

Welcome to the

Town of Huntersville

NORTH CAROLINA



A Resident's 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
townhall@huntersville.org

Welcome from

Mayor Jill Swain

*A*t a crossroads between urban and rural areas, Huntersville, North Carolina is currently the 46th fastest growing suburb in the United States. And for good reason – with countless amenities, a myriad of neighborhood communities and citizens that welcome you with small-town friendliness, Huntersville is a great place to live.

On behalf of the Town Board and all the citizens of Huntersville, I'm proud to welcome you as a new resident to our town. I hope you will take the time to browse through this guide and visit our website to learn more about Huntersville. I'm confident you'll see why *Money* magazine recognized the town as the 76th Best Place to Live in America in 2005 and as one of the top 20 places in North Carolina to retire.

Huntersville has a strong historical background that meshes well with our progress – our citizens value the past, while working hard to prepare for the future. So again, welcome to Huntersville – I invite you to experience all the good things in our town. I think you'll like it here.

Meet Our Elected Officials

Mayor and Board of Commissioners



Pictured from Left to Right: Commissioner Charles Guignard, Commissioner Melinda Bales, Commissioner Ron Julian, Mayor Jill Swain, Commissioner Charles Jeter, Commissioner Danny Phillips and Commissioner Sarah McAulay (Mayor Pro Tem).

Mayor Jill Swain
jswain@huntersville.org

Commissioner Melinda Bales
melinda@melindabales.com

Commissioner Charles Guignard
cguignard@huntersville.org

Commissioner Charles Jeter
cjeter@huntersville.org

Commissioner Ron Julian
rjulian@huntersville.org

Commissioner Sarah McAulay
smcaulay@huntersville.org

Commissioner Danny Phillips
dphillips@huntersville.org

All About Huntersville

A Rich History

Huntersville, the first Lake Norman town north of Charlotte, was renamed from Craighead to Huntersville in honor of landowner and cotton farmer Robert Boston Hunter. The town incorporated in 1873, and fertile land and a rail line promoted quick growth. Cotton mill Virgin Manufacturing Company and a brickyard that supplied bricks for many homes in older sections of town were thriving businesses.

Even before Huntersville was established as a municipality and named for one of its founding fathers, steam engines carried passengers on rails that still run parallel to N.C. 115. Farmers grew cotton on their large plantations and prominent schools attracted families from near and far. In later years, textile mills brought more jobs and residents to the area.

As the town grew larger, so too did its business community. The Virgin Manufacturing Company, a cotton mill, encouraged the development of Huntersville's "mill town" on the east side of the railroad tracks.

It is the sense of Huntersville's past that has brought so many new residents to this town. The allure of the remaining farmland, the simple commute into the city of Charlotte and the proximity to Lake Norman are just some of Huntersville's attractions.

A Growing Town

In 1990, 3,000 people called Huntersville home. Proximity between Charlotte and Lake Norman, lower home prices, less traffic and safe, quiet communities catapulted Huntersville's population by an amazing 1000 percent during the past 15 years. Today, 46,773 people call Huntersville home according to the US Census.

The boom in population has been music to the ears of homebuilders and realtors. Newcomers can choose from a broad range of home styles and prices, family-friendly neighborhoods with sidewalks and bike trails, waterfront condominium communities with boat slips, or spacious luxury apartments.

Huntersville operates a Parks and Recreation department that organizes classes, special events and athletics for all ages. Huntersville also has a Family Fitness and Aquatics center, featuring an Olympic sized pool and diving well, as well as an outdoor family fun pool where kids can slide through tubes, spray water

cannons and climb sprinkler-filled jungle gyms.

