



The City of Hamburg is divided into seven districts (Hamburg-Mitte, Hamburg-Nord, Wandsbek, Altona, Harburg, Bergedorf, Eimsbüttel). The section for the management of public areas was established for each district in 2006. The main tasks of the section are planning, building and maintenance of public streets, paths, places, parks, playgrounds, waterways and forest zones.

The maintenance and care for the open spaces is an especially difficult task. It is nearly impossible to get an overview of the damage to every single pavement and cycle path because of the limited numbers of employees.

As a result of this situation the district Wandsbek devised an “Online pathway-attendant” on their website homepage in 2007. By using a form it would now be possible for residents to inform immediately the public area management team about pavement and cycle path damage. An evaluation by the district office showed that, on average, 300 people per month send some form of complaint or report.

In 2008 a new homepage was established by the district office Wandsbek. Without giving any reason the “Online pathway-attendant” was taken off the homepage. After the commitment from different political parties the “Online pathway-attendant” was established on the homepage [www.hamburg.de/online-wegewart/94596/kontakt.html](http://www.hamburg.de/online-wegewart/94596/kontakt.html) again in June 2009.



Source: [www.hamburg.de/online-wegewart/94596/kontakt.html](http://www.hamburg.de/online-wegewart/94596/kontakt.html)

The comments about the “Online pathway-attendant” from the neighbourhood board Steilshoop (Steilshoop part of the district Wandsbek) were positive. The option of writing a report quickly from work, at night or at the weekend is an especially attractive point for the tenants. A lot of damage has been fixed in a short period of time.

In summary the experience with the “Online Wegewart” has had a positive effect for both sides. The district of Wandsbek or rather those responsible for the public space management in Wandsbek now receives a good overview of the maintenance issues and is able to act immediately. The inhabitants have a simple way to make the Management for public areas aware of (for example) damage or missing signs in their neighbourhoods. For people without access to the internet, it is also possible to communicate issues by phone.



Source: [www.hamburg.de/online-wegewart/94596/kontakt.html](http://www.hamburg.de/online-wegewart/94596/kontakt.html)