

Your County Resource Guide

BUNCOMBE

Life

Buncombe Loves Pre-K

Commissioners approve public funding
for pre-schoolers.



PRODI
noun / pro-
• impressive and in-
truly exception
• making it look e
• waaay ahead of
I've never seen anyth
That's because she's a

BUNCOMBE *Life*

Winter-Spring 2017-2018

Buncombe Life is a publication that can help you find the programs & services that can make your life better. We hope that this publication will be helpful to you. Your Commissioners, along with county staff, are working each and every day to make life better here in Buncombe County.

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SOCIAL MEDIA:

FACEBOOK - facebook.com/buncombeGov

TWITTER - twitter.com/buncombeGov

YOUTUBE - youtube.com/bcgovtv

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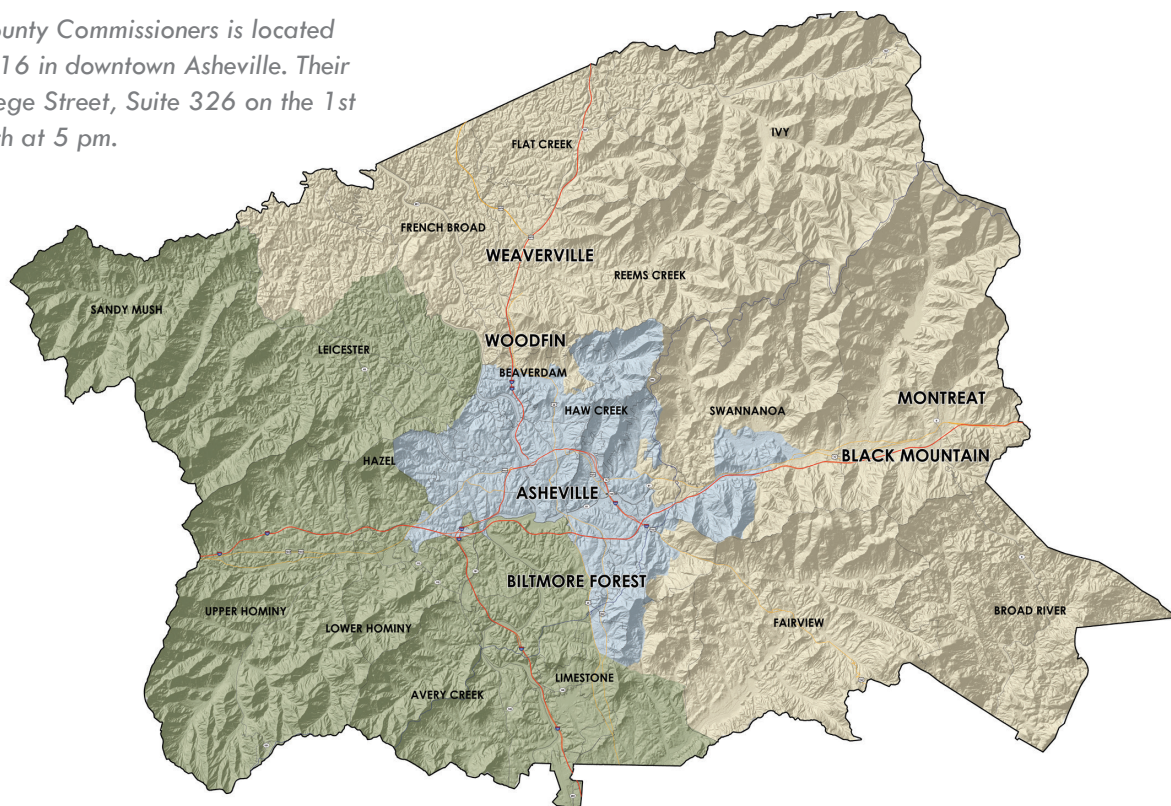
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COVER AND INSIDE COVER

Read more about the new
Pre-K spaces available at
Johnston Elementary and
Eliada on page 13.

