

How to Complain (Effectively)

When problems arise, North Hills residents can use many resources linked from our website http://www.neighborhoodlink.com/N_Hills. The Association's board recommends that affected persons report problems to responsible parties and make the association's volunteer ombudsman Maureen Bowser, (mfbowser@comcast.net or 690-5788) aware of reports and any outcomes so that patterns may be identified.

North Hills is governed by New Castle County (NCC) regulations and NCC Police serves the area. **To report an emergency, dial 911.** Call 302-573-2800 for non-emergency police service.

Report violations using the **New Castle County Property Maintenance Complaint System** at <http://hanportal.nccde.org/DP1/Metroplex/Newcastle/customerservice/selectbyservno.asp> or by calling 302-395-5555 between the hours of 8am and 4pm, Monday-Friday. Common property maintenance violations are described at <http://www2.nccde.org/landuse/CodeViolations/PropertyMaintenanceViolations/default.aspx>

Use <http://www.deldot.gov/public.ejs?command=PublicReportRoadCondition> to **Report a Road Condition** such as a traffic signal malfunction, sign damage, or debris in the roadway, or call the DelDOT Transportation Management Center (24 hours a day) at 302-659-4600.

Delaware Helpline <http://www.delaware211.org/> or 800-464-4357 offers free human service referrals to community resources.

North Hills elected representatives (may change with 2012 redistricting):

New Castle County Councilman John Cartier

Office Phone: 302-395-8348, Home: 302-764-1329, Email: jjcartier@nccde.org

Aide: Christina Bloemendaal 302-395-8368 or ctbloemendaal@nccde.org

New Castle County Executive Paul G. Clark

Office Phone: 302-395-5101

Representative Debra J. Heffernan

Dover Office Phone: 302-744-4351, Carvel Building: 302-577-8476, Home: 302-762-3478

Delaware State Senator Harris B. McDowell III

Dover Office Phone: 302-744-4147, Carvel Building: 302-577-8744

Delaware's Federal Government representatives all have Wilmington offices

U.S. Representative John Carney 302-691-7333

U.S. Senator Christopher Coons 302-573-6345

U.S. Senator Thomas Carper 302-573-6291