char	Freedom

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Sylvia Rhodin 316 Hoskins Mill Ln Apt B, Charlotte, NC 28208	Caller	980-209-9869			
		E-Mail refused@311.com			

Detail Description

Citizen called to report junk on the ground near the dumpster area. The dumpsters are always overflowing and when they are emptied, trash falls on the ground and the complex will not clean it up. There are needles on the ground about the dumpsters as well. Please investigate

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	04/13/18 12:44	96930	Inspection performed on 4/13/2018 (Note from DYNAMICS)
Note	04/13/18 12:44	crmadmin	Notice of Violation (Note from DYNAMICS)
Note	04/13/18 12:44	96930	Notice of Violation to NewView Realty Group (Note from DYNAMICS)
Note	04/13/18 12:44	96930	Notice of Violation to HOSKINS VIEW 32 LLC (Note from DYNAMICS)
Note	04/13/18 13:13	96930	Phone Call (Note from DYNAMICS)
Note	04/23/18 15:30	crmadmin	Notice of Violation (Note from DYNAMICS)
Note	04/23/18 15:30	96930	Notice of Violation to NewView Realty Group (Note from DYNAMICS)
Note	04/23/18 15:30	96930	Notice of Violation to HOSKINS VIEW 32 LLC (Note from DYNAMICS)
Note	04/23/18 15:30	96930	Reinspection performed on 4/23/2018 (Note from DYNAMICS)
Note	05/07/18 08:37	96930	Reinspection performed on 5/7/2018 (Note from DYNAMICS)

Resolution

Compliance - Corrected by Owner



Emerald Request Detail



Request #:7311412 Received By: Vickie Barger 353-0347 Received: 02/14/2019 16:02
 Type: SPILLED GARBAGE Origin: Citizen Due: 02/15/2019 16:02
 Status: CLOSED Complex?: N Resolved: 02/14/2019 12:00
 Priority: B-Priority Public Official:
 Group: Solid Waste Services Work Unit:
 Title: SPILLED GARBAGE

Request Location	Parcel	Named Creek	Juris	CMPD Div
1400 Queens Rd West, Charlotte, NC ... [Unrecognized Address:]			Char	

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
	/						

Garbage Carts:

Recycling Carts:

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Beth Batanides	Caller			704-542-5877	

E-Mail

Detail Description

CALLER STATED BAGS OF MEDICAL WASTE (GLOVES, ETC) NO NEEDLES ARE BLOWING DOWN THE STREET ON QUEENS ROAD WEST IN THE 1400 BLOCK

Request Prompt	Response
Where is the spill located?	AROUND 1400 BLOCK OF QUEENS RD W
How did the spill occur?	Don't Know
What type of spill is it?	MEDICAL MATERIALS...SWABS, GLOVES, ETC
Is Gate Code Required Y/N	No
Gate Code #:	
Subdivision Name:	
HOA/Community Center Contact Person:	
HOA/Community Center Contact #:	

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	02/14/19 17:38	Web Service	CALLER STATED BAGS OF MEDICAL WASTE (GLOVES, ETC) NO NEEDLES ARE BLOWING DOWN THE STREET ON QUEENS ROAD WEST IN THE 1400 BLOCK (Note from CITYWORKSSWS)

Resolution

CITIZEN CONTACTED

Per LW: spoke w/citizen advised will collect today if bagged 02/14/2019

Emerald Request Detail



Request #: 7340870	Received By: Lora Marshall	Received: 03/13/2019 10:29
Type: HNS HOUSING	Origin: Citizen	Due: 03/18/2019 10:29
Status: CLOSED	Complex?: N	Resolved: 03/13/2019 00:00
Priority: C-Routine	Public Official:	
Group: HNS Tenant Code Complaint	Work Unit:	
Title: HNS HOUSING		

Request Location	Parcel	Named Creek	Juris	CMPD Div
5929 Regal Estate Ln Apt 104, Charlotte, NC 28212	10311117		Char	Hickory Grove

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Rachela Leonard 5929 Regal Estate Ln Apt 104, Charlotte, NC 28212	Caller			910-995-8176	
		E-Mail	refused@311.com		

Detail Description

Ms. Leonard states, repairs has not been made since her last complaint with HNS Housing in November 2018 , Reequst #7229285. Ms.Leonard states, carpet in the foyer and kitchen is coming up with needles poking out. She states, she can see through the flooring in the living room, the screen door cannot lock without the charlie bar being down and the bedroom windows have mold on them.

Ms. Leonard was advised about the City's Mold Policy.