BOARD OF COMMISSIONERS

The office of the Buncombe County Commissioners is located at 200 College Street, Suite 316 in downtown Asheville. Their meetings are held at 200 College Street, Suite 326 on the 1st and 3rd Tuesday of each month at 5 pm.



-  DISTRICT 1
-  DISTRICT 2
-  DISTRICT 3



MIKE FRYAR
COMMISSIONER - District 2

JOE BELCHER
COMMISSIONER - District 3

ELLEN FROST
COMMISSIONER - District 2

BROWNIE NEWMAN
CHAIRMAN

JASMINE BEACH-FERRARA
COMMISSIONER - District 1

ROBERT PRESSLEY
COMMISSIONER - District 3

AL WHITESIDES
COMMISSIONER - District 1



ELECTION SERVICES

77 McDowell St., Asheville, NC 28801 | 250-4200 | buncombecounty.org/vote

Mailing: PO Box 7468 - Asheville, NC 28802-7468

Monday through Friday (8 am - 5 pm)

The Buncombe County Board of Elections is committed to conducting fair, honest, impartial and efficient elections so that all qualified citizens in Buncombe County may exercise their right to vote. The Election Office is responsible for conducting all elections in Buncombe County, including municipal, county, state, and federal elections, as well as special referenda.

SERVICES INCLUDE:

- **Maintain voter registration records**
- **Conduct candidate filing for NC General Assembly and all local contests**
- **Receive and audit campaign finance reports for local candidates/committees**
- **Provide for mail-in absentee voting and remote early voting**
- **Assist parties with election official recruiting**
- **Provide complete and comprehensive training for all election officials**
- **Provide for Election Day voting in all precincts**
- **Provide for election night tallies and report them to the public and authorities**
- **Provide variations of election reports and statistical voting information**
- **Continually evaluate and seek to improve the voting experience**
- **Create opportunities for community outreach and assist agencies**

ARE YOU ELECTION READY?

Find out by visiting buncombecounty.org/BCvote and taking our survey.



SHERIFF'S OFFICE

60 Court Plaza, 4th Floor, Asheville, NC 28801

The Buncombe County Sheriff's Office is a professional, service oriented law enforcement agency, dedicated to improving the quality of life for everyone in Buncombe County.

CRIMESTOPPERS

Help fight crime by being a crimestopper in your neighborhood.

Report suspicious activity or other information by calling **255-5050**

or emailing **tips@abcrimestoppers.org**. All tips are anonymous and rewards of up to several thousand dollars are available depending on value of the information given.

RX PRESCRIPTION DRUG DROP OFF

Overdose deaths involving prescription medications used to treat pain have increased to almost 17,000 deaths a year in the United States. An estimated 493,000 people, age 12 or older used a prescription pain reliever nonmedically for the first time within the past 12 months. This averages to about 1,350 first time users per day.

Keep prescription drugs out of reach of kids by getting unnecessary drugs out of your medicine cabinet. Dispose of them in one of three prescription drug drop boxes in Buncombe County. They are located in:

- the lobby of the Buncombe County Sheriff's Office at 339 New Leicester Hwy,
- the lobby of the County Courthouse at 60 Court Plaza,
- the lobby of the Asheville Police Department at 100 Court Plaza.

SHERIFF'S OFFICE DIRECTORY:

MAIN SHERIFF'S OFFICE
250-6670

CRIMESTOPPERS
255-5050

DETENTION CENTER
250-4570

EMERGENCY
911

CRIME PREVENTION
250-4427



SENIOR REASSURANCE

The Buncombe County Sheriff's Office has a valuable program for seniors to help them and their family members rest easily at night: the Senior Reassurance Program. By signing up yourself, a neighbor, or a family member, the Sheriff's Office will provide an extra measure of security and safety. Many times, elderly fall or become injured and don't receive help for extended periods of time. Through the Senior Reassurance Program, the Sheriff's Office will provide daily calls to the client to make sure everything is okay.

The program will set up a time with the senior client to answer the phone every day. If the client doesn't answer, the emergency contacts provided when setting up the service will be

contacted. If the emergency contacts are unable to be reached, the Sheriff's Office will dispatch an officer to the residence to make sure the client is safe. Right now, over 150 seniors are signed up for the program.

