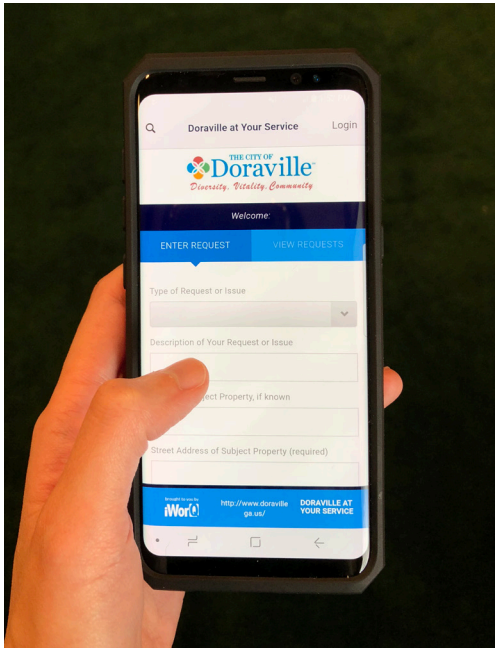


ANNOUNCING DORAVILLE AT YOUR SERVICE APP



The City is pleased to introduce a 24/7 service request app for residents

The app can be used to report issues or to request certain services. General issues, such as code violations or potholes, can be reported, and sanitation service requests, including new service, container replacement or bulk item pickup, can be submitted 24/7 through the web portal or the smartphone application.

Doraville at Your Service, however, is NOT intended for reporting emergency issues. Call 911 for all public safety emergencies that require police, fire or EMS. For water or sewer emergencies, call DeKalb County Department of Watershed Management at (770) 270-6243, a 24-hour emergency number.

How do I submit my request?

The app is supported by iWorQ – which is a free download. It is quick and easy!

- ▶ Download the iWorQ Service Request application from App Store or Google Play, or go to talktomycity.com (also accessible from doraville.ga.us)
- ▶ Enter the Agency Code “Dor01”
- ▶ Create a personal account by signing up with Google or Facebook or creating a new account or continue as guest. (However, if you continue as guest, you will not be able to access the status of your request.)
- ▶ Fill out and submit your request, and check back later for its status on the iWorQ Service Request app or talktomycity.com



How quickly will my request be processed?

The Doraville at Your Service Team is available to respond to your requests Monday through Friday during business hours, 8:30 a.m. – 4:30 p.m., with the exception of holidays and other closings. We make every attempt to respond to your requests within 24 hours, but please allow up to 2 business days for response.

Contact

Please send an email to the Doraville at Your Service Team at support@doraville.ga.us for additional questions or further assistance.