Although much of the retail and residential areas in Huntersville are new, the town also has 18 historic sites within a five-mile drive of Beatties Ford Road. Hopewell Presbyterian Church, for instance, dates to the 1740s and features 200 year-old stone walls around its cemetery. The Hugh Torance House and Store, started in the 1770s, is the oldest surviving store in Mecklenburg County. Latta Plantation Nature Preserve is the county's largest green space with hiking trails, a nature center, an equestrian



Waymer Park & Center, located on Holbrooks Road, was recently upgraded to add a new playground and other improvements through generous donations and community support.

center, boating and fishing on Mountain Island Lake, and a unique raptor center that rehabilitates and releases injured birds of prey. Nearby Rural Hill Farm, the homestead of Major John & Violet Wilson Davidson, serves as host to the Loch Norman Highland Games and offers a variety of family activities each year.

The town also boasts world-class retail stores. Birkdale Village on Sam Furr Road includes apartments and offices above boutiques, restaurants and national retailers such as Williams-Sonoma, Gap and Ann Taylor Loft. Bands play on warm weekend evenings, and area parents bring their children to splash and play in the village square fountain.

Aside from great neighborhoods, countless amenities and its friendly small town charm, Huntersville also provides access to the breathtaking 32,500-acres of Lake Norman. This man-made lake offers 520 miles of shoreline with scenic vistas, recreation and wildlife for all to enjoy. Huntersville is also just 10 minutes from Charlotte and only a few hours from mountain and beach resorts.

Greetings from

Greg Ferguson, Town Manager

On behalf of the Town Staff and myself, welcome to the Town of Huntersville. We are thrilled that you have chosen to make Huntersville your new home. Our growing Town strives to offer exemplary services and programs to all of our residents. If you have suggestions or comments on how we can better serve you, please do not hesitate to contact Town Hall at (704) 875-6541. Keep up to date with Town news, meetings, projects and activities by visiting our homepage at www.Huntersville.org. The site is regularly updated and we encourage you to visit to learn more about Town departments. Please let us know if there is any information we need to add to the site.

Town Departments and Staff

Town Hall
101 Huntersville-Concord Road
(704) 875-6541
townhall@huntersville.org

Administration

Greg Ferguson, Town Manager
gferguson@huntersville.org

Gerry Vincent, Assistant Manager
gvincent@huntersville.org

Janet Pierson, Town Clerk
jpierson@huntersville.org

Bobby Williams,
Management Assistant
bwilliams@huntersville.org

Carolyn Whitted, Receptionist
cwhitted@huntersville.org

Mailing Address:
P. O .Box 664
Huntersville, NC 28070
www.huntersville.org

Department Heads

Vickie Brock, HR Director
vbrock@huntersville.org (704) 875-6541

Max Buchanan, P.E, Town Engineer
and Public Works Director
mbuchanan@huntersville.org (704) 766-2220

Bill Coxe, Transportation Planner
bcoxe@huntersville.org (704) 875-6541

Michael Jaycocks, Parks & Rec. Director
mjaycocks@huntersville.org (704) 766-2220

Philip Potter, Chief of Police
ppotter@huntersville.org (704) 464-5400

Jack Simoneau, Planning Director
jsimoneau@huntersville.org (704) 875-7000

Janet Stoner, Finance Director
jstoner@huntersville.org (704) 875-6541

Town of Huntersville Departments

Administration & Finance: Following the Council-Manager form of government, the Town Manager acts as the Chief Executive Officer and is responsible for the day-to-day operations of the Town. These include: enforcement of laws and ordinances, delivery of Town services, planning, personnel administration and budget management. The Administration Department provides management of the department heads and human resources services for employees, develops and recommends a budget for consideration by the Town Board, researches projects and program requirements and administers special projects for the Town. The Finance Department establishes and maintains an accounting and reporting system in accordance with NC General Statutes, federal law and Generally Accepted Accounting Principles (GAAP). They also provide Administration with required financial information for strategic and operational planning, manage cash to maximize investment income and cash flow, record receipt of revenues and provide for disbursement of the Town's funds in accordance with guidelines.