Request Prompt	Response
Have you contacted your landlord or the property owner to request that repairs are made?	Yes
	Yes

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text

Resolution

Jessica Freeze 432-6811 will assign an inspector for Housing case 20190013140.

Emerald Request Detail



Request #: 7352334	Received By: Matthew Alsop 353-0347	Received: 03/22/2019 07:59
Type: LITTER/DEBRIS IN STREET	Origin: Citizen	Due: 04/02/2019 07:59
Status: CLOSED	Complex?: N	Resolved: 03/28/2019 10:47
Priority: B-Priority	Public Official:	
Group: Special Services	Work Unit: Haqq, Abdul	
Title: LITTER/DEBRIS IN STREET		

Request Location	Parcel	Named Creek	Juris	CMPD Div
13835 Circle Dr, Charlotte, NC 28262	05108223		Char	University City

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
North	/	5117G	5G12R	5201Y			

Garbage Carts: 1

Recycling Carts: 1

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Chyna Bates 13835 Circle Dr, Charlotte, NC 28262	Caller			980-248-9004	
		E-Mail	wisevibes@hotmail.com		

Detail Description

Citizen states there is all kind trash, litter, needles, and other debris along the side of the street that needs to be cleaned up. On Circle Dr in the 13800 block.

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this creating a traffic hazard?	NO
What is in or along the street that needs to be cleaned up?	TRASH, LITTER, NEEDLES, AND OTHER MISC TRASH AND DEBRIS.

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Note	03/22/19 08:31	Web Service	Citizen states there is all kind trash, litter, needles, and other debris along the side of the street that needs to be cleaned up. On Circle Dr in the 13800 block. (Note from CITYWORKSSWS)
Note	03/22/19 08:32	Web Service	Citizen states there is all kind trash, litter, needles, and other debris along the side of the street that needs to be cleaned up. On Circle Dr in the 13800 block. (Note from CITYWORKSSWS)
Note	03/22/19 18:06	Web Service	Citizen states there is all kind trash, litter, needles, and other debris along the side of the street that needs to be cleaned up. On Circle Dr in the 13800 block. (Note from CITYWORKSSWS)

Resolution

CLEANED STREET/ROW/DU

Emerald Request Detail



Request #: 7390025	Received By: Amanda Burch 336-2064	Received: 04/22/2019 10:25
Type: COMPLAINT	Origin: Citizen	Due: 05/01/2019 10:25
Status: CLOSED	Complex?: N	Resolved: 05/02/2019 00:00
Priority: B-Priority	Public Official: Larken Egleston	
Group: Police	Work Unit:	
Title: COMPLAINT		

Request Location	Parcel	Named Creek	Juris	CMPD Div
Blackwood Av, Charlotte, NC 28205			Char	
At Commercial Av				

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Rodney Picklebottom	Caller				
		E-Mail	rodneypicklebottom@gmail.com		

Detail Description

The following email was sent to CM Egleston.

Being a long-time resident of Charlotte, I've had the pleasure of seeing this fair city grow, for better and worse.

Unfortunately, I'm not writing about the better.

I have been on Blackwood Avenue for many years, seeing many things and people come and go. Sadly, the one thing that has seemed the most persistent is the drug dealing, drug use and, prostitution.

The information being given by the police officers in the area is that they are understaffed and unable to do routine patrols because they are constantly responding to calls for service. I have little doubt that the police officers in our division are quite busy. I must complain that they are understaffed and unable to help combat the problems with drugs and crime in our area.

When drug dealers are able to operate with little fear of police intervention, there is a real problem. When used condoms are tossed into our yards on a regular basis, we have no recourse. Used hypodermic needles are regularly found among the beer cans, cigarette packs and other miscellaneous refuse. Our children play in these areas and parents are in fear they will pick up a needle and contract an infectious disease. This is unacceptable as a parent and resident.

The drug dealers and users stumble around day and night. They offer threats for even the slightest odd look.

If our police are so understaffed that the residents of our area feel unsafe, perhaps some reassignments are in order. A property owner in the area has informed us that Narcotics detectives have been working in the neighborhood. If they have, we have seen little or no improvement from their efforts. The same property owner has also informed us that these detectives have been called away to focus on Sugar Creek Rd.

We are under no illusion that we are the only neighborhood in the police response area with problems. We do wish that we were able to see a larger police presence. We are at our wits' end and wish to see a bit of safety return to our neighborhood.

Please help us!