"One day I called a client who kept repeating the same words. I recognized that as a sign of stroke and contacted the family and dispatched an ambulance immediately. It turns out, she did have a stroke and she was able to get help much quicker as a result of our call."

~ Senior Reassurance Program Coordinator, Debbie Cooper

If you're interested in signing yourself, a family member, or a neighbor up for the Senior Reassurance Program, please contact the Sheriff's Office at **828.250.6670**.

The service is available Monday - Friday and is FREE of charge. You can cancel participation at any time. For more information about the program, you can visit **buncombecounty.org/sheriff**.



REGISTER OF DEEDS

205 College St., Asheville, NC 28801

The Register of Deeds office accepts cash, check, debit or credit card. Buncombe County is the first Register of Deeds office in the state to offer services in Spanish online, on the phone, and in person.

BIRTH, DEATH & MARRIAGE RECORDS

The vital records department of the Register of Deeds office is responsible for Buncombe County's:

• **Birth Certificates** • **Death Certificates** • **Marriage Licenses & Certificates** • **Notary Public Commissions**

Copies and information about these records can be obtained in person, online, or by mail. Vital records can only be issued to the individual, immediate family, or an authorized agent.

To obtain a marriage license for North Carolina, a couple must come to the Register of Deeds office with required identification. A North Carolina marriage license is valid for 60 days and the cost is \$60. Complete the marriage license application online at **buncombecounty.org/rod**.

REGISTER OF DEEDS DIRECTORY

BIRTH, DEATH & MARRIAGE RECORDS

250-4300

PROPERTY RECORDS

250-4302

OTHER QUESTIONS

250-4303

PROPERTY RECORDS

The property records department of the Register of Deeds office is responsible for Buncombe County's:

- Real property records including deeds, easements, rights of way, and leaseholds.
- Instruments of security such as mortgages, deeds of trust, and UCCs.
- DBA or Assumed Name Certificates
- Powers of Attorney
- Plats or recorded surveys

Original documents can be presented for recording in person, by mail, or via eRecording and must adhere to North Carolina recording standards and fees.

Once recorded, all documents are public record and can be accessed online. Please visit **buncombecounty.org/rod** and click on Online Document Search.

GET VITAL RECORDS ONLINE

Buncombe County has made it easier to access vital records by allowing citizens to request and pay for birth, death, and marriage certificates online. The certificate will be mailed without requiring a visit to the Register of Deeds office. It's easy; simply fill out the required info, upload a photo ID, complete the payment, and the request will be processed within one business day. Visit **buncombecounty.org/vital**.



CLERK OF COURT

The Clerk of Court is an elected position and has jurisdiction over matters relating to the probate of wills and the administration of estates. The Clerk also presides over other legal matters including adoptions, incompetency proceedings, and foreclosures.

The court system in Buncombe County is not administered by County Government. It is a State-run agency; however, by State law, the facilities that house the court system are maintained by County Government. The office of the Clerk of Court is located in the Buncombe County Courthouse.

COURT DIRECTORY:

CLERK OF COURT
259-3400

JURY DUTY
259-6407

MAGISTRATE
259-4690

DISTRICT ATTORNEY
259-3410

ESTATES AND PROBATE
259-3404

PUBLIC DEFENDER
259-3423

CRIMINAL RECORDS & CITATIONS
828-259-3402

SMALL CLAIMS / WEDDINGS
828-259-3407

COURT SECURITY
828-250-4609

CHILDSUPPORT
828-250-6340

PROBATION
828-251-6186



TAXDEPARTMENT

94 Coxe Ave., Asheville, NC 28801 | **250-4920**

WHERE AND HOW CAN I PAY MY TAXES?

Property owners have several options for paying taxes:

- Pay online with credit card or online check at **buncombecounty.org/paytaxes**.
- Use the self-addressed envelope you receive with your bill.
- Pay by phone with credit card by calling **877-690-3729**; use jurisdiction code 4301.
- Pre-authorized debit program call **250-4910** for details.
- Use the drive-up drop box located at 35 Woodfin St. or walk up box at 94 Coxe Ave.
- In person at the Tax Office at 94 Coxe Ave, in Asheville, Mon.- Fri. from 8 a.m. to 5 p.m.

