

## Resident Complaint - Concern summary 10/12 to 11/16/15:

### Old Business

- 10/1 Girls Scout Unit 742 called to discuss details needed for their annual Scarecrow Fun Fest. Maintenance staff discussed the request, and scheduled staff and supplies required for the event.
- 10/28 Girl Scout leader left a message saying thank you for everything (scarecrow posts, hay bales, and the hayride), and she reported that the event went very well.

### New Business

- 10/13 Indian Trail School staff called to report broken glass at the school playground. Park staff helped clean up the broken glass, took pictures, and logged the incident for future vandalism inquiries.
- 10/13 Park District front desk staff received a call reporting graffiti at the Union Creek picnic shelter on 80<sup>th</sup> Avenue. Graffiti, written in marker, was found on picnic tables and removed.
- 10/14 ComEd called to confirm a scheduled a service switch over at the Community Center after normal business hours. IT was made aware, and a meeting was moved to Square Links Golf Course.
- 10/15 Lighthouse Pointe neighbor called to complain about litter and requested an extra garbage can at a bridge located in the woods near Lighthouse Pointe Park. Staff explained the bridge was not on Park District property, so placing a garbage can at that location would not be appropriate. Maintenance staff were sent to the location to remove as much of the litter as they could.
- 10/15 Lincoln-Way North High School Music Booster volunteer called to discuss details needed for their evergreen fundraiser, November 17 to 21, at the maintenance garage.
- 10/19 SSSRA emailed, asking for assistance with a light bulb issue. Maintenance staff changed two light bulbs later that day.
- 10/20 Square Links Golf Course neighbor that lives adjacent to the first green called to complain about his window being broken. The neighbor was notified by letter that we were sorry about the broken window, however, the Park District is not responsible for an individual's actions when using Park District property. Included with the letter was the Park District's Errant Golf Ball Policy and two free golf passes.
- 10/24 FSBL emailed, thanking for all the help the Park District provided in maintaining the fields this season.
- 11/9 Park District staff were called to the Dog Park regarding a dog bite. Upon arrival, staff learned the incident happened in the neighborhood close to Pine Hill and Evergreen Drive. Maintenance staff gave first aid supplies to the person that received the dog bite, and front desk staff called the Will County Sheriff's Department.
- 11/12 Park maintenance staff reported vehicle tracks through the turf at the Champions Park practice football field. Pictures were taken of the damage, and a report was filed with the Will County Sheriff's Department.