



Town of Maggie Valley



2020 - 2021

TOWN OF MAGGIE VALLEY ANNUAL NEWSLETTER

A Message From Your Mayor

Howdy Friends and Neighbors,

One of our biggest attractions here in Maggie Valley is Jonathan Creek. The creek starts at the top of Soco Gap and flows downward into the heart of Maggie Valley. The creek has several tributaries that make it a free-flowing part of who Maggie Valley is. Our Valley is surrounded by beautiful mountains that make everyone feel like home and the sound of the creek as it flows past our homes, parks and businesses is a big part of what attracts our visitors and second home families. For those of us who live here, we get to enjoy all Maggie Valley has to offer year round. I am blessed to be your Mayor and together we get to enjoy the beauty and the people of Maggie Valley.



Maggie Valley is a NC Mountain Heritage Trout City

The past six months we have seen Maggie Valley and the entire world change before our eyes. COVID19 has impacted town government, including our Board of Aldermen and the team that works for the Town. In the first few months as a Board, we made choices that helped to protect our citizenry and those that work for and within the Town. A “very special” thank you to the men and women that work for the Town of Maggie; these folks have worked hard every day during these trying times. Once our safety was taken care of, we began to take steps to help promote our Valley and pass a FY20-21 budget that protected the services we provide while defending our town’s financial status. The Town Board of Aldermen, with the help and support of the town leadership, came together with forward thinking to execute the 4th of July Fireworks event as well as working with promoters to reschedule events at our Festival Grounds throughout 2020. Unfortunately, a few events were forced to cancel this year, but are scheduled to return in 2021. As Mayor, I have empathy and praise for our Maggie Valley business owners for their hard work and vision while being open during COVID19. Please join me in thanking those people for their hard work and sacrifice during these trying times. When possible, each of us should do what we can to support their efforts. Together we rock!

As your Mayor, I understand the diversity of people that make up Maggie Valley. We share a beautiful town; those that live here year round, those that live here by the season, those that own businesses and those that work every day to support and run those businesses. We also share our Valley with tourists who spend days or even weeks here. While we live in and share this Valley, we have not always agreed with each other. As a family, we have always been able to work together and find common ground and to get along. This summer, our family became connected to a much larger world. After our first picket event, your Town Manager and Chief of Police worked with the Mayor and the Board of Aldermen to enact a new ordinance. These new guidelines reflect our desire to protect the First Amendment Right while protecting our citizens, their families and our businesses. This new ordinance helps the police do their job to protect and serve. My personal thank you to Chief Gilliland and the Officers of the Maggie Valley Police Department for their continued commitment to the safety of Maggie Valley. A special shout out to the Haywood County Sheriff’s Department and the Waynesville and Canton Police for their continued support here in the greatest county in North Carolina.



From the Mayor continued...

Not all of 2020 has been a dark cloud. The Town of Maggie Valley is committed to continue to invest in our neighborhoods. This summer, the Town was able to complete the largest Non-Powell Bill road funding in Maggie's history. It looks like we are not finished, as more projects continue to come in for needed road repair. The staff with the Town of Maggie Valley and your Aldermen continue to provide you with excellent curbside services. The Town is continuing its successful track record in creating passive Park spaces, exploring the feasibility of a new Park with a waterfall as its central feature. We continue to look at several other opportunities for greenway space along Jonathan Creek as well.

The Town is still working with NCDOT to improve our cross walks and pedestrian infrastructure along Soco Road, with safety being our top priority. The completion of this project has been delayed by state budget uncertainties. With this project, we are also working on a new vision for a Veteran Park at Town Hall. This past year, you elected a new Alderman, Tammy Wight, to serve a four year term and the Board also appointed Twinkle Patel to serve as Alderman for the next two years - filling my unexpired term as Alderman. Together with Phillip Wight and Clayton Davis, this board looks forward to working with the community and we are excited that 2021 should be a great year!

You will no longer find me sitting at the Rendezvous Restaurant or Maggie Valley Inn; Beth and I have retired. So now we spend our free time sitting by Jonathan Creek and yes, mowing the lawn. You can reach me by contacting Town Hall at 828-926-0866 or email me at mevelando6@gmail.com.