Blackwood Avenue residents

Request Prompt	Response
When did problem occur?	
Where did the problem occur?	
Who was involved?	
What would citizen like the city to do about the problem?	
Have you called about this problem before?	

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

EMAIL SENT

Request #:7390025 (continued)

Resolution

An email was sent to the complainant on April 24, it was the only contact information listed on the sheet. Email said:

Good afternoon,

I wanted to reach out in reference to concerns you had reference police presence in your neighborhood. Thank you for bringing your concerns to our attention. If you'd like to provide your contact information we would be happy to speak further.

So far I have not received an email back from Rodney Picklebottom. It is unknown who spoke to Mr. Picklebottom about the conversation that started the complaint.

Thank you,

Lt. M. Anderson
CMPD North Tryon Division

Resolution Prompt

Response

What information was given to customer?	see comment above
What would citizen like the city to do about the problem?	see comment above
Who did customer talk to in your KBU?	see comment above
Who can customer call if more information needed?	North Tryon Division 704-336-8398
Was citizen satisfied with the service they received?	DON'T KNOW
If no, why?	
QA Only: Service Completed - Customer Satisfied	



Emerald Request Detail



Request #:7439074 Received By: Dominique Henderson Received: 05/28/2019 11:34
 Type: HNS HEALTH AND SANITATION Origin: Citizen Due: 05/31/2019 11:34
 Status: CLOSED Complex?: N Resolved:
 Priority: C-Routine Public Official:
 Group: HNS Code Enforcement Work Unit: Wilkins, Tony
 Title: Vacant/Junk

Request Location	Parcel	Named Creek	Juris	CMPD Div	
6132 Creola Rd, Charlotte, NC 28270	18701304		Char	Independence	
Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization

Detail Description

Caller states that the roof looks to have caved in and the property has not been taken care of, and there is no needles all over the property.

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	05/31/19 08:27	97032	Inspection performed on 5/31/2019 (Note from DYNAMICS)

Resolution

Case Dismissed - No Violations

Request #: 7602017 **Received By:** Emerald Web Page **Received:** 10/01/2019 13:48
Type: HNS HEALTH AND SANITATION **Origin:** Web Citizen **Due:** 10/04/2019 13:48
Status: CLOSED **Complex?:** N **Resolved:**
Priority: C-Routine **Public Official:**
Group: HNS Code Enforcement **Work Unit:** Whittington, Dennis
Title: NEIGHBORHOODS - High weeds & grass, junk in yard, etc.

Request Location	Parcel	Named Creek	Juris	CMPD Div
7808 Andover Woods Dr, Charlotte, NC 28210	17332510		Char	Steele Creek

... The wooded area between the Andover Woods Apartments buildings and the backyards of the houses on Sherbourne Drive. This area begins just after the wooden retainer wall 10 to 20 feet behind the apartment buildings closest to Sherbourne Drive and ends at the back yards of the houses on Sherbourne Drive.

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
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Detail Description

Andover Woods Apartments has allowed the wooded area that borders their property up to the back yards of houses on Sherbourne Drive to become a very dangerous dumping ground of all kinds of building and construction materials, glass bottles, broken glass, old needles, cans, old shoes, old furniture, and many other random types of dumped garbage and old items. They also allow kids to play in these dangerous woods and even allow off-road dirt bike motorcycles to drive in these woods almost every day.

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
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Resolution

Case Dismissed - No Violations



Emerald Request Detail



Request #:7606348 Received By: Ashley Ingram Received: 10/04/2019 12:17
 Type: LITTER/DEBRIS IN STREET Origin: Citizen Due: 10/15/2019 12:17
 Status: CLOSED Complex?: N Resolved: 10/07/2019 12:00
 Priority: B-Priority Public Official:
 Group: Special Services Work Unit: Haqq, Abdul
 Title: LITTER/DEBRIS IN STREET

Request Location	Parcel	Named Creek	Juris	CMPD Div
Rosa Parks Pl, Charlotte, NC			Char	
At Beatties Ford Rd ... [Unrecognized Address:]				

SWS Area	SP?	GRoute	RRoute	YRoute	Req. Route	Truck	FSR
/							

Garbage Carts:

Recycling Carts:

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization

Detail Description

NEEDLES ON GROUND LOCATED IN FRONT OF MEDIC STATION 53

Request Prompt	Response
In Charlotte City Limits? IF NO, WILL NOT BE SERVICED.	YES
Is this creating a traffic hazard?	YES
What is in or along the street that needs to be cleaned up?	NEEDLES