Tax bills and payment receipts may be printed by visiting **tax.buncombecounty.org**.

ELDERLY & DISABLED EXCLUSION

North Carolina permanent residents who:

- own and live in their own homes and
- are either 65 years of age or totally & permanently disabled as of January 1, 2017 and have an income of no more than \$29,500 per year

may be eligible for a reduction in their property taxes. Those qualified applicants may have the greater of \$25,000 or 50% of the appraised value of their permanent residence excluded from property taxes. Proof of income is required as well as an annual Social Security statement.

DISABLED VETERANS EXCLUSION

This program excludes up to the first \$45,000 of the appraised value of the permanent residence of a permanent service connected disabled veteran. There is no age or income limitation for this program and it is also available to a surviving spouse who has not remarried. For more information, call **250-4910**.

CIRCUIT BREAKER DEFERRED PROGRAM

Taxpayers who are 65 years of age or older who:

- have an income not to exceed **\$44,250**
- have owned and lived in their residence for at least 5 years

may qualify for a reduction or deferral in their taxes under this program. The deferral is based on income level:

- If your total income is \$29,500 or less, the total amount of tax you can be charged on your home is no more than 4% of your yearly income;
- If your total income is between \$29,501 to \$44,250 the total amount of tax that you can be charged on your home is no more than 5% of your yearly income.



VETERAN SERVICES

199 College St., Asheville, NC 28801
Monday through Friday 8 am to 5 pm

(3 reserved parking spots are located across the street in front of the TD bank building, additional parking is available in the County Parking Garage located at 164 College Street in Downtown Asheville.)

The County Veterans Services Office is funded by Buncombe County and the State of North Carolina. There is no charge to our clients. Veterans Services can assist veterans and their families in: **Disability Benefits Education & Training, Home Loans, Burial Benefits, Dependents' and Survivors' Benefits, Life Insurance, Health Care, & Military Records Retrieval.** Veterans & their dependents, surviving spouse or child of a deceased veteran, members of the Reserves or National Guard, and active duty service members are all eligible for the Veteran Services listed above.

To learn more about assistance, call **250-5726** or visit Veterans Services at 199 College Street. Don't hesitate to call if you are unable to visit. We will find a way to assist you.

VETERANS RESOURCES

VA CALL CENTER
800-827-1000

HEALTH BENEFITS
877-222-8387

EDUCATION BENEFITS
888-442-4551

VA LIFE INSURANCE
800-669-8477

OFFICE OF SGLI
800-419-1473

CHAMPVA
800-733-8387

GULF WAR
800-749-8387

HEADSTONES
800-697-6947

**(STATUS OF CLAIMS ONLY)
TELECOMMUNICATION**
800-829-4833

**(DEVICE FOR DEAF - TDD)
DIRECT DEPOSIT**
877-838-2778



HEALTH & HUMAN SERVICES

40 Coxe Ave., Asheville, NC | 250-5000 | buncombecounty.org/HHS

Health and Human Service offices and a new parking deck are under construction at 40 Coxe Avenue and should be complete in 2018. During construction, some services are still available at 40 Coxe Avenue. A complete list of services and contact information for Health and Human Services can be found at buncombecounty.org/hhs.

FOOD ASSISTANCE/MEDICAID

Apply for Food Assistance or Medicaid without ever leaving home! County residents can apply over the phone. It's easy - just give us a call:

MONDAY THROUGH FRIDAY:

8 am to 5 pm - 250-5500

The operator can help with application questions. The application is then mailed to you for your signature. After you sign it, just return it to HHS for processing.

The application date is the date the signed application is received back at HHS.

For more information, just give us a call at one of the numbers listed above.

NOTE: *This process is not available for applicants needing assistance with Long Term Care (i.e. nursing home) or Special Assistance.*

THE FUTURE OF HHS

This new facility is under construction and will be finished in 2018.