**Respectfully,
Mike Eveland, Mayor**



From the Town Clerk

This upcoming year I will celebrate my 26th year serving the residents, visitors and business owners of the Town of Maggie Valley as your Town Clerk. Each year, I use this space to remind you all to be involved in your community by volunteering your time, shop locally and to keep a keen interest in your local town government.

The importance of each of these simple reminders has become amplified in importance during 2020- a year that none of us will ever forget. Throughout the year I had the privilege of watching many of you turn these simple reminders into daily acts of kindness.

In fact, in August, I was the recipient of many acts of kindness when I broke my ankle. Your calls, emails and "little surprises" have meant the world to me during my recovery. During challenges big and small; Maggie Valley's greatest attribute is people!

A recent Pew Center study reveals that more people than ever feel disconnected to government. As Town Clerk, I would like to help reverse that trend in Maggie Valley. For those wanting to know what's going on in your Town Government, may I suggest joining our Sunshine List by emailing me at vbest@maggievalleync.gov, exploring our Town's website at www.maggievalleync.gov or by just calling me at 828-926-0866.
**Best regards and respectfully,
Vickie Best, NCCMC, CMC**



From the Town Planner

Maggie Valley Planning and Development has experienced an extraordinary, and like elsewhere, a somewhat unsettled 2020. During these uncertain times there is still reason for optimism because, despite the pandemic, so many new residents and visitors continue to find Maggie Valley an especially appealing place to live, work, and play. We have been working hard to provide uninterrupted permitting and inspection services for our citizens, with very few exceptions.

During the first eight months of the year more than sixty zoning permits have been issued for new construction and development projects in Town. Twenty-two of these permits were issued for the construction of new residences. We have also welcomed many new commercial establishments to Town this year including Bearwaters Brewing Creekside, Route 19 Inn, and The Market at Frankie's. Exciting plans are unfolding for many other new and newly remodeled restaurants, shops, and accommodations to keep an eye out for in 2021.

As part of our ongoing effort to help keep our valley appealing, the Planning Department has issued numerous Notice of Violation letters addressing nuisances and various other legal infractions. This is an ongoing process and the Town appreciates everyone's hard work and help in improving Maggie Valley during this particularly challenging time. With all this in mind, please be aware that the Town's Planning Board will be conducting a series of community meetings during the upcoming months to unveil a new plan to update and modernize the Town's land use and development regulations. Everyone's input will be needed during this important planning process so please look for more news soon about the Town's new Unified Development Ordinance. Be safe, keep calm and plan on.

Ron Hancock, AICP

rhancock@maggievalleync.gov



From the Police Chief

The women and men of the Maggie Valley Police Department would like to welcome you to our community. We stand ready to provide dedicated, professional, high-quality police services to our residents and visitors. Our officers strive to find ways to promote and preserve a safe and secure environment while providing service and problem-solving for our community. Our staff will conduct themselves in the most professional manner to serve as a role model for the community.

We would like to thank our citizens for their continued community involvement with our officers and staff. The cards, letters, meals and desserts brought to our department continue to be deeply appreciated. You are a valued part of our agency!

I would like to share some changes and events happening at our agency. We

would like to welcome two new officers who have chosen Maggie Valley for public service: Officer Chris Collins and Officer Haley Crocker. Police Officer Tim Henson retired from our agency with just over seventeen years of service with the Town of Maggie Valley. We wish him well in his new endeavors! Detective Matthew Boger, with eight years of fulltime service, has been promoted to the position of Lieutenant. This gives Lt. Boger administrative responsibilities within our agency. The following officers received the North Carolina Department of Justice Intermediate or Advanced Law Enforcement Certificate: K9 Officer Logan Wood, Sergeant Ryan Flowers and Lt. Matthew Boger. We congratulate them on their achievements!

K9 Moses was retired after six years of faithful service. He has been replaced with a male German Shepard named "Goose." K9 Officer Logan Wood will have charge of the training and development of "Goose." Our K9 unit will be utilized in searching for illegal contraband, tracking and article searches.

Officer training and education is principal in providing a high level of service to our community. Our Officers attend the North Carolina Justice Academy for focused and annual in-

service training. We encourage our Officers to seek higher education through obtaining an Associate of Applied Science degree and/or a Bachelor of Science degree in Criminal Justice or a related field.

