

# District provides many ways to contact us and receive information

With the first day of summer this Sunday, many residents are heading out to enjoy the beautiful (and hot) weather in our community. As you hop in your golf cart and travel the many, many miles of multi-modal paths throughout the community, please make sure to pay attention to your surroundings and notify us of anything that may need attention.

Your District government has several outlets through which you can make contact around the clock. You even can verify whether the “breaking news” you heard or read online is accurate. Your friends and neighbors will be captivated with your knowledge of the District!

Have you had a chance to attend Welcome Wednesday? Based on valuable feedback received from resident attendees and board supervisors, we recently changed the start time to 11 a.m. Welcome Wednesdays still are held each Wednesday at the District office at 984 Old Mill Run in Lake Sumter Landing.

By attending Welcome Wednesday, residents have the opportunity to hear about ongoing projects such as the current construction of El Santiago Recreation Center or road and tunnel closures throughout the community. Each week we address rumors and answer questions to ensure accurate information is disseminated throughout the community.

For those residents who are out enjoying the pools and other recreation activities and are not able to attend Welcome Wednesday, we post weekly informational newsletters on our website, [districtgov.org](http://districtgov.org).



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If you have questions or need additional information on anything provided during Welcome Wednesday, please call the Customer Service Center at 753-4508. We will be happy to assist you!

In addition to Welcome Wednesday newsletters, [districtgov.org](http://districtgov.org) has several other opportunities for you to contact us or gather information.

We receive phone calls and emails on a regular basis from residents who notice landscape or other issues that need attention. With approximately 100,000 residents in The Villages, we appreciate the help and extra set of eyes.

To notify us via email 24 hours per day, please click on the blue icon titled “Question? Comments? Contact Us!” You will have the opportunity to choose from a plethora of subjects pertaining to your District government. By choosing the appropriate subject, your questions or comments automatically will be sent to the correct department.

To reach the Customer Service Center over the telephone, call 753-4508. Our customer service representatives are available from 8 a.m. to 5 p.m. Monday through Friday and will be happy to assist you. For assistance after hours, call Community Watch Dispatch at 753-0550.

If you would prefer that we contact you with items such as road closures, recreation

center closures, board meeting agendas and even job postings, please take a moment to sign up for e-notifications.

You can locate the link titled “Sign up for e-Notifications” on the bottom left side of our website, [districtgov.org](http://districtgov.org). Once you sign up and choose the subjects that interest you, we will contact you via email about information that is important to you.

The bulletin boards at each postal facility provide a valuable communication tool for the District government and also for residents of The Villages for their neighborhood social events.

To ensure that all postings are considered in a consistent manner, guidelines for posting materials on the bulletin boards are established and available at the Customer Service Center and on [districtgov.org](http://districtgov.org). You can submit an item for posting in one of the following ways:

- Visit the Customer Service Center to drop off a copy of the item

- Email the item to [customerservice@districtgov.org](mailto:customerservice@districtgov.org)

- Place the item in the Utility / Amenity / District Correspondence box located at each postal facility

For each submittal, please provide your name and telephone number, post and removal date (not to exceed two weeks from post date) and the postal facility where you would like the item displayed. For additional information on posting items on the bulletin boards, call the Customer Service Center.

For those residents who took the time to complete the Annual Resident Survey, we

would like to thank you for providing us with your valuable feedback. We continually review this information and appreciate hearing how we are doing in your eyes as well as ways we can improve our services.

For those residents who indicated they would like a District representative to speak at their club or social, we look forward to contacting you to arrange this. If you are interested in having a District representative speak at your club or social, please contact us in any of the ways I previously mentioned and we will be happy to attend.

Thank you for taking the time to learn more about the opportunities available to both contact and receive information from your District government.

As you take a break from the heat this summer, please take a moment to stop by the Customer Service Center or visit [districtgov.org](http://districtgov.org). We have many safety and informational

brochures and documents available to you.

Information such as who is allowed access on the multimodal paths, what happens when you call 911 in The Villages and golf cart safety is available with just the click of your mouse on [districtgov.org](http://districtgov.org).

If you prefer hard copies of information, brochures on

roundabouts and golf cart safety also can be obtained by visiting the Customer Service Center at 984 Old Mill Run in Lake Sumter Landing. We hope to see you again next week here at Our Place!

*Carrie Duckett is the manager of customer and support services. She can be reached at [carrie.duckett@districtgov.org](mailto:carrie.duckett@districtgov.org).*