THE IMMUNIZATION CLINIC

53 S. French Broad Ave., Asheville NC, 28801 | 250-5096

The Immunization Clinic offers walk-in immunizations between the hours of 8 am - 4:30 pm (Monday-Friday) for: foreign travel, adults, adults with chronic conditions, infants and children, as well as vaccines required for kindergarden, 6th grade, and college.

LADIES NIGHT OUT

Ladies Night Out is a part of the Buncombe County Breast and Cervical Cancer Control Program (BCCCP). Offered once a month, the program provides FREE physicals, mammograms and health education to help qualifying women live a healthy life.

Women who attend a Night Out will receive a:

- **Breast exam**
- **Mammogram**
- **Test for blood pressure, cholesterol and blood sugar**

Ladies Night Out provides free transportation and free child care if needed. Wondering if you are eligible for Ladies Night Out? Call **250-6006**.

BE A WISE WOMAN

The Wise Woman program can help provide services at low or no cost. If you or a woman you know is in need of health screenings or information about lifestyle behaviors to prevent or delay cardiovascular and other chronic diseases, please call **250-6006** today.

IMPORTANT NUMBERS:

PUBLIC HEALTH MAIN LINE
250-5000

SOCIAL WORK/ECONOMIC SERVICES MAIN LINE
250-5500

HEALTH/DENTAL CARE (WNCCHS)
285-0622

DISEASE CONTROL
250-5109

ENVIRONMENTAL HEALTH
250-5016

IMMUNIZATION & FOREIGN TRAVEL
250-5096

RESTAURANT/SEPTIC INSPECTION & WATER TESTING
250-5016

WIC/NUTRITION
250-5000

BCCCP/WISE WOMAN
250-6006

CHILD ABUSE HOTLINE
250-5900

TRIPLE P PARENTING HELP
triplep-parenting.net

CHILDREN'S HEALTH ISSUES
youfindservices.org

ECONOMIC SERVICES - 250-5500

- Family & Children's Medicaid
- Medicaid
- Food Assistance
- Work First
- Youth Employment Permits

PARTNER AGENCIES

MINNIE JONES HEALTH CENTER
285-0622

MAHEC FAMILY HEALTH CENTER
257-4730


MAHEC OB/GYN SPECIALISTS
771-5500

EBLEN CHARITIES
255-3066

EARLY CHILDHOOD EDUCATION: AN INVESTMENT IN OUR FUTURE

"Our goal is to get families engaged as early as possible in their child's education, by providing them with the resources they need to succeed."

-Brian Repass, Head Start Director
Community Action Opportunities



"Giving these children a head start gives them a positive foundation for starting off in the right direction,"

~ Angie Searcy,
Pre-K Teacher

High-quality preschool benefits children, families, communities and the economy. As part of Buncombe County's mission to promote a healthy, safe, well-educated and thriving community, it is important that all children enter primary school equipped to learn and gain maximum benefits from their educational opportunities. Toward that end, we are working to ensure that more children have access to high quality and affordable early childhood programs through partnerships with the community.

"We know that Pre-K works really effectively to help kids have a strong start as they enter school, leading to strong outcomes over the course of their whole lives. In terms of their health, their ability to be part of the workforce, it's an incredibly effective strategy for addressing how we help kids move, especially out of poverty, into healthy productive lives,"

~ Jasmine Beach-Ferrara,
Commissioner

As the Fall 2017 school year kicked off, 18 new children gained access to public pre-school at Johnston Elementary School, thanks to a \$180,000 Head Start classroom investment initiated by Buncombe County Commissioners and in collaboration with Community Action Opportunities and the Housing Authority. This new classroom serves 18 children who meet Head Start requirements, giving families with the highest need access to high quality early childhood education.

Eliada Child Care Facility ribbon cutting.



In addition, Buncombe County is providing in-kind use of a child care facility on Compton Drive to Eliada Homes, allowing that organization to provide child care to an additional 28 preschool children (and 32 younger children).