We continue to maintain a **Prescription Drop-Off box at the front entrance of our Police Department.** We encourage and appreciate our citizens depositing unused prescription drugs there for destruction.

Our Maggie Valley Police Officers remain dedicated, and honorably serve our citizens at the highest level. Let's continue to forge our partnership for a safe community.

"Excellence in Policing" is our ideology that forms the basis of service to our community.

Chief Russell N. Gilliland
61 Summit Drive
Maggie Valley NC 28751
828/926-0867
rgilliland@maggievalleync.gov

**In an emergency,
 always dial 911!**

Board of Aldermen Directory

Mayor – Mike Eveland 828-242-3012

meveland06@gmail.com

Mayor Pro Tem – Phillip Wight 828-734-4668

pwshvac@gmail.com

Alderman – Clayton Davis 828-926-1158

loda-28@charter.net

Alderman – Tammy Wight 828-926-3539

twightmaggievalleync@gmail.com

Alderman – Twinkle Patel 828-421-6683

twinkle@maggievalleync.gov

Town Staff Directory

828-926-0866 Town Hall

Town Manager – Nathan Clark nclark@maggievalleync.gov

Town Clerk – Vickie Best vbest@maggievalleync.gov

Finance Officer – Shayne Wheeler swheeler@maggievalleync.gov

Town Planner – Ron Hancock rhancock@maggievalleync.gov

Director of Public Works – Mike Mehaffey

mmehaffey@maggievalleync.gov

Executive Assistant – Shelly Coker scoker@maggievalleync.gov



Charging your electric vehicle at Maggie Valley Town Hall is a complimentary service of the Town.



Can the grease!

Pouring cooking fats and grease down your kitchen drain is a recipe for disaster! These substances build up in your home's plumbing and in the Town of Maggie Valley's sewer system and that's bad news for your pipes and ours. Why? Clogged pipes can cause raw sewage to back-up into your home, yard, streets or waterways.

How can you help prevent grease buildups from blocking sewer lines? **Never pour grease down the sink drain**, even with dish soap and hot water! Scrape food scraps from pans and dishes into a trash can or garbage bag. Mayonnaise, salad dressings and other food items that contain fats and oils can clog pipes too. Pour cooled grease into an empty can or bottle and place it in the trash. Use rubber scrapers and paper towels to remove oil and grease from cookware. Avoid using your garbage disposal for this waste. Put baskets or strainers in sinks to catch food scraps, and empty them in the trash can.



Our Curbside Services:

Garbage & Recycling Service

One of the Town's most popular residential services is our weekly curbside garbage and recycling pick-up. As most of you that use the service know, garbage pick-up is on Monday and recycling on Tuesday. **Curbside garbage and recycling pickups may be affected by some holidays! Please check the website home page for any changes in our service schedule.**

In addition to providing these pick-up services, the Town provides residential customers with one 95 gallon brown toter to better help you manage your bagged household garbage and a 64 gallon blue recycling toter for your clean loose mixed recyclables. For those who haven't gotten their containers, they are available for pick-up or we will deliver them to your home. *Lost or stolen containers may be replaced for a charge.*



Call, email or use 'Request a Service' on maggievalleync.gov for our Curbside Services:

Yard Debris Pick-up

This service is provided for **bagged trimmings & leaves, limbs, brush, branches, etc.** Brush, branches and limbs (no longer than 12' in length and no larger than 4" in diameter) should be piled with cut ends facing the street.

White Goods Pick-up

This service is provided for stoves, refrigerators, gas grills, washers, dryers, microwaves, freezers and other **discarded appliances.**

E-Waste Pick-up

This service is provided for **discarded printers, TVs, copiers, computers, etc.**

Call 828-926-0866 x117 or email

scoker@maggievalleync.gov

Town Hall Offices are open Monday – Friday 8am to 5pm



We encourage you to recycle! Items to be recycled should be rinsed, if needed and mixed together in your blue toter – no bags. **Place your clean recyclable items in the Town provided container and place it at the curb on Tuesday morning by 7am.**

Please recycle glass bottles & jars, paper, plastic bottles & jars and metal cans, cardboard, etc. For more information or a complete list of recyclable items, stop by Town Hall and pick up a brochure or our Solid Waste packet, or download and print one from <https://maggievalleync.gov/>.