Engineering and Public Works: The Public Works Department is responsible for town street and right-of-way maintenance, storm water repair, solid waste

Huntersville Town Hall



removal, recycling, sidewalk maintenance, curb and gutter repairs and maintenance of public buildings and grounds among other improvements to Town infrastructure.

Planning: 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. They ensure that new development contributes to those visions when reviewing development proposals for compliance with urban design, transportation and environmental standards. Huntersville has received national recognition for its policies promoting sustainable growth, environmental protection and urban development.

Police: The Huntersville Police Department is committed to delivering to our customers, the citizens of Huntersville, the most effective, efficient, sensitive, and professional police service possible. HPD works cooperatively with the community to identify and address crime, the fear of crime, and the other issues that effect the quality of life. Police officers are trained to use the S.A.R.A. Model (Scanning, Analysis, Response, Assessment) of problem-solving in their efforts to eliminate or reduce the harm created by the problems that are identified.

Transportation: Transportation planning works in partnership with land planning to craft a healthy transportation system for the Town's future. In doing so, they recognize the importance of connected streets and multi-modal means of transportation in working to devise future transit models to meet the needs of our growing community. Transportation planning and the Engineering and Public Works Department also work to respond to current transportation and roadway issues and create solutions to existing problems.

Parks and Recreation: Huntersville Parks and Recreation is dedicated to acquiring, providing and maintaining safe and attractive parks and recreation areas. They strive to offer a variety of recreational programs and services to enhance the quality of life of Huntersville residents of all ages. The Department currently operates 12 parks and is planning 1 new park facility.

Garbage Collection Policy



As a service to its residents, the Town of Huntersville provides garbage collection services through a private contractor. Household garbage collection is handled by Advanced Disposal and will be picked up once a week. All garbage must be placed in roll-out containers and placed curbside by 7:00 a.m. on your collection day. Advanced Disposal utilizes fully automated curbside waste collection, so please follow the guidelines outlined below when curbing your roll-out:

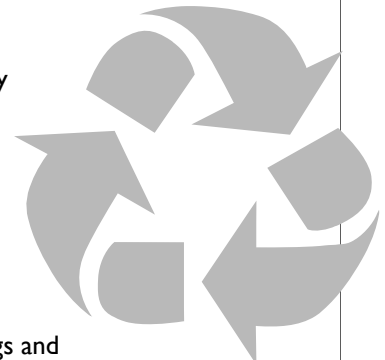
- * Curb your roll-out container the night before your collection day. Please leave space between the carts of 3 feet.
- * Place your roll-out within 4 feet of the road. Do not place the roll-out next to your mailbox. Make sure it is clear of trees and overhanging limbs.
- * Make sure the wheels of your roll-out are away from the road (the lid hinge should be placed away from the road).
- * Household garbage that does not meet the above criteria will be tagged as non-compliant. If the resident makes household garbage conform, it will be collected at the next regularly scheduled pick-up.

Advanced Disposal is not responsible for missed pick-ups if the container is not curbside. Roll-out containers are the property of Advanced Disposal and must not be removed from the premises. **If you have any questions, problems or would like to arrange for new service, call Advanced Disposal at 704-596-9428.**

RECYCLING COLLECTION

Recycling collection is handled by Advanced Disposal and will be collected every other week on your designated pick-up day. Recycling must be curbside by 7:00 a.m. on your collection day. The method of collection is Single-Stream, so all recyclable items (see list below) can be placed into your 96-gallon roll-out cart.

- * **Metal Cans** (aluminum or steel), including soft drink, beer & food cans. Rinse out cans.
- * **All Plastic Containers** except #6, including soft drink, liquor bottles, milk jugs and detergent bottles. Rigid Plastic Containers (toys, litter boxes, buckets) will also be collected.
- * **Glass Bottles & Jars:** Clear, green and brown glass is acceptable. Remove caps & lids and rinse out.
- * **Newspapers, Magazines, Catalogs, Phone Books, Junk Mail & White Paper:** When recycling these items, please separate them from other recyclables by placing them in a paper bag and stacking them beneath or beside your recycling bin.
- * **Cardboard** (flattened)
- * Recycling that does not meet the above criteria will be tagged as non-compliant. If the resident makes household garbage conform, it will be collected at the next regularly scheduled pick-up.



