

How do you get a sidewalk repaired?

The best way to get things going is for you to call the city at 311 or by requesting it online at <http://www.austintexas.gov/service/sidewalk-repair>. You will see a link “Contact 3-1-1 for details.” Click that link. It will open a new webpage where you can submit your request online. Scroll down near to the bottom and on the right for “Customer Service” and below that “Request a City Service.” To the right of “Service Type” is a pull down menu of selections. Scroll down to “Sidewalk Repair” and click on it, then click “Go.” Follow the prompts from there. You can attach pictures, which is recommended.

Make sure they know you have a disability, if that applies. Give the address of the home nearest the damaged sidewalk. You won't get that resident in trouble. It is just a way of giving a location. If residents don't report the problem the city isn't going to know.

It comes down to money as always. The city has a multi-million dollar need for sidewalk repair and new sidewalks. No excuse, but they have to prioritize.