



401 South Park Avenue • Winter Park, Florida 32789

Communications

Media Inquiries: Clarissa Howard  
407-599-3428 • 407-948-2044 cell

# PRESS RELEASE

## City launches @YourRequest, a new online service to expedite city service requests

**WINTER PARK, FL, an internationally recognized, award winning city with multiple accredited agencies (July 1, 2020)** Today, the city launched a new online service, **@YourRequest**. This new service is accessible from [cityofwinterpark.org/AtYourRequest](http://cityofwinterpark.org/AtYourRequest) and will allow users to easily submit questions and requests for city services right from their mobile device or computer. Upon submission, requests will be routed to the appropriate city department to address.

Users can also quickly find an extensive log of Frequently Asked Questions with common answers. Examples of what can be reported using [@YourRequest](https://twitter.com/YourRequest) are:



- broken or cracked sidewalks
- code compliance concerns
- non-emergency issues
- potholes
- power outages (or call [1-877-811-8700](tel:1-877-811-8700))
- repairs or maintenance of city facilities or amenities
- utility turn on and off services

“We are in such a unique time right now where in-person contact is not the preferred method of communication due to COVID-19,” said Assistant City Manager Michelle Neuner. “[@YourRequest](https://twitter.com/YourRequest) is a robust online tool that allows you to let the city know of any issues that need to be addressed, provide photos of the area, if desired, and submit them quickly. Customer service is one of the city’s core values and [@YourRequest](https://twitter.com/YourRequest) will allow us to deliver this better and more efficiently.”

This service is for **non-emergency questions and requests only**. Please call 911 for all emergency-related calls. For more information regarding the City of Winter Park, please visit [cityofwinterpark.org](http://cityofwinterpark.org). Like, follow and watch us on [Facebook](#)<sup>®</sup>, [Twitter](#)<sup>®</sup>, [Instagram](#)<sup>®</sup>, [Vimeo](#)<sup>®</sup>, and [YouTube](#)<sup>®</sup>. Winter Park is always [@YourRequest](https://twitter.com/YourRequest).

# # #