



iWorQ Citizen Requests

Public Works, Code Enforcement
and all other Administrative inquiries



What is a Citizen Request?

- Quick Start Guide can be found here <https://iworq-upload.s3.amazonaws.com/Tutorials/QuickStart/0/700/24883252-Citizen-Engagement-Quick-Start-2018.pdf>
- Allows citizens to submit issues they see to the Public Works Department as well as other departments directly.
- Generates a request number to be tracked, which allows them to receive updates on the progress of their submission.



How to submit a request



Enter Citizen Request

Submit request:



North Topsail Beach, NC is devoted to providing the best service possible to our citizens. For your convenience, we now have an easy web fill-out form for you to let us know if you have request, a concern, problem, or complaint. Monday to Friday excluding holidays between 7:00 am and 4:00 pm.

Instructions

- 1 Click on the  to begin.
- 2 Please fill out the required information.
- 3 Attach a photo if desired.

Search For A Request

Find Existing Request:



This link will allow you to search for and view previous and existing requests submitted to North Topsail Beach, NC. View the progress of the requests, and the status of each request submitted.

Instructions

- 1 Click on the  icon to begin.
- 2 Choose a 'search by' option from the drop-down menu.
- 3 When results appear, click "View" on your request.

* Indicates required field

* Name:

Phone Number:

Email Address:

Location/Address:

Type an address or pick a point on the map.

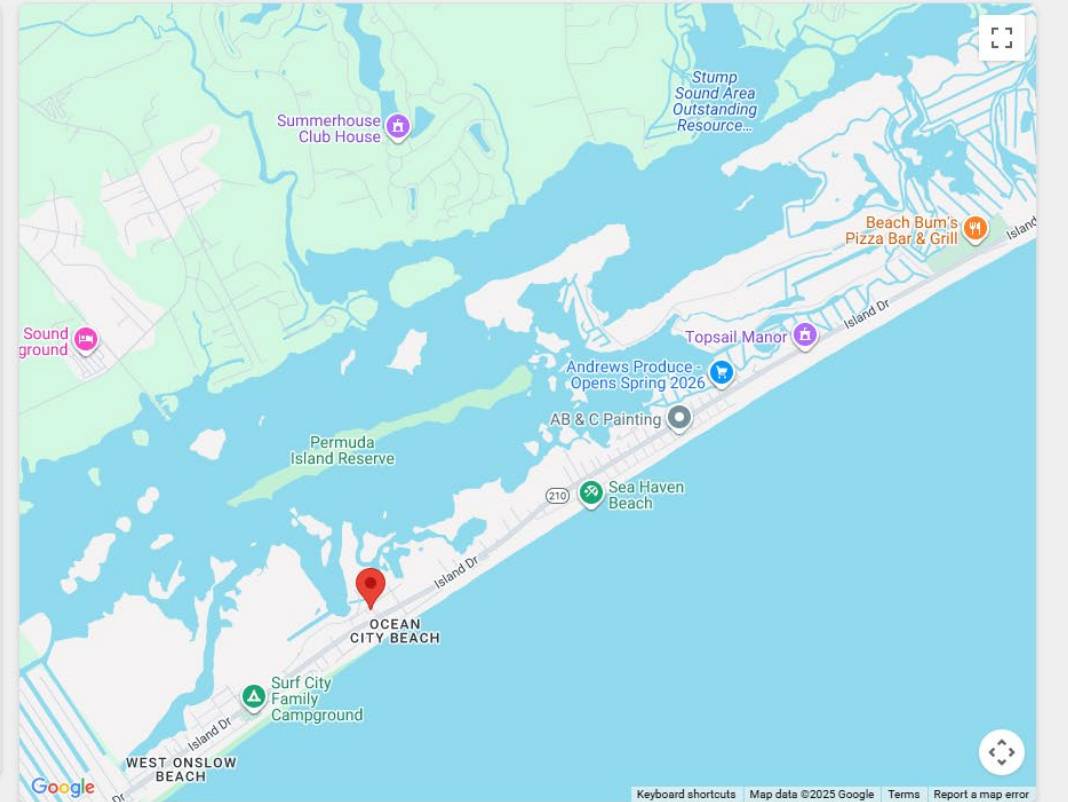
Description of Issue:

Work Type:

Upload Files

Files

*providing pictures helps us out!



For all issues outside of Public Works, select “Other” as your Work Type.

Ensure all areas are filled out correctly

* Indicates required field

* Name:

chris

* Phone Number:

9106500863

Email Address:

chuckaby@northtopsailbeachnc.gov

* Location/Address:

3315 Gray St, North Topsail Beach, NC 28460, USA

Type an address or pick a point on the map.

