



TOWN OF MAGGIE VALLEY ANNUAL NEWSLETTER

Town of Maggie Valley



2018 - 2019

A Message From Your Mayor

Dear Friends,

I feel so very fortunate to be your Mayor and to live in a beautiful natural environment. Our town's picturesque setting makes it the perfect place to live, raise a family and vacation. The Aldermen and myself realize how special our town is for so many people and we work hard to provide the highest quality of services in the most cost effective manner. The Town's tax rate is once again at \$0.43, which is the lowest municipal tax rate in Haywood County. The Board and I feel this tax rate allows the Town to continue to provide outstanding services while making sustainable investments that will allow Maggie Valley to remain a great place to live and visit. If you are interested in the Town's financial health, please visit our Budgets and Audits page at maggievalleync.gov.

Two years ago, the Town Board of Aldermen made it a goal of ours to improve the Town's website. The Town Manager and other key staff members have done an outstanding job in accomplishing this goal. However, that work is never complete and we are constantly looking for ways to improve the user experience, so explore maggievalleync.gov and share your thoughts. One improvement I am particularly looking forward to is our new online tax payment option. Beginning in October 2018 taxpayers will have the ability to "search and pay" with no need to have your tax bill on hand and experience a comprehensive client payment portal that will simplify paying your tax bill. In addition to an improved online payment experience, the Town of Maggie Valley will begin accepting

credit/debit cards as a payment method for in person tax payments, zoning fees, pavilion rentals, just to name a few.

I hope you have had the chance to see the Town's new welcome sign located at Mary Rathbone Rich Park. This sign was handcrafted exclusively by Maggie Valley artisans and serves as an inviting symbol of our Town's mountain charm for visitors entering from the west. We will be constructing this same sign at the intersection of US 276 and US 19 later this year, for visitors entering Maggie Valley from the east.

On July 10, 2018, the Board of Aldermen officially opened Mary Rathbone Rich Park, located at 4538 Soco Road, with a public dedication ceremony. This park contains a public picnic shelter with restrooms, outdoor grill, walking trail, creekside benches and a rain garden. The park's most defining feature is its Sensory Garden, sponsored by the Maggie Valley Lions Club. This garden allows those with visual impairments to enjoy a host of different textures and aromas from carefully selected plants, shrubs and trees located within the garden's ring. Without the generosity of Claudia Storey, Kerry Dunlavey, the Franklin Family and Haywood County TDA this park would not have been built.

A new playground has been constructed at Town Hall Park! The wooden structure features a number of attractions for children of all ages. While the kids are having fun, friends and family will be able to enjoy new picnic tables and grills. To improve your user experience at Mary Rathbone Rich Park, Parham Park and Town Hall Park, Wi-Fi will be installed at these locations during the FY18-19 Budget Year.

One goal that the Board did not accomplish over the past year was construction of a Veterans Park to honor the heroes of yesterday and today. This project has been delayed until the Soco Road Improvement Project is completed in a couple of years. As you know, one of the goals of this plan is to improve the pedestrian experience in Maggie Valley and not knowing the specific locations of cross walks is the reason we had to put the Veterans Park temporarily on hold.

In May, the Town hosted the second annual Citizens Academy with the hopes of increasing communication between government officials and citizens. This class is designed to introduce citizens to their local government's structure, operations and services, and to provide information on becoming more engaged and involved with municipal government. I hope to see you at the next class!

For the last couple of years, the Town's Planning Board has worked very hard on drafting a new Unified Development Ordinance. This document will create a new zoning framework for the town, which is in desperate need of updating considering our last major ordinance update was 20 years ago. Your participation in upcoming public workshops and input sessions is vitally important!

The year 2019 will mark the Town's 45th year as an incorporated municipality. The economy appears to be on the up-rise and so does Maggie Valley. I look forward to working with you and making Maggie Valley an even better place to live, work and play.