These investments are aligned with the work of Asheville-Buncombe Preschool Planning Collaborative. You can learn more about the importance of preschool at **www.abppc.org**.

Addiction is...
**CLOSER THAN
YOU THINK.**



**PRESCRIPTION PAINKILLERS
(OPIOIDS) CAN INCLUDE:**

Oxycontin, Oxycodone, Percocet, Tylox, Demerol,
and Fentanyl, among others. Heroin is also an opioid.

A SAFER CHOICE

could be one 200 mg
ibuprofen + one 500 mg
acetaminophen taken
with food every six hours
as needed for pain.

Talk to your doctor about
non-addictive pain relief.



If you or someone you know is dealing with opioid addiction, HELP IS....

CLOSER THAN YOU THINK.

Call  **1-800-849-6127.** (Toll free 24/7)

VAYAHEALTH

buncombecounty.org/closer



FAMILY JUSTICE CENTER

35 Woodfin St., Asheville, NC 28801 | 250-6900

The Family Justice Center is a safe place where victims of domestic violence, sexual assault, and elder abuse can come for help. At the FJC, survivors can access many different services in one location and begin their journey towards strength, safety, and hope.

LAST YEAR AT THE FJC:

Last Year was the first full year of operation for the Family Justice Center. In its first year, over **417** people accessed integrated intake services.

- **84% were domestic violence victims**
- **12% were victims of sexual assault or stalking**

After meeting with an intake specialist, **92%** indicated that they had a plan to keep themselves safe and knew what to do if they were in danger and **72%** reported a decreased fear and anxiety level.

If you or someone you know is in need of help, please encourage them to visit the Family Justice Center or call **250-6900**.

Visit buncombecounty.org/FJC.

PROJECT
still standing
BREAK THE SILENCE!

Have you seen one of these silhouettes in the community?

To help spread the word about the services available at the Family Justice Center and break the silence about domestic and sexual violence, survivors are sharing their experiences of courage, strength and hope by posting their stories throughout our community. You can read their stories at

buncombecounty.org/stillstanding.





PARKS&RECREATION

Buncombe County Parks and Recreation provides health and recreation opportunities for the people of Buncombe County. A map to all county parks and information about our facilities is available at buncombecounty.org/parks. Questions? Call **250-4260**.

PARK LOCATIONS

LAKE JULIAN PARK

406 Overlook Extension
Arden, NC 28704
684-0376

HOMINY VALLEY PARK

25 Twin Lakes Road
Candler, NC 28715

BUNCOMBE COUNTY SPORTS PARK

58 Apac Circle
Asheville, NC 28806

COLLIER COVE NATURE RESERVE

190 Rhododendron Dr.
Arden, NC 28704

CHARLES D. OWEN PARK

875 Warren Wilson Road
Swannanoa, NC 28778

KARPEN SOCCER FIELDS

207 Reems Creek Road
Weaverville, NC 28787

NORTH BUNCOMBE SOCCER FIELDS

734 Clarks Chapel Road
Weaverville, NC 28787

RIVER PARK LOCATIONS

ALEXANDER RIVER PARK

2589 Old Marshall Highway
Alexander, NC 28701

BENT CREEK

1592 Brevard Road
Asheville, NC 28806

CORCORAN PAIGE

9 Pinners Road
Arden, NC 28704

GLEN BRIDGE

77 Pinners Road
Arden, NC 28704

HOMINY CREEK

194 Hominy Creek Road
Asheville, NC 28806

LEDGES WHITEWATER

1080 Old Marshall Highway
Alexander, NC 28701

WALNUT ISLAND

3042 Old Marshall Highway
Alexander, NC 28701



FESTIVAL OF LIGHTS

Friday, December 1 from 6-8 pm Lake Julian park will be a walking wonderland of lights for pedestrians only, no cars allowed. Enjoy the lights as you stroll and warm up by the fire with some warm apple cider. Walk through admission is \$5 for adults, children get in free.

The drive through is from December 2-23. Drive through admission is \$10 for a car, \$20 for vans and buses. A portion of the proceeds will be donated to Buncombe County Special Olympics.

SