



Office of the City Manager

TO: Honorable Mayor and Members of the City Council

FROM: Patrick Urich, City Manager *PU*

DATE: March 9, 2012

SUBJECT: Issues Update

The following are issues related to the City for the weekly Issues Update. If there are additional items you believe should be included, please let me know.

LANDLORD/NON-OWNER OCCUPIED PROPERTY OWNERS 2012 TRAINING SEMINARS. The training seminars for 2012 have been completed, with over 1,300 landlords attending one of the three scheduled training seminars. The presentation was a collaboration of Council Member Spain, Council Member Turner, Inspections Department, Police Department, Legal Department, and four area landlords. Topics that were discussed included property maintenance codes, self-inspection process, and chronic nuisance laws. The landlords on the panel presented and offered tips regarding lease language, application process, tenant screening, eviction process, and running a successful rental business. A power point presentation can be accessed at PeoriaRentalInfo.com.

CITY HALL WELCOME DESK. On Wednesday, March 7, 2012, the City hosted a volunteer orientation for the new City Hall Greeter Program. The City has partnered with Retired Senior and Volunteer Program (RSVP) to recruit, screen and help manage volunteers. Eleven volunteers attended Wednesday's orientation which covered City policies, roles and responsibilities, along with customer service training and a building tour.

Volunteers will serve as the first impression for visitors to City Hall, helping to provide information and direction. The desk will be staffed in three-hour shifts each business day: 8 am - 11 a.m.; 11 a.m. - 2 p.m.; and 2 p.m. to 5 p.m. Volunteers will begin "on-the-job training" with Shawn Stout, the City's Customer Service Coordinator, this coming Monday (March 12, 2012). Individuals interested in volunteering can reach Shawn at (309) 494-2273 or Jenny Lee (Assistant Director, RSVP) at 682-8521.