Respectfully,
Saralyn Price, Mayor

From the Town Clerk

As 2018 ends, it seems to have gone by in a flash and we will soon be preparing for the New Year! With that said, I want to inspire you to consider taking part in the **2019 Citizens Academy**. Participants will get an inside look at how the Town of Maggie Valley operates, plus special visits with our partners, the Maggie Valley Volunteer Fire Department, The Maggie Valley Sanitary District, the Maggie Valley Chamber of Commerce and the Haywood County Visitors Center. My goals for the **2019 Citizens Academy** are to: equip citizens with basic information about their local government, encourage greater citizen involvement, share and improve lines of communication with Town Staff, and help citizens learn about key issues facing the community.

Also, whether you live in the community as a fulltime or seasonal resident or are just interested in the Town of Maggie Valley, I encourage you to submit your email address for our **'Sunshine List'** to keep informed with what's going on in your Local Government. If you have any questions or concerns regarding the emails you receive, please contact me. If I don't know the answer, I will find the answer!

As in years past and for the future, as the Town Staff continues to strive to be the best we can be... it is a true honor being your Clerk.

Vickie Best, NCCMC, CMC

vb@maggievalleynyc.gov



Bountiful Harvest!

Read more about **Maggie Valley Community Gardens** on our website under the **Connect** tab at **Active Community**. Interested in joining the **Maggie Valley Community Garden volunteer group**? Please contact Barbara Planchock @ 828/400-3144 or check out their website @ <http://givinggardensnc.weebly.com/>

From the Town Planner

Maggie Valley is experiencing an upturn in business and residential development. During the first ten months of 2018, more than ninety zoning permits have been issued for new construction and development projects in Town. Twenty-four of these permits were for new residences. Many permanent and seasonal residents are finding Maggie Valley a very appealing place for entrepreneurial, residential, and recreational opportunities.

To help keep Maggie Valley looking good, the Town has been working diligently with local volunteers, businesses, and property owners. We partnered with the Maggie Valley Lions Club to plant a sensory garden which is designed to appeal to all the senses of our visually impaired citizens and visitors.

The garden is located at the Mary Rathbone



Rich Memorial Park at 4538 Soco Road, on the west end of Town. Another attempt to keep Maggie Valley clean and green has been the continued process of correcting nuisance and overgrown lot violations. The Town has issued 39 Notice of Violation letters this year, most have been remedied. This is an ongoing process and the Town appreciates everyone's hard work keeping Maggie Valley attractive during a particularly verdant growing season.

The upcoming year promises lots of good things for the health and welfare of our Town. Let's all help make Maggie Valley even more attractive in 2019!

Ron Hancock, AICP

rhancock@maggievalleynyc.gov



Board of Aldermen Directory

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828-926-6050

jbanks@maggievalleynyc.gov

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[meveland@maggievalleynyc.gov](mailto:meland@maggievalleynyc.gov)

Alderman – Phillip Wight

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Alderman – Clayton Davis

828-926-1158

cdavis@maggievalleynyc.gov



Town Staff Directory

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Town Clerk – Vickie Best

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Finance Officer – Shayne Wheeler

swheeler@maggievalleynyc.gov

Town Planner – Ron Hancock

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Director of Public Works –

Mike Mehaffey

mmehaffey@maggievalleynyc.gov

Executive Assistant – Shelly Coker

scoker@maggievalleynyc.gov



From the Police Chief

The Maggie Valley Police Department knows that community engagement is principal for a proactive partnership in problem solving. Our agency realizes the importance for community oriented policing. This policing strategy stresses the prevention of crime before it occurs. To promote this strategy our officers engage in visiting our business leaders on a regular basis, this creates personal interaction and the opportunity to discuss community concerns. We also track how often we patrol our community neighborhoods. It is the police department’s goal to partner with our community and build a positive working relationship. Please feel free to contact your police department at any time. You are always welcome to come by and visit.

We would like to share events that have occurred at our Police Department over the past year. Our agency recognizes outstanding officers by presenting an “Excellence in Policing” award. This past year we recognized two officers for this award. Officer Ryan

Flowers and Officer Matthew Boger showed outstanding service to our community by setting a high standard of professionalism and work ethic. Newly appointed K-9 Officer Logan Wood attended, for the first time, the United States Police Canine Association (USPCA) field trails certification. This is an annual event to certify Moses our canine, and our K-9 Officer as a handler. Both excelled in this event and are certified as a K-9 Police unit. This USPCA certification, draws K-9 teams from across the state of North Carolina. Congratulations to both Officer Logan Wood and Moses. Detective Jeff Mackey was appointed to Sergeant and has taken on administrative and patrol duties. Sergeant Jeff Mackey has been with our agency for over fifteen years, we wish him the best in his new position. Officer William Sterrett attended D.A.R.E. school at the North Carolina Justice Academy. Officer Sterrett is now our D.A.R.E. Officer and will be joining Jonathan Valley Elementary school for the 2018-2019 school year.