Residents can also drop off recyclables Tuesday-Friday at the North Mecklenburg Recycling Center located at 12300 N. Statesville Road. For more information, call (704) 875-1563.

Town of Huntersville

Yard Waste Collection Policy

The Town of Huntersville strives to help maintain the beauty of the community and encourages the natural reuse of organic materials in the landscape. As a service to its citizens, the Town of Huntersville provides yard waste collection one day per week through Advanced Disposal. 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 with any questions, to report problems with pickup or to request a yard waste container.**

Please review the following guidelines to ensure compliance with the Yard Waste Collection Policy

- * Yard waste consists of excess leaves, grass, tree and shrubbery trimmings, and other organic material removed in general maintenance of property by the homeowner. Yard waste does not consist of construction debris, demolition debris, dirt, rock, brick, block, sod, water, pavement, or any other material that could be defined as household waste or is not compost material. This does not include trees.
- * Yard waste must be placed in the yard cart and at the curb by 7:00 a.m. of the specified pick-up day. Do not place yard debris on the sidewalk.
- * Yard waste should only be placed on the curb of the house that generated the yard waste. Please leave space between carts of 3 feet.
- * Waste generated by private landscaping contractors will not be collected.
- * Grass clippings must be placed in the yard waste roll-out. Grass clippings will not be collected in bags. Residents who consistently generate more than one container of grass clippings per week may add another cart for a monthly fee payable to Advanced Disposal.
- * Other yard waste may be used to "top off" roll-out.
- * Plastic bags are not allowed in the yard waste roll-out.
- * During heavy leaf generating months (November 1 - January 15) Advanced Disposal will make every effort to collect bagged leaves up to a maximum of 10. Bags must be clear or transparent and no larger than 25 gallon. Opaque bags may be used as long as they are left open.
- * During the holidays, the contractor will collect Christmas trees, garlands, and wreaths. These items must be stripped of all wires, lights, ornaments, etc.

For more information call Advanced Disposal at 704-596-9428.



BULK ITEM COLLECTION

A [special permit](#) may be purchased at Town Hall for the collection of the following items:

- Household appliances such as dishwashers, washers, dryers, etc.
- Mattresses, upholstered furniture and other furniture.
- Cardboard larger than 2' L x 3' W x 2' H.

Bulk pick-ups are performed on Mondays by our Public Works Department and cost \$40. Especially large loads may be charged an additional fee. Items must be placed at the curb, and the permit must be attached and visible from the street. For more information, contact Town Hall at (704) 875-6541 or Public Works at (704) 875-7007 for an estimate.

Town of Huntersville

Frequently Asked Questions

Question: Who provides solid waste removal?

Answer: The Town contracts with Advanced Disposal to provide solid waste collection. Contact them at 704-596-9428.

Question: Who provides water service for residents?

Answer: Charlotte Mecklenburg Utilities. Contact them at (704) 336-2211 or visit them online at www.cmutilities.com.

Question: Where do I get a building permit?

Answer: Mecklenburg County Land Use & Environmental Services Agency/ Code Enforcement Division. Contact them at (704) 336-2831 or visit them online at www.meckpermit.com.

Question: Where do I pay my taxes?

Answer: Mecklenburg County Office of the Tax Collector. Contact them at (704) 336-4600 or make payments online at <https://payments.officialpayments.com/mecklenburg>.

Question: Who provides electricity to town residents?

Answer: There are 3 electric providers for the Town — Electricities, Duke Power and Energy United. Contact: Electricities at (704) 948-0550, Duke Power at (704) 594-9400, or Energy United at (704) 892-0278.

Question: Does Huntersville require business/ privilege licenses?

Answer: No. Mecklenburg County does for those doing business in the County. The Tax Collector's office can be contacted at (704) 336-6315. Applicants may apply in person at their offices at 700 N. Tryon Street or by mail to Business Tax Collections, PO Box 31577, Charlotte, NC 28231-1577.

Question: How do I pay parking tickets?

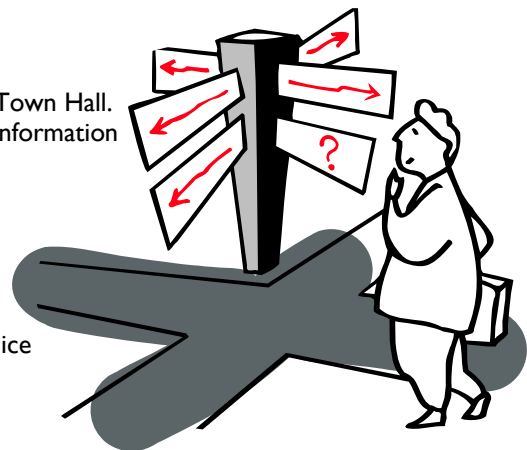
Answer: At Town Hall or via mail. In person at 101 Huntersville-Concord Road or via mail at PO Box 664, Huntersville NC 28070. Appeals may be made within 7 days of the incident date. More information about the appeal process and the appeal form can be found online at <http://www.huntersville.org/>

Question: When and where are Town Board meetings?

Answer: 1st and 3rd Monday of each month at 6:30 p.m. in Town Hall. Visit www.huntersville.org or contact the town clerk for more information

Question: Does Huntersville have a leash law?

Answer: Yes, Mecklenburg County's leash law applies in Huntersville. For more information, contact the Huntersville Police Department's Animal Services at (704) 766-2277.



Town of Huntersville

Frequently Asked Questions

Question: Who do I call to fix potholes?

Answer: Some roads are maintained by the NC Dept. of Transportation (i.e. highways, major thoroughfares). Huntersville Public Works Dept. maintains local roads. Contact the Public Works Department at (704) 875-7007 to determine who is responsible for your street maintenance.

Question: Who is responsible for water/sewer service?

Answer: Charlotte Mecklenburg Utilities. For emergencies during normal business hours, dial (704) 336-7600. For night and weekend emergencies, dial (704) 336-2564. Visit them online at www.cmutilities.com

Question: Who is the natural gas provider?

Answer: Piedmont Natural Gas is the natural gas provider for this area. Contact them at 1-800-752-7504.

Question: Who provides cable television services?

Answer: Time Warner offers cable service in Huntersville. Contact them at (704) 377-9600. You can find them online at www.twcarolina.com.

Question: How do I register to vote?

Answer: Mecklenburg County Board of Elections. Contact them at (704) 336-2133 or visit them online at www.meckboe.org

Question: Does the Town provide public transportation?

Answer: Public Transportation is provided county-wide by the Charlotte Area Transit System (CATS). Contact them at (704) 336-RIDE for more information, including scheduling and bus stop locations. This information, as well as news about routing changes can be found online at www.ridetransit.org.

Question: How do I find out about zoning ordinances and requirements?

Answer: Contact the Town Planning Department at (704) 875-7000, or visit them online at: http://huntersville.org/planning_0.asp.

Question: How do I find out about job openings with the Town?

Answer: Visit the Town's website www.huntersville.org and click "Employment" under the Town Government tab.

Question: How do I find information about local schools?

Answer: Charlotte Mecklenburg Schools is the local public school system. Contact the Family Application Center at (980) 343-6759, or visit them online at www.cms.k12.nc.us.

Question: How do I get a library card?

Answer: Contact the Public Library of Charlotte and Mecklenburg County (PLCMC) at (704) 336-2725 or register online via their website: www.plcmc.org. The North County Regional Library serves Huntersville and it is located at 16500 Holly Crest Lane. They can be contacted at (704) 895-0318.

Huntersville Family Fitness & Aquatics



Regardless of what you would like to achieve – strength, flexibility, muscle tone, weight loss, greater endurance, enhanced performance, peace of mind, or quality family fun – we’re here to help you succeed!

Our 88,000 sq. ft. state-of-the-art facility includes an outdoor water fun park, a 50-meter Olympic-sized indoor pool and diving well, an innovative fitness center, a full court gymnasium, complimentary childcare services and specialty programs for your unique experience. The facility provides a variety of programming including summer camps and fitness classes for the entire family. Join us for family fun and fitness here at the Huntersville Family Fitness & Aquatics Center! Visit us online at www.hffa.com.



In addition to its many offerings to Huntersville residents, HFFA has served as host to several national swimming and diving events.

Join us for family fun and fitness here at the Huntersville Family Fitness & Aquatics Center! Visit us online at www.hffa.com.

Huntersville Family Fitness and Aquatics asks:

Are you in?

Move or sit. Try or walk away wishing you had. It's about weekends on the go instead of on the couch. It's about dancing when you have music, swimming when you have water and waving when you see neighbors. It's about strong bodies. Strong families. Fun. Hard work. Being brave. Being goofy. It's about getting up, getting involved and getting excited about something. It's life. It's waiting for you.

Are you in?

Hours of Operation

Monday - Thursday	5:30 a.m. - 10:00 p.m.
Friday	5:30 a.m. - 8:00 p.m.
Saturday	8:00 a.m. - 7:00 p.m.
Sunday	10:00 a.m. - 6:00 p.m.



Membership at HFFA

Special pricing is available for Huntersville residents, youth and senior citizens. For more information about joining HFFA, contact: Katie Bagay, Director of Guest Relations or any member of the Guest Relations Team at (704) 766-2222.

News You Can Use...FYI

Parks & Recreation Department operates the following facilities:

<u>Parks</u>	<u>Location</u>
Huntersville Arts and Cultural Center	109 S. Old Statesville Rd.
Abernathy Park	Glendale Dr. between 4 th and 5 th St.
Bradford Park (Fall 2008)	17005 Davidson-Concord Road (Hwy 73)
Greenway Park	Corner of Greenway and Dallas St.
Farmers Market Shelter and Caboose	103 Maxwell St.
Hambright Soccer Fields	Hambright Rd., behind Blythe Elem.
Holbrook Park	100 Sherwood Drive
Huntersville Athletic Park	11720 Verhoeff Drive
Huntersville Elementary School Gymnasium	200 Gilead Rd.
Richard Barry Memorial Park	13707 Beatties Ford Road
North Mecklenburg Park	16131 Old Statesville Rd.
Waymer Park and Gymnasium	14200 Holbrooks Rd.

Additionally, Parks & Recreation offers sports leagues, summer camps and other recreational programs for the family. Contact (704) 766-2220 or visit them online at http://www.huntersville.org/parksrec_0.asp for more information.