Carpet, fluorescent light bulbs, tires, building materials, mattresses, paint and stumps will not be picked up. Please call Haywood County Solid Waste at 828-627-8042 for information on proper disposal of these items.



Town of Maggie Valley
3987 Soco Rd
Maggie Valley, NC 28751
828-926-0866

Call 811 Before You Dig!
North Carolina One Call Center
www.ncocc.org

ALSO PROVIDED BY THE TOWN

Snow & Ice Removal

The Town of Maggie Valley provides snow and ice removal services on all Town Maintained Streets and a number of privately maintained roads during winter storm events. Learn which roads are included in this valuable service and how you can request your private street to be added by visiting

<https://maggievalleync.gov/community/our-services/street-maintenance-our-services/#148657607860-6eae7815-444a>



We use **@townofmaggie** Instagram and **@maggievalleytownofficial** Facebook to showcase the essence and vibrant spirit of Maggie Valley in posts and pictures. Feel free to tag us in your pictures or use **#MaggieValley** so others can enjoy the best of all Maggie Valley has to offer.



Calling Maggie Valley Home

Voting in Maggie Valley

Town Hall will be a Polling Place on November 3rd, 2020. Voters will be choosing our country, state and county's leaders in the General Election. Contact Haywood County Board of Elections (828-452-6633) for voter eligibility and voting precinct information. **A sample ballot may be viewed online here:**

<https://www.haywoodcountync.gov/DocumentCenter/View/3801/SAMPLE-BALLOT-INSTRUCTIONS>

Subscribe to the Sunshine List

The Town of Maggie Valley's "Sunshine List" is a great way to stay informed on public policy issues that are being discussed by the Town. By subscribing to the Town's Sunshine List, you will receive email notices regarding all public meetings conducted by the Town's Board of Aldermen, Planning Board and Zoning Board of Adjustment.

Knowing when the meetings are about issues that matter most to you, is critically important in generating valuable public input. This helps the Boards with their decision-making process. Additionally, subscribers will receive meeting minutes, special community announcements and reminders.

Currently, the Town's Sunshine List has nearly 450 subscribers and we encourage you to be next! If you would like to subscribe to the Sunshine List, email Vickie Best, Town Clerk at vbest@maggievalleync.gov or give her a call at 828-926-0866 x102.

Wi-Fi Hot Spots

Being "connected" has been one of the major themes of 2020. One way the Town of Maggie Valley is helping you stay connected is by providing WiFi Hot Spots in six locations, allowing users to freely connect to the internet.

Wi-Fi is available for your use at:

- Town Hall and Town Hall Park
- Maggie Valley Police Department
- Parham Memorial Park
- Mary Rathbone Rich Park
- Maggie Valley Festival Grounds

New Smartphone App

The Town of Maggie Valley has an app for your smartphone! Users have the ability to request town services, report code violations and even pay taxes.

This mobile app has been designed specifically to engage with citizens, increase staff productivity and gain valuable analytics to aid in our data driven decision making process. Look for this icon in your App Store.



Contactless Tax Payment Options

The Town of Maggie Valley will be providing a number of contactless tax payment options for 2020 taxes.



Pay Online: Visit maggievalleync.gov and click our "Pay Taxes Online" portal. This payment system allows for you to pay by Visa, Mastercard, American Express and Discover with a transaction fee of \$1.25 per transaction and a 3% convenience surcharge or pay by Electronic Funds Transfer (EFT).



Pay by Mail: You can always make a check payable to the **Town of Maggie Valley** and pay by mail. Please include the bottom portion of your tax bill and write your parcel identification number in the memo field of your check. We accept postmark as date received for tax payments. If you would like to receive a receipt, include your email address or a stamped self-addressed envelope.



Pay in Person: If you would still like to pay in person at Town Hall, you may drop your tax payment (**checks only**) into our Drop Box located in the metal door, under the overhang on the east side of the building near our bicycle rack. If you include your email address, we will email your receipt.

You may also pull into a Tax Payment parking space on the east side of Town Hall and dial the office at 828-926-0866. A member of our staff will be out shortly to assist curbside.

For those of you who are in a hurry, the Drop Box will be your best option.