Public safety is our agency’s primary concern. One area of public safety is vehicle speeds on U.S. Hwy 19 Soco Road. We have installed a radar sign to promote motor vehicle safety. The radar sign is solar powered and alerts the driver to their speed. Our radar sign is an accurate way to remind drivers to travel at a safe and responsible speed.

Keep in mind that we have a Prescription Drop-Off Box located at the front entrance of our office at 61 Summit Drive. You may drop off any unused prescriptions that you wish to discard, at any time. Our agency will properly dispose of them in a certified incinerator. Our officers are available to speak with Home Owners Associations about Community Watch Programs or other concerns you may have. Please contact our office to make arrangements.

We would also like to thank Crockett’s Meadow Property Association for their donation of a camera system to our Police Department. We will be able to put this camera system to good use! I would also like to thank our Maggie Valley Seniors group for their hospitality to our officers.

Our Police Officers and I are proud to serve the residents of Maggie Valley North Carolina.

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

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

Keep informed @
 maggievalleync.gov



Follow us!
 townofmaggie



maggievalleytwnofficial



**Haywood County’s
 Maggie Valley Branch Library**

The Maggie Valley branch of the Haywood County Library is located inside Town Hall. The library offers many services, including Wi-Fi, computer access, newspapers, magazines, DVDs, and great books! **Operating hours are Tuesday and Thursday from 9am to 5pm.** For more information, please call 828-356-2541.

**Mountain Project’s
 Maggie Valley Congregate**

The Maggie Valley Congregate Nutrition Program operated by Mountain Projects meets in the Town Hall cafeteria Monday - Friday. The program provides a nutritionally balanced meal, crafts, health promotion, seminars, field trips, bingo, and a time to socialize. The Congregate Nutrition Program is available free of charge to anyone age 60 or over. Anyone 55 or older is welcome to participate, for a nominal fee. **For more information stop by the Town Hall Cafeteria from 9AM-1PM or contact Vicki Woodley at 828-926-0866 x 110.**



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.

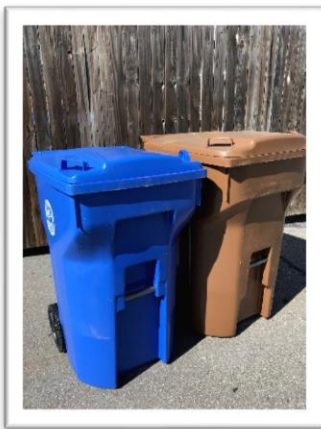


Our Curbside Services:

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 know that use the service, garbage pick-up day is Monday while recycling day is Tuesday. **Curbside garbage and recycling pickups may be affected by holidays!** Check our website home page for the current curbside garbage and recycling schedule.

In addition to providing the pick-up services, the Town provides residential customers with one 95 gallon brown toter to better help you manage your garbage and one 64 gallon blue recycling toter. For those that haven't gotten their recycle container, they are still available. *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 and placed loose in your blue toter – no bags. Mix your clean recyclable items in the 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 maggievalleync.gov.

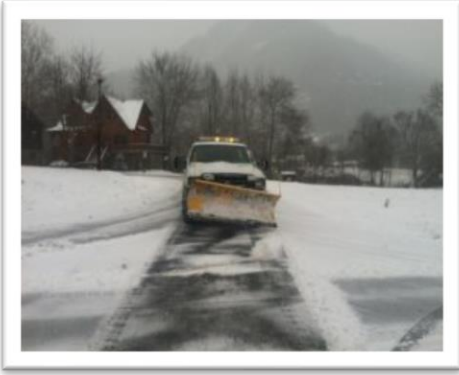
Carpet, fluorescent light bulbs, tires, building materials, mattresses, paint and stumps will not be picked up. Please call Haywood County Solid Waste at 828-627-8042 for information on proper disposal of these items.