Frequently Dialed Numbers

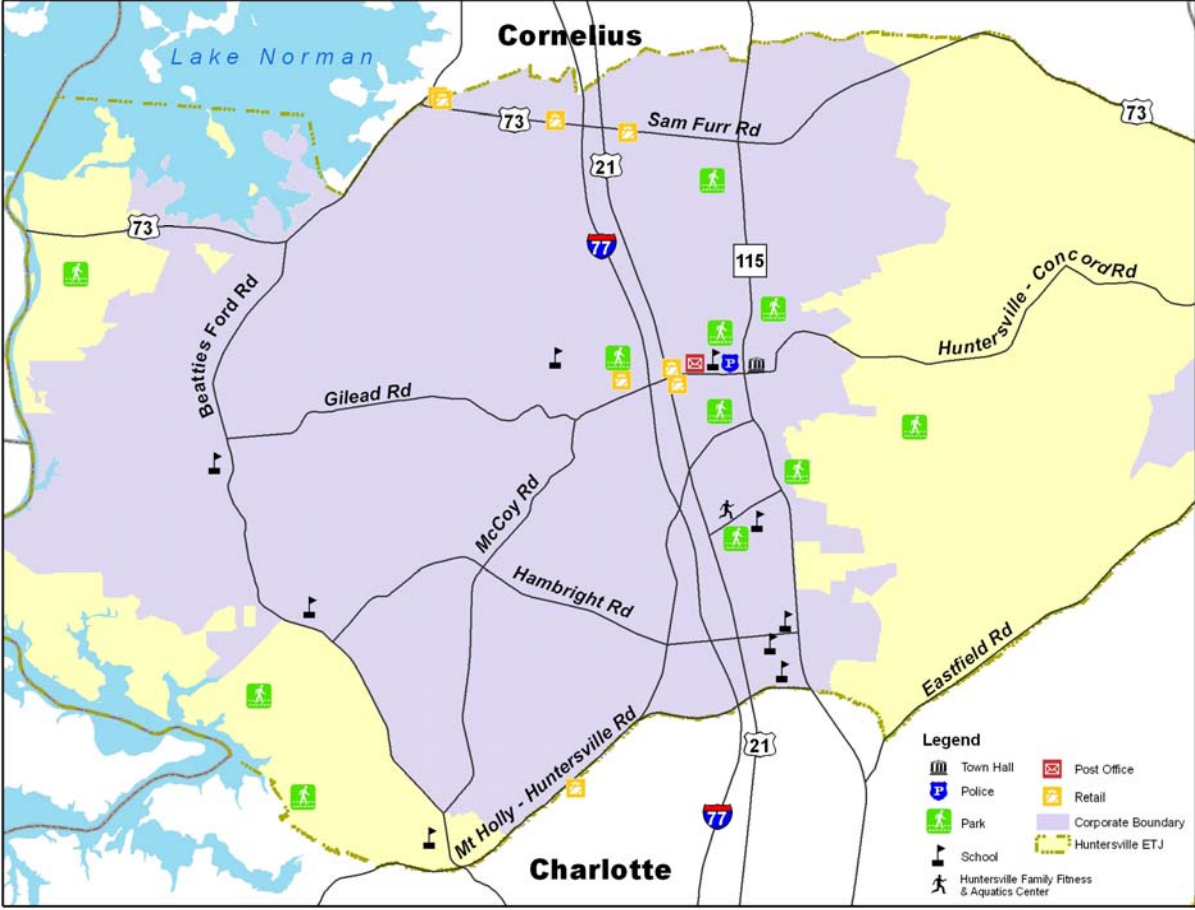
Charlotte Mecklenburg Schools	(980) 343-6759
Charlotte Mecklenburg Utilities Division	(704) 336-2211
To Report Water Problems	(704) 336-7600
Duke Power	(704) 594-9400
ElectriCities	(704) 948-0550
Energy United	(704) 892-0278
Huntersville Parks & Recreation Department	(704) 766-2220
Mecklenburg County Board of Elections (Voter Registration)	(704) 336-2133
Piedmont Natural Gas	(800) 752-7504
Public Library of Charlotte & Mecklenburg County North County Regional Branch	(704) 895-0318
United States Post Office (Huntersville)	(704) 875-9218
Advanced Disposal (Trash Service)	(704) 596-9428

Town Hall is open from 8:00 a.m. — 5:00 p.m., Monday through Friday

The Huntersville Police Department is located at 102 Gilead Road (704-464-5400)

Points of Interest

Town of Huntersville



Town of Huntersville
Post Office Box 664
Huntersville, NC 28070