November 23, 2022

## Mayor's Message

During 2019 and 2020 township staff, undertook and completed the task of revamping the Township website. Certainly, this was anything but easy. The goal was to provide residences with information that could be updated regularly, dealing with services forms etc. from all different levels of government.

Recently I have become aware of compliments and complaints. This appears on the first screen of the website.

Clicking on this icon will bring up a form.

Completing the form takes, but a few minutes. Pictures showing your issue are also encouraged.

When finished hit the send button, and the form then goes to the appropriate Township department, and you will receive confirmation that the form has been successfully submitted. You will be provided with a tracking number for future reference. The manager will see your form and review your issue. The Manager will respond within 30 calendar days.

The form provides a space for name, signature and date. This is primarily used for contact purposes, however, if this becomes a legal matter, and the issue goes to court, your name will be released. The Township does not divulge the originator's name during the investigation.

I have used the system and find it efficient, and I am sure you will find it gets results, much quicker, than the old method of requesting service. If you need any assistance,

please call the office and speak to the department head who will happily give you additional help.

Stay safe John