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 Removal

The Town provides snow and ice removal on 52 approved public and private streets. Check our plow list on the website under Street Maintenance or call Town Hall to see if snow will be removed from your street.



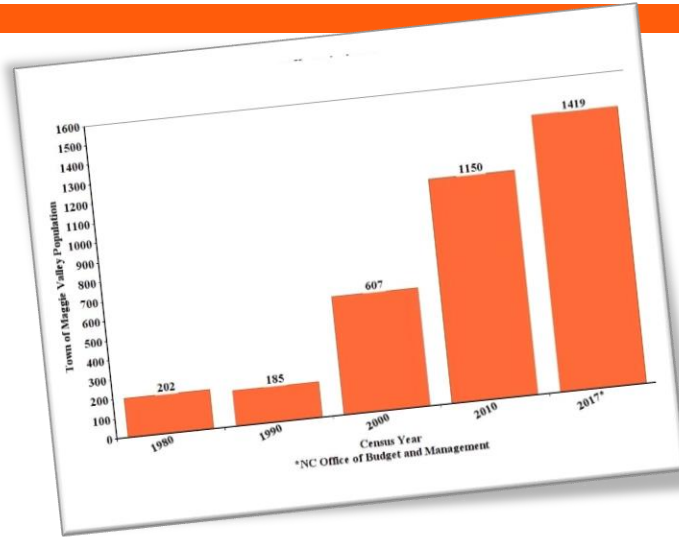
Pavilion Rental

If you are looking for a smaller setting to host an event, the Pavilion located beside Town Hall may be rented. This facility is equipped with a stage, restrooms and a large open area with tables and chairs. All Maggie Valley taxpayers receive a special rate. Contact the office at 828/926-0866 to see if the date you would like is available.

FAST FACT

164 tons!

One of the Town's most popular services is our on-call yard debris pick-up. Last year the Town of Maggie Valley collected 164 tons of yard debris. That is the equivalent of the weight of 67 Ford Explorers!



Here is a look at Town of Maggie Valley population totals since 1980.

Calling Maggie Valley Home

Digital Footprint

The Town continues to make advances with our website maggievalleync.gov. Please use this as your digital hub for all things Maggie Valley! In addition to our website, the Town enjoys engaging with our residents, business owners and visitors on **Facebook** and **Instagram**. When posting pictures on social media that represent the unique beauty, character and charm of Maggie Valley, please use **#maggievalley** so we don't miss your post!

New Payment Options Online and at Town Hall

Beginning October 2018, the Town of Maggie Valley unveiled a new online tax payment interface that provides users a detailed client payment portal with the ability to "search and pay" - no need to have your tax bill on hand. To pay by phone, call our new toll-free number: 855-524-2982. In addition to these improved payment methods, the Town will be accepting debit/credit cards at Town Hall for all payments made there.

Town Hall Playground

On October 19th, the Town Hall Park & Playground Grand Opening and Ribbon Cutting was held! In addition to the walking path, basketball court horse shoe pits and swings, our new play structure features two slides, a climbing wall, club houses to explore and more! Friends and family will also enjoy the picnic pavilion, new picnic tables and outdoor grills.



Festival Season

The 2018 Festival Grounds Season was a tremendous success with a number of events that enjoyed record setting crowds. From April to October the Town hosted 22 unique events that lasted 56 event days, including two first time events: May's 'Icons of Hotrodding Festival' and August's 'SoWo Fall Tour' featuring a number of European sports cars. Check our website or Facebook page throughout the year to see what events are happening. And plan to enjoy for the first time at Maggie Valley Festival Grounds this February-ICE SKATING! The Town of Maggie Valley along with the Maggie Valley Chamber of Commerce and Haywood County TDA will be providing a temporary 'synthetic ice' skating rink for more winter fun!



July 10, 2018 Mary Rathbone Rich Park and Sensory Garden Dedication!



October 19, 2018 Town Hall Playground and Park Grand Opening!