

# Town of Huntersville

NORTH CAROLINA



## Town Services A to Z Guide

Town of Huntersville  
101 Huntersville-Concord Road  
Post Office Box 664  
Huntersville, North Carolina 28070  
Telephone: (704) 875-6541  
Fax: (704) 948-6020  
[www.huntersville.org](http://www.huntersville.org)  
[townhall@huntersville.org](mailto:townhall@huntersville.org)

## **Airport**

(704) 359-4910

Charlotte Douglas International Airport

5501 Josh Birmingham Parkway

Charlotte, NC 28208

[www.charlotteairport.com](http://www.charlotteairport.com)

Charlotte Douglas International Airport - Owned and operated by the City of Charlotte, Charlotte/Douglas averages 500 daily departures and 23 million passengers annually.

## **Agendas, Town Board**

(704) 875-6541

Town Board agendas are usually available at Town Hall on the Thursday before scheduled meetings. They are also available [on-line](#). For additional information, contact the Town Clerk

## **Ambulance**

For emergency service, please call 911.

## **Animal Control**

(704) 766-2277

Huntersville Police Department - The HPD provides Animal Control Service for the Town. Officers are authorized to pick up stray animals and issue summons for leash law violations. Lost animals are taken to the Charlotte-Mecklenburg Animal Control Facility, located at 8315 Byrum Drive in Charlotte. Click [HERE](#) to check for lost pets or [HERE](#) to search for an adoptable pet. All animals are required to be vaccinated and licensed.

## **Animal Registration**

If you live within the Town limits of Huntersville, you are required by Town code: Animal Control; Article 2, Section 4-32(A) to maintain current registration of dogs and cats over the age of four months. By registering your pet(s) with [Huntersville Police Department's Animal Services](#), you are no longer required to register with Charlotte-Mecklenburg Police Department's Animal Control. Pet registration is a free service offered by the Town of Huntersville. To register your animal(s), proof of current rabies inoculation is required! You may download/print this registration, complete and bring this form, along with proof of inoculation, to the Huntersville Police Department located at 102 Gilead Road, or have your Veterinarian authenticate your information and mail this card to:

Huntersville Police Department  
Attention: Animal Services  
P.O. Box 664  
Huntersville, NC 28070

## **Animal Shelter**

If your animal is lost, contact the Charlotte-Mecklenburg Animal Shelter, operated by the Charlotte Mecklenburg Police Department. Their shelter is located at 8315 Byrum Drive, Charlotte and you can contact them at (704) 336-3786. Click [HERE](#) to check for lost pets or [HERE](#) to search for an adoptable pet.

## **Annexation**

(704) 875-7000

Town of Huntersville Board of Commissioners is responsible for annexing properties into town limits. The State of North Carolina asserts that areas which are urban in character should be part of and served by municipalities. Annexation is the process under state law by which property not within a town's corporate limits may become part of that town. The annexation process may be

voluntary or involuntary. Under voluntary annexation, the property owner petitions the municipality to be added to its corporate limits. With involuntary annexation, it is the municipality – following state law and process – that initiates the annexation process. The Town of Huntersville supports both the voluntary and involuntary annexation processes. Contact the Planning Department for more information on areas being considered for annexation.

### **Board of Adjustment (Zoning)**

(704) 875-7000 (Planning Department)

The Board of Adjustment is a committee of citizens appointed by the Town Board. It consists of 7 permanent members and 3 alternate members comprised of citizens residing in the Huntersville town limits and its extraterritorial jurisdiction (ETJ). This board handles problems that arise from the enforcement of the Huntersville Zoning Ordinance on individual properties. They hear variance requests for relief from the requirements of the Zoning Ordinance and appeal requests from determinations or decisions made by Planning Staff. Requests are heard by the Board of Adjustments in a quasi-judicial or court style manner, in which sworn testimony is presented to the board and decisions are based on the facts presented.

