

Reporting Issues to the City of Thornton

[City of Thornton Official Website - City of Thornton \(thorntonco.gov\)](http://thorntonco.gov)

Helpful apps to have:

Reporting Issues to the City of Thornton

The *My Thornton App* allows residents to report new issues using their smartphone's GPS and camera capabilities, review existing requests, send updates, and receive phone and email notifications of status changes on their issues. Click image below for Apple or Android stores respectively.



My Thornton App is your mobile connection to the City of Thornton's services and allows you to:

- **Review Thornton news and information**
- **View local points of interest including restaurants and shopping**
- **Pinpoint the location of an issue using GPS and select to receive automatic status updates**
- **Report a concern such as a pothole, graffiti, or streetlight outage with a simple click of a button and include a photo.**

Using Twitter

The City of Thornton also has a **My Thornton Twitter** account, where residents can tweet issues to [@MyThorntonApp](https://twitter.com/MyThorntonApp) for response by city employees. When sending a tweet, residents should include the exact location of the problem and a photo if possible. The My Thornton Twitter account will be monitored Monday through Friday from 8 a.m. to 5 p.m.

Other Ways to Report Issues

Residents can also report problems by **Texting: 720-410-6178** or through the **My Thornton Website** and can choose to be notified by phone or e-mail each time an action is taken, or just when a service request has been addressed and is closed. City employees will provide updates to keep residents informed as the work is being completed.

[Trash and Recycle Calendar \(Click Link\)](#)

[City of Thornton Contact Information \(Click Link\)](#)

Our **Homeless Outreach Team** is out and about rain, shine, or snow!

The city of Thornton's Homeless Outreach Team is a group dedicated to investigating encampments, making contact with Thornton's unhoused population, and providing resources to those experiencing homelessness. The team regularly does outreach, taking to the streets and investigating commonly-inhabited areas in order to provide hygiene items and referrals to shelter, food, and any other needed services. The team is an extension of the Community Connections division, which is the one-stop resource shop for people living in Thornton.

If you would like to report an encampment, get resources to individuals you suspect are without homes, or get more information about the Homeless Outreach Team, please contact our HOTline at 720-977-5900 or email us at Connections@ThorntonCO.gov.

For more information on HOT, visit <http://www.gocot.net/HOT>