* Description of Issue:

test for presentation

* Work Type:

Dead Animal

Upload Files

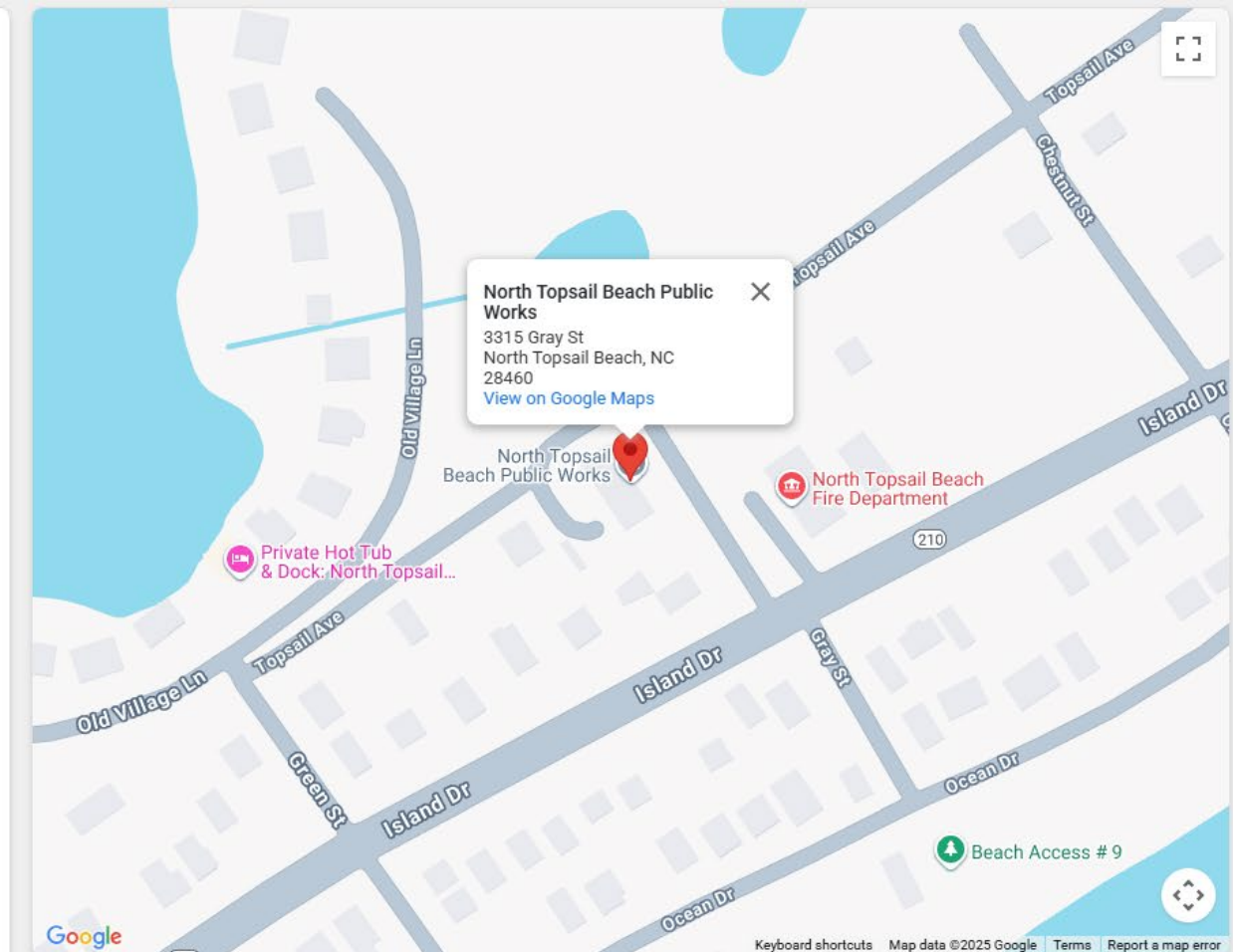
Files

Choose Files

Remove 1 files

- 20250717_132113461_iOS.heic 6 MB

Submit



Example



Request Information

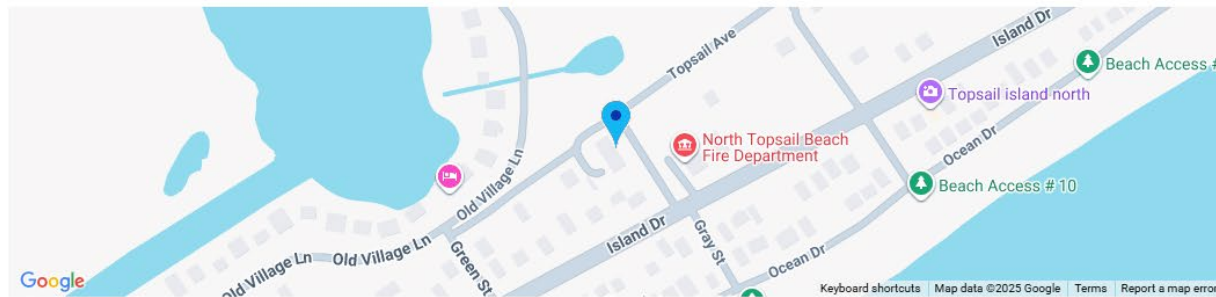
Your request has been submitted.

