

DISCOVER



New Portal

Report a Concern

Get Started:

- [Review our Report a Concern account setup guide](#) prior to launch to ensure smooth sailing when the new portal goes live.

Create Your Account:

- Click 'Sign in or Sign up' on the main landing page. You will be redirected to a new page. At the bottom, click 'Sign Up'.

COMMUNITY CONNECTIVITY

An Easier Way to Conduct City Business

We're thrilled to announce that the City of Pelham is upgrading its 'Report a Concern' software, and we believe it will make a world of difference in how we serve our community. This improvement is a crucial step forward for us, and we want to inform you why it's important.

The new 'Report a Concern' software is designed to bring efficiency and effectiveness to our City's operations. We're integrating it with our Enterprise Resource Planning (ERP) system, which will better track the City's assets and resources. This means that when you report a concern, we'll have a seamless, streamlined process in place to address it promptly. We're committed to enhancing the quality of life in Pelham, and this upgrade is a significant part of that effort.

When the new portal is rolled out in the next couple of weeks, you will be required to set up a new account. We want to emphasize that, like the current software, setting up an account is easy and completely free!

In addition to the web-based 'Report a Concern' software, we are excited to announce the upcoming launch of the City of Pelham app. This app will serve as a one-stop shop for all your interactions with City staff. [Read the full story online.](#)



Your City at Work

Here are some of the recent items approved by the Pelham City Council. For the complete text of the agendas, minutes, ordinances, and resolutions, please visit www.pelhamalabama.gov.

- Voted to enter into an Inter-Jurisdictional Automatic and Mutual Fire and EMS Aid Agreement between the City of Pelham and the City of Hoover.
- Approved a bid for emergency equipment and installation on Pelham Police Department vehicles.
- Voted to reappoint citizens to the following boards:
 - Pelham Zoning Board of Adjustment Place No. 4, Place No. 5 and Supernumerary Place No. 6 and Place No. 7.
 - Pelham Parks & Recreation Advisory Board Place No. 6 and Place No. 7
- Approved a change order for additional work for the FY 2023 Pelham Resurfacing Project.
- Accepted a bid for the Sanitary Sewer Rehabilitation Phase III.
- Declared property located in The Grande Vista commercial subdivision as no longer needed for public or municipal purposes.
- Declared certain property of the City of Pelham Public Works Department as surplus.
- Accepted a bid for the purchase of ten 2023 Dodge Durango pursuit vehicles for the Pelham Police Department.



Record Rounds at Ballantrae

Ballantrae Golf Club has reached a new record high in the number of rounds played during the fiscal year 2023. General Manager Hal Brown reported a total of 42,155 total rounds played, which is an increase of 704 rounds over last fiscal year's total. The club also reached an all-time high for total revenue generated in a fiscal year at \$3,033,939. With clubhouse renovations almost complete, and more improvements scheduled for 2024, Ballantrae will be in a position to continue attracting residents and visitors alike for years to come.



Holiday Closings & Special Hours

This month, the City of Pelham will observe Veterans Day on Friday, November 10th, as well as Thanksgiving and the day after Thanksgiving as city holidays. Please take note of these closings and special hours for city facilities:

Veterans Day - Observed Friday, November 10, 2023

- City Hall & City Offices - CLOSED
- Pelham Public Library - CLOSED
- Pelham Recreation Center - Open regular hours
- Pelham Senior Center - Open regular hours
- Pelham Racquet Club - Open 9:00 a.m. - 3:00 p.m.
- Pelham Civic Complex & Ice Arena - Open regular hours
- Ballantrae Golf Club- Open (Weekend hours & rates)
- Amwaste will operate routes as scheduled.

Thanksgiving - Thursday, November 23, 2023

City Hall, City offices, and all City facilities - CLOSED
Amwaste will not collect trash on Thanksgiving Day. The only pickup of the week for Monday/Thursday routes will be Monday, November 20th.

Friday, November 24, 2023

- City Hall & City Offices - CLOSED
- Pelham Public Library - CLOSED November 24 & 25
- Pelham Recreation Center - Open 8:00 a.m. - 4:00 p.m.
- Pelham Senior Center - CLOSED
- Pelham Racquet Club - Open 9:00 a.m. - 1:00 p.m.
- Pelham Civic Complex & Ice Arena - Open regular hours
- Ballantrae Golf Club - Open (Holiday hours & rates)
- Amwaste will operate routes as scheduled.




Coming in December The Pelham Pathway Winter Edition