### **Board of Commissioners**

(704) 875-6541

The Town is governed by a Mayor and a five-member Board of Commissioners elected on an at-large, non-partisan basis. Board of Commissioners meetings are held every 1<sup>st</sup> and 3<sup>rd</sup> Monday at 6:30 pm at Town Hall. For more information, contact the Town Clerk's office. The Town of Huntersville operates under the Council-Manager form of government. The Board of Commissioners sets the policy for the town that is implemented by the Town Manager and professional staff.

### **Bonds/ Bond Rating**

As part of the Town's debt management strategy, the Town has elected to issue bonds and enter into installment contracts to finance many of the Town's capital projects. The Town's bond sales are handled by the NC Department of the State Treasurer. Most of the Town's bonds are sold competitively to the investment banking firm that submits the lowest interest rate bid. The winning bidder then sells the bonds to individuals and institutions. Individuals can purchase Town of Huntersville bonds from registered broker dealers. In the summer of 2010, Huntersville's Bonds were rated AAA by Standard and Poor's Financial Services and Aaa by Moody's Investors Service, the highest ratings for both rating agencies. High bond ratings save the Town and its citizens hundreds of thousands of dollars in interest as the Town borrows money for large capital projects.

### **Building Permit Review (Commercial)**

(704) 336-5323

Hal Marshall Building

700 N. Tryon Street, Charlotte

[www.meckpermit.com](http://www.meckpermit.com)

Commercial plans approved under Mecklenburg County are required to proceed directly to the County office for zoning approval and permitting. Commercial plan approved under the Town of Huntersville are required to receive zoning approval from the Town and then proceed to the County for permitting. The Zoning Review Responsibility Map, located in the Town of Huntersville Planning Department is available to determine which municipality is responsible for various areas within the Town limits.

**Building Permits/ Inspections (Residential)**

(704) 432-2520

18335 Old Statesville Rd., Suite K, Cornelius

The [Land Use & Environmental Services Agency \(LUESA\) - North Office](#) handles residential permitting, plan review and code enforcement to the citizens of North Mecklenburg County. Residential plans approved under Mecklenburg County are required to proceed directly to the County office for zoning approval and permitting. Residential plans approved under the Town of Huntersville are required to receive zoning approval from the Town and then proceed to the County for permitting. The Zoning Review Responsibility Map, located in the Town of Huntersville Planning Department is available to determine which municipality is responsible for various areas within the Town limits.

**Bulk Pickup Permit**

(704) 875-6541

<http://huntersville.org/Departments/EngineeringPublicWorks/SolidWasteTrash/BulkItemPickup.aspx>

Bulky trash consists of items inappropriate for compacting in a garbage truck, such as large televisions, household appliances, mattresses, furniture, swing sets, etc. Large yard waste items, such as cut down trees and/or other yard debris that do not fit in the yard waste cart may also require bulk pickup. Separate Bulk Item Pickup forms will be used for brush pick-up and for major appliance/large garbage pick-up. These items are collected curbside via purchase of a Bulk Item Collection permit for a fee of \$40 per load. These items must be placed at the curb, and the permit must be attached and visible from the street. Larger loads may require a higher fee. For an estimate, contact Huntersville Public Works at 704-875-7007. To complete a bulk item permit, visit Town Hall. Payment can be made at Town Hall in the form of cash or check.

**Bus Services**

(704) 336-RIDE

[www.ridetransit.org](http://www.ridetransit.org)

Charlotte Area Transit System (CATS) is managed by the Public Transit Department of the City of Charlotte and provides public transportation services throughout Mecklenburg and surrounding counties. CATS operates several routes in Huntersville through its "Village Rider" system.

Additionally, CATS offers commuters a convenient alternative to rush-hour traffic through its "Park and Ride" systems.

**Business Licenses**

(704) 336-6315

700 N. Tryon Street, Charlotte

The Town of Huntersville does not require business or privilege licenses. For more information on business taxes, contact the [Mecklenburg County Business Tax Collections Office](#).