Inspection	Date	Inspector	Results

Progress Note	Date	Author	Text
Note	10/04/19 12:21	Web Service	NEEDLES ON GROUND LOCATED IN FRONT OF MEDIC STATION 53 (Note from CITYWORKSSWS)
Note	10/04/19 13:10	Web Service	[Unrecognized Address:] NEEDLES ON GROUND LOCATED IN FRONT OF MEDIC STATION 53 (Note from CITYWORKSSWS)

Resolution

COULD NOT FIND/LOCATE



Emerald Request Detail



Request #:7612427
 Type: STW CNTY WATER QUALITY
 Status: CLOSED
 Priority: U-Unspecified
 Group: STW-County Water Quality
 Title: STW CNTY WATER QUALITY

Received By: Breannah Batts
 Origin: Citizen
 Complex?: N
 Public Official:
 Work Unit:

Received: 10/09/2019 15:24
 Due: 10/16/2019 15:24
 Resolved: 10/09/2019 17:37

Request Location	Parcel	Named Creek	Juris	Ease?	Flood?	CMPD Div
8322 Pineville-Matthews Rd, Charlotte, NC 28226	22119144		Char			

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Lydia Nabors 12633 Cardinal Woods Dr, Pineville, NC 28134	Caller			704-572-0541	
			E-Mail	refused@311.com	

Detail Description

Citizen states there is body of water behind two buidings of 8322 Pineville-Matthews Road and 10124 Johnston Road that have childrens clothing, needles, and feces that others have dumped.

Inspection	Date	Inspector	Results
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Watershed Area	Ranking:	Blockages	Erosion	Water Quality
		<input type="checkbox"/> Pipe	<input type="checkbox"/> Banks	<input type="checkbox"/> Odor
Storm Water Problem Classification		<input type="checkbox"/> Ditches	<input type="checkbox"/> Channels	<input type="checkbox"/> Film on Water
		<input type="checkbox"/> Creek	<input type="checkbox"/> Sheet Flow	<input type="checkbox"/> Algae
				<input type="checkbox"/> Fish Kill
	Callback?	Blowouts	Ponding	Inefficient Design
	<input type="checkbox"/>	<input type="checkbox"/> Pipes	<input type="checkbox"/> Yard	<input type="checkbox"/> Channel
		<input type="checkbox"/> Structures	<input type="checkbox"/> Street	<input type="checkbox"/> Ponds
			<input type="checkbox"/> Ditch	<input type="checkbox"/> Drainage Structure

Progress Note	Date	Author	Text
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Resolution

Storm Water History - No request history

Emerald Request Detail



Request #: 7654834	Received By: Cassandra Allison 353-0347	Received: 11/19/2019 07:49
Type: SPILLED GARBAGE	Origin: Citizen	Due: 11/20/2019 07:49
Status: CLOSED	Complex?: N	Resolved: 11/19/2019 12:00
Priority: B-Priority	Public Official:	
Group: Solid Waste Services	Work Unit:	
Title: SPILLED GARBAGE		

Request Location	Parcel	Named Creek	Juris	CMPD Div
Rea Rd, Charlotte, NC 28226			Char	
At Blakeney Greens Bv ... [Unrecognized Address:]				

SWS Area	SP?	GRoute	RRRoute	YRoute	Req. Route	Truck	FSR
/							

Garbage Carts:

Recycling Carts:

Multiplex Name:

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Melody Beck	Caller			704-309-8229	
E-Mail mellebeck@gmail.com					

Detail Description

the garbage is medical waste with possible sharps, needles, medicine bottles and located across the street from the Blakeney Shopping center. it all over Rea rd and she is worried about children picking up the gowns

Request Prompt	Response
Where is the spill located?	near the neighborhood Blakeney greens blvd
How did the spill occur?	not sure
What type of spill is it?	garbage but it is medical waste
Is Gate Code Required Y/N	No
Gate Code #:	
Subdivision Name:	Blakeney Greens
HOA/Community Center Contact Person:	company Henderson Properties
HOA/Community Center Contact #:	704-970-4155

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	11/19/19 08:06	Web Service	the garbage is medical waste with possible sharps, needles, medicine bottles and located across the street from the Blakeney Shopping center. it all over Rea rd and she is worried about children picking up the gowns (Note from CITYWORKSSWS)
Note	11/19/19 08:18	LOLETIA BOYKIN	LB left mess w/citizen waiting from return call
Note	11/19/19 08:24	Web Service	LOLETIA BOYKIN
			LB left mess w/citizen waiting from return call (Note from CITYWORKSSWS)
Note	11/19/19 08:38	EBONE ALLEN	another citizen called about garbage at intersection
Note	11/19/19 08:44	Web Service	EBONE ALLEN
			another citizen called about garbage at intersection (Note from CITYWORKSSWS)
Note	11/19/19 08:45	Web Service	[Unrecognized Address:]the garbage is medical waste with possible sharps, needles, medicine bottles and located across the street from the Blakeney Shopping center. it all over Rea rd and she is worried about children picking up the gowns (Note from CITYWORKSSWS)