[← Back](#)

Request Information

Request #:	842073654	Name:	chris
Request Date:	09/25/2025	Description of Issue:	test for presentation
Status:			

Request Location Submitted



Email Confirmation

- All data should reflect the confirmation screen IWORQ verified upon submittal.
- You will receive emails for each status update the request number receives



Request #842073654 was created through the online portal.

Request was submitted for North Topsail Beach, NC.

Name: chris
Phone Number: 9106500863
Email Address: chuckaby@northtopsailbeachnc.gov
Location/Address: 3315 Gray St, North Topsail Beach, NC 28460, USA
Description of Issue: test for presentation
Work Type: Dead Animal

[Open Request # 842073654](#)

Click below to view file(s)

- [20250717_132113461_ios.heic](#)

You are receiving this email because you are marked in the list "Email Options - Request Applications" in the Portal Setup Tab.

Powered By 



Town of North Topsail Beach NC
Request #842073654 creat... 11:25 AM
Request #842073654 was created throu...


Chris Huckaby
Citizen Request

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REQUEST GRAPHS

REQUESTS BETWEEN 1/1/2025 AND 09/25/2025

Select View

Selected	Request Date	Request #	Name	Phone Number	Email Address	Location/Address	Description of Issue	Work Type	Status	Map	Exported	Time As Status	Time Since Created	Edit/View
☐	09/25/2025 11:25	842073654	chris	9106500863	chuckaby@northtopsailbeachnc.gov	3315 Gray St, North Topsail Beach, NC 28460, USA	test for presentation	Dead Animal						
☐	09/25/2025 07:58	841978350	Chris H.	9106500863	chuckaby@northtopsailbeachnc.gov	540 Ocean Dr, North Topsail Beach, NC 28460, USA	Public Works Test for Citizen Requests (sand fence is broken/leaning over)	Beach Accesses	COMPLETED			3 hours	3 hours	

1
Records 1 to 2 (of 2)
1

Citizen Request Dashboard

- Here, Public Works or other department will receive the work request.
- If accepted, an IWORQ ticket is generated to track all labor, parts and expenditures used to complete the job.

Statuses

- Your submittal will go through a cycle of statuses while the Town responds...

Status

Last Modified

09/25/25
11:34

Time as Status

1 second

Modified By

Huckaby, Chris

Status

UNDER REVIEW

Time Since Created

File Uploads

Date

09/25/2025

File Name

20250717_132113461_ios.helc

Email History

APPROVED / ASSIGNED

CLOSED

COMPLETED

DEFERRED / NOT APPROVED

DUPLICATE

IN PROGRESS

ON HOLD

SCHEDULED

SUBMITTED

UNDER REVIEW

What can you report?

- Potholes, road damage or unsafe streets
- Broken, missing, or obstructed street signs
 - Crosswalk damage or concerns
 - Streetlight outages
- Park or playground equipment damages
- Public access maintenance needs (beach crossovers, restrooms, holes in the beach)
 - Right of Way concerns (landscaping, dead animals, etc.)
 - Illegal dumping or debris on roadways
 - Code Violation



What can't you report?

- Emergencies (police, fire, medical – call 911)
 - Private property issues
- Utility service problems (contact your provider directly)
- Residential trash can issue (missing/broken carts, missed pickups, service complaints call GFL at 252-339-0290)
- Noise complaints, animal control, or non-emergency law enforcement issues)

Reporting Dos and Don'ts

- Please use this portal to submit safety and maintenance related issues.
- Please refrain from profanity or degrading comments.
- Please be as descriptive as possible to better support the Town's efforts to respond quickly and efficiently.

Why is this important?

- It allows the citizens to actively participate in the stewardship of our community.
- The more eyes, the more reporting. This increases our ability to prioritize and neutralize maintenance issues based on several factors.
- It keeps our streets, crossovers and beaches safer!





Town of
NORTH TOPSAIL
FOUNDED IN 1890 **BEACH** NORTH CAROLINA
Notar's Tranquil Beauty



 **Scan the QR code**

 **Fill out your contact info**

 **Touch the map for location**

 **Attach a picture of the problem**

 **Click submit!**