**Cable TV Service**

Cable TV service is delivered by [Time Warner Cable](#). Under federal law, the Town does not regulate cable rates. Contact Time Warner at (704) 377-9600.

**Charlotte Area Transit System**

See Bus Services

**Chamber of Commerce (Lake Norman)**

(704) 892-1922

[www.lakenormanchamber.org](http://www.lakenormanchamber.org)

The Lake Norman Chamber provides programs, information and outreach opportunities designed to enhance the community and positively impact economic development through its membership.

### **Code Enforcement**

(704) 766-2219

The Town of Huntersville's Code Enforcement Tech is Claudia Schruhl. She enforces the Town's zoning ordinance, minimum housing code and nuisances. A [Code Enforcement Complaint Form](#) has been placed on the town's website to report these issues.

Residential permitting, plan review and code enforcement is provided by Mecklenburg County's Land Use & Environmental Services Agency (LUESA) - North Office. They are located at 18335 Old Statesville Rd., Suite K in Cornelius and can be reached at (704) 432-2520.

### **Driver's License Office**

DMV – Charlotte (704) 399-8306, Mooresville (704) 663-5472

[www.ncdot.org/dmv](http://www.ncdot.org/dmv)

There are multiple NC Department of Motor Vehicles offices located in the region. The two offices closest to Huntersville are located in Mooresville and Charlotte.

### **Economic Development Corporation, Lake Norman Regional EDC**

704-992-2300

[www.Lakenormanregion.com](http://www.Lakenormanregion.com)

The Lake Norman Regional Economic Development Corporation (EDC) is the result of a joint partnership between the Towns of Huntersville, Davidson and Cornelius. The EDC's objective is to broaden and expand the tax base by assisting and encouraging the expansion of existing businesses and recruiting new business and other commercial development to the area.

### **Electric Services**

There are 3 electricity providers for the Town — [ElectriCities](#), [Duke Power](#) and [Energy United](#).

Contact: Duke Power: 800-777-9898, ElectriCities: (704) 948-0550 and Energy United: (704) 892-0278.

### **Elections**

See Voting

### **Emergency Services**

For fire, police or medical emergencies, please dial 9-1-1

The Town of Huntersville is served by the North Mecklenburg Rescue and Medic Squad which provides medical and rescue services.

### **Employment/ Human Resources**

(704) 875-6541

[www.huntersville.org](http://www.huntersville.org)

The Town of Huntersville recruits candidates for employment in many positions. Information about current job opportunities may be obtained through the Town's website or from the Human Resources Director.

### **Engineering and Public Works**

(704) 875-7007

The Public Works Department is responsible for town streets and right-of-way maintenance, storm water repair, solid waste removal, recycling, sidewalk maintenance, curb and gutter repairs,

and maintenance of public buildings and grounds among other improvements to the Huntersville infrastructure.

### **Facility and Shelter Rental**

See Parks & Recreation Department

### **Farmer's Market**

(704) 766-2220

The Huntersville Farmers Market is located between Main and Maxwell streets, one block east of Town Hall (at the caboose) on Tuesdays and Saturdays May 3<sup>rd</sup> through October 25<sup>th</sup>, typically between the hours of 7am – 1pm. The market features locally grown produce, arts and crafts, etc.

### **Fire Department**

In case of emergency, Dial 9-1-1

The Town of Huntersville is served by three volunteer fire departments: Gilead (704) 875-6266, Huntersville (704) 875-3563 and Long Creek (704) 394-1556.

### **Fire Hydrant Repair**

(704) 336-2564

To report fire hydrants that have been damaged or need repairs, contact the Charlotte Mecklenburg Utilities Department.