Request #:7654834 (continued)

Progress Note	Date	Author	Text
Note	11/20/19 08:15	Web Service	[Unrecognized Address:]the garbage is medical waste with possible sharps, needles, medicine bottles and located across the street from the Blakeney Shopping center. it all over Rea rd and she is worried about children picking up the gowns (Note from CITYWORKSSWS)

Resolution

COLLECTED/PICKED UP



Emerald Request Detail



Request #:7671769 Received By: Ashley Ingram Received: 12/05/2019 10:19
 Type: CDOT CLEAN CATCH BASIN Origin: Citizen Due: 12/16/2019 10:19
 Status: CLOSED Complex?: N Resolved: 12/06/2019 07:04
 Priority: B-Priority Public Official:
 Group: Street Maintenance Work Unit:
 Title: CDOT CLEAN CATCH BASIN

Request Location	Parcel	Named Creek	Juris	CMPD Div
Commonwealth Av, Charlotte, NC 28205 At Westover St			Char	

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Jerome Anderson	Caller			252-521-1621	

E-Mail

Detail Description

ACROSS FROM CHILDREN'S NETWORK, STORM DRAINS ON STREET CLOGGED WITH LEAVES/NEEDLES HAVE BEEN FOUND IN DRAINS/PLEASE CHECK NEARBY DRAINS

Request Prompt	Response
Is the Basin in the Street? If yes, continue with request.	YES
If it's in a yard, create a Blockage request.	NO
Exact location?	ACROSS FROM CHILDREN'S NETWORK
On a City maintained street? If not, refer to NCDOT	YES
Is it creating a traffic hazard?	NO
Direction.	WESY
First Request?	YES
What is blocking?	
How long accumulating?	
Is there active flooding?	

Inspection	Date	Inspector	Results
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Progress Note	Date	Author	Text
Note	12/06/19 07:04	Web Services	ACROSS FROM CHILDREN'S NETWORK, STORM DRAINS ON STREET CLOGGED WITH LEAVES/NEEDLES HAVE BEEN FOUND IN DRAINS/PLEASE CHECK NEARBY DRAINS // Prompts // // Is the Basin in the Street? If yes, continue with request. YES // If it's in a yard, create a Blockage request. NO // Exact location? ACROSS FROM CHILDREN'S NETWORK // On a City maintained street? If not, refer to NCDOT YES // Is it creating a traffic hazard? NO // Direction. WESY // First Request? YES // (Note from CityworksCDOT)

Resolution



Emerald Request Detail



Request #: 7699391 **Received By:** Emerald Web Page **Received:** 01/02/2020 18:08
Type: HNS HEALTH AND SANITATION **Origin:** Mobile Citizen **Due:** 01/07/2020 18:00
Status: CLOSED **Complex?:** N **Resolved:** 01/21/2020 14:00
Priority: C-Routine **Public Official:**
Group: HNS Code Enforcement **Work Unit:** Canterbury, Carl
Title: NEIGHBORHOODS - High weeds & grass, junk in yard, etc.

Request Location	Parcel	Named Creek	Juris	CMPD Div
5000 Nations Crossing Rd Suite 206, Charlotte, NC 28217	16903212		Char	Westover

Citizen Name	Citizen Type	Home Phone	Work Phone	Cell Phone	Organization
Joe Smo	Caller	704-522-5268			

E-Mail

Detail Description

Used needles and drug paraphernalia on premises

Inspection	Date	Inspector	Results
Progress Note	Date	Author	Text
Note	01/07/20 15:47	crmadmin	Notice of Violation to WOODLAWN PARK LAND LP (Note from DYNAMICS)
Note	01/07/20 15:47	crmadmin	Notice of Violation to ACCENT WOODLAWN PARK LP (Note from DYNAMICS)
Note	01/07/20 15:47	crmadmin	Notice of Violation (Note from DYNAMICS)
Note	01/07/20 15:47	crmadmin	Notice of Violation to C/O WESTPLAN INVESTORS (Note from DYNAMICS)

Resolution

Compliance - Corrected by Owner