### **Fishing/ Hunting License**

[www.ncwildlife.org](http://www.ncwildlife.org)

For information about fishing on Lake Norman, contact your local gun shop, fishing or sporting goods store or department store. Additionally, you can obtain information about fishing and hunting in North Carolina by contacting the North Carolina Wildlife Resources Commission at (888) 248-6834

### **Garbage Collection**

Advanced Disposal (Town's contracted service provider)

704-596-9428

The Town of Huntersville provides solid waste pick up service through a private contractor, Advanced Disposal. The services include yard waste pick up, household trash pick up and recycling pick up. Residents can also drop off recyclables at the North Mecklenburg Recycling Center and Yard Waste located at 12300 N. Statesville Road. For more information about the services that Advanced Disposal provides for the Town, visit the [Solid Waste](#) links on the Town's website.

### **Golf**

Huntersville is home to two public golf courses: Birkdale (704) 895-8038; and SkyBrook (704) 948-6611. There is also one private golf course, Northstone (704) 948-4286. The Town does not operate municipal golf courses; for more information, contact each course directly.

### **Huntersville Family Fitness and Aquatics Center (HFFA)**

(704) 766-2222

[www.hffa.com](http://www.hffa.com)

The Town of Huntersville operates a state-of-the-art fitness and swimming facility. This facility is open to the public and offers memberships to its many amenities. HFFA offers work-out rooms, exercise classes, diving, swimming clubs, camp and daycare facilities.

**Landfill**

(704) 875-3367

15300 Holbrooks Rd.,

Visit Mecklenburg County's [Landfill Information](#) page for more information. The North Mecklenburg Landfill accepts construction and demolition waste and inert debris.

**Library**

(704) 895-0318

[www.plcmc.lib.nc.us](http://www.plcmc.lib.nc.us)

The [North County Regional Branch](#) of the Charlotte-Mecklenburg Public Library is located at 16500 Holly Crest Lane, Huntersville (off of Sam Furr Rd.)

**Maps, Street**

The Town has street maps of the town available for free at Huntersville Town Hall. Maps of the Lake Norman area are also available for purchase at the Visit Lake Norman ([www.visitlakenorman.org](http://www.visitlakenorman.org)) Visitors Center at Exit 28 (704-987-3300).

**Maps, Town**

(704) 875-7000

The Planning Department maintains additional maps of the Town. Contact the Planning Department for more information about the types and availability of maps. Also, visit the Planning Department website at [www.huntersville.org/Departments/Planning/Maps.aspx](http://www.huntersville.org/Departments/Planning/Maps.aspx).

**Mayor**

(704) 875-6541

The Town has operated under the Council-Manager form of government since February 1, 1994. The Town is governed by a Mayor and a five-member Board of Commissioners, elected on an at-large, non-partisan basis. The Mayor presides over all Board meetings and can vote only in the case of a tie. The Board of Commissioners enacts all general and technical ordinances, including budgetary appropriations and zoning ordinances, approves contracts, and establishes general management policies.

**Minutes, Town Board Meeting**

(704) 875-6541

To obtain minutes of Town Board meetings, visit our [website](#) or contact the Town Clerk.

**Parks & Recreation Department, Town of Huntersville**

(704) 766-2220

Huntersville Parks and Recreation Department is dedicated to acquiring, providing and maintaining safe and attractive parks and recreation areas. The department strives to offer a variety of recreational programs and services to enhance the quality of life of all Huntersville residents. The Parks and Recreation Department currently operates 10 parks and is planning 3 new facilities. The Department offices are located on the 3<sup>rd</sup> floor of the Town Center building at 105 Gilead Road

Visit them online at: <http://huntersville.org/Departments/ParksRecreation.aspx>. The Parks and Recreation Program brochure is available at Town Hall and on the Town's website.

The Huntersville Parks and Recreation Department operates the following facilities:

**Parks**

Huntersville Arts and Cultural Center  
Abernathy Park  
Bradford Park  
Greenway Park  
Farmers Market Shelter and Caboose  
Hambright Soccer Fields  
Holbrook Park  
Huntersville Athletic Park  
Huntersville Elementary School Gymnasium  
Richard Barry Park  
North Mecklenburg Park  
Waymer Park and Gymnasium

**Location**

109 S. Old Statesville Rd.  
Glendale Dr. between 4<sup>th</sup> and 5<sup>th</sup> St.  
17005 Davidson-Concord Road (Hwy 73)  
Corner of Greenway and Dallas St.  
103 Maxwell St.  
Hambright Rd., behind Blythe Elem.  
100 Sherwood Drive  
11720 Verhoeff Drive  
200 Gilead Rd.  
13707 Beatties Ford Road  
16131 Old Statesville Rd.  
14200 Holbrooks Rd.

**Parks & Recreation Commission**

(704) 766-2220

The Commission serves as an advisory body to the Town Board of Commissioners and provides insight and direction about new programs and activities as well as policies and procedures in the areas of Parks and Recreation. This committee meets the third Wednesday of the month at 6:30 p.m. at the Parks and Recreation offices. For more information regarding the Parks and Recreation Commission, contact Parks & Recreation at (704) 766-2220.

**Planning Department**

(704) 875-7000

The [Planning Department](#) is responsible for working with the Town's elected and appointed officials, and with the general public to establish and maintain long-range visions for the future development of Huntersville. The Department ensures that new development contributes to those visions when reviewing development proposals for compliance with urban design, transportation, and environmental standards.

**Planning Board**

(704) 875-7000

The Planning Board is a citizen committee appointed by the Town Board. It consists of 9 members who reside within the corporate limits plus 2 members who reside in the extraterritorial zoning jurisdiction (ETJ). The Planning Board functions as an advisory board to the Town Board on all requests for changes in the zoning laws and ordinances of the Town of Huntersville, subdivision requests pursuant to the Huntersville Subdivision Ordinance, and is empowered to make recommendations to the Town Board or other governmental agencies consistent with the Planning Board's charged obligation to provide for proper planning for the future growth of the Town of Huntersville and its environs.

**Police**

(704) 875-6542

In case of emergency, Dial 9-1-1

The [Huntersville Police Department \(HPD\)](#) is a full service law enforcement agency providing professional police services twenty-four (24) hours a day. The Department has authorized approximately 84 sworn police officer positions, and a civilian support staff of 10 full-time members in FY2009. The Department's mission is "to improve the quality of life in the Town of Huntersville by working in partnership with the community to preserve life, enforce the law, maintain order, provide quality police services and to reduce the fear and incidence of crime."

In implementing that philosophy, HPD employs the practice of community policing. The North Mecklenburg Communications Center located in Cornelius provides the Town's call taking and dispatch service for police services.

### **Property Tax**

(704) 336-4600

[www.charmeck.org](http://www.charmeck.org)

The Mecklenburg County Tax Collector collects real estate and personal property taxes for the Town of Huntersville. Instead of receiving two tax bills – one from the County, one from the town – property owners receive one consolidated bill for real estate and personal property taxes. For information about Huntersville property tax, contact the Tax Collector's Office.

### **Public Transportation Planning**

See also Bus System

### **Public Information**

(704) 875-6541

[www.huntersville.org](http://www.huntersville.org)

The Town of Huntersville is committed to the highest level of public awareness and involvement. Information on government activities and services is available by visiting Town Hall, Monday – Friday, 8:00am-5:00pm or on our website.

### **Public Works**

See Engineering and Public Works

### **Recycling**

Residents are provided one 96-gallon roll-out cart for [recyclable materials](#) by Advanced Disposal. These items are collected every other week by Advanced Disposal on your designated day of collection.

Recyclables can also be dropped off at the North Mecklenburg Recycling Center located at 12300 North Statesville Road. They may be reached at (704) 875-1563. Visit Mecklenburg County's [website](#) for directions and information on accepted materials.

For more information, See Garbage Collection

### **Solid Waste Collection**

See Garbage Collection

### **Traffic Lights/ Street Signs**

See Engineering and Public Works

### **Signs**

(704) 875-7000 (Planning Department)

The Town of Huntersville does not allow signs or banners within public right-of-way. In addition, it is a violation of state law to affix signs to utility poles. For more information about posting lawful signs within the Town limits, contact the Planning Department.

### **Street Maintenance**

(704) 394-8321

The Engineering and Public Works Department is responsible for the maintenance of approximately 104 miles of streets and rights-of-ways. Many major thoroughfares in the Town are actually state highways or state roads, and are therefore maintained by the North Carolina Department of Transportation. See also Engineering and Public Works.

### **Swimming Pools**

See Huntersville Family Fitness and Aquatics

### **Town Clerk**

(704) 875-6541

The Town Clerk is responsible for giving notice of Town Board meetings, preparing the Board agenda and recording council proceedings, serving as custodian of all permanent Town records, keeping the Town seal, attesting all Town documents, updating the Town's Code of Ordinances, and keeping records of appointments and terms of the various boards and commissions.

### **Town Attorney**

(704) 875-6541

The Town Attorney is the legal advisor for the Board of Commissioners and staff. The Town Attorney is Bob Blythe and he can be reached through the Town Clerk's office.

### **Town Manager**

(704) 875-6541

The Town Manager is a professional public administrator hired by the Huntersville Board of Commissioners to serve as the Town's Chief Executive Officer. Given policy direction by the board, he plans, organizes and directs all Town employees and operations. To schedule an appointment with the Manager, please contact the Town Clerk.

### **Traffic Calming**

(704) 875-7007

Traffic calming measures may be installed on Town-maintained residential streets where speeding vehicles are a primary concern and constant police enforcement is not feasible. The Town of Huntersville Neighborhood Traffic Claming Policy incorporates "Education, Enforcement & Engineering" and encourages residents to actively participate in traffic calming and speed reduction in their communities. Citizens may make [requests](#) for traffic calming devices by completing a "[Traffic Calming Policy](#)" which is available at Town Hall and online.

### **Transportation Planning**

The [Transportation Planning](#) program works in partnership with land planning to craft a healthy transportation system for the Town's future. The program is charged with crafting the future in partnership with the Planning and Engineering and Public Works Departments. Together these departments respond to current issues of implementation of the future on a piece-by-piece basis, and devise solutions to existing problems.

### **Visitors Center – Visit Lake Norman**

Visit Lake Norman

19900 West Catawba Avenue, Suite 102

Cornelius, North Carolina 28031

704-987-3300

[info@lakenorman.org](mailto:info@lakenorman.org)

*Visit Lake Norman* promotes tourism in the Lake Norman area, coordinates events and activities and provides information on local hotels, restaurants and attractions. Visit them online at [www.visitlakenorman.org](http://www.visitlakenorman.org) .

### **Voting**

(704) 336-2133

[www.meckboe.org](http://www.meckboe.org)

In North Carolina, the elections process is the legal responsibility of county government. In Mecklenburg County these duties fall to the Mecklenburg County Board of Elections (BOE). Registered voters are assigned to one of several dozen voting precincts established by the BOE.

### **Water/ Wastewater**

(704) 336-2211

Charlotte Mecklenburg Utilities Division provides water and wastewater treatment services. Visit them online at [www.cmutilities.com](http://www.cmutilities.com).

### **Yard Waste Collection**

(800) 927-8362

The Town contracts with Advanced Disposal to provide [yard waste collection](#) one day per week. In an effort to make yard waste collection as efficient as possible, the Town makes roll-out containers available for our citizens. Contact Advanced Disposal at 704-596-9428 for more information about yard waste collection. See also Garbage Collection.

### **Zoning**

(704) 875-7000

The Planning Department is responsible for Zoning in the Town of Huntersville and its extra-territorial jurisdiction (ETJ). Information about the Town's [zoning districts](#) and [Zoning Ordinance](#) can be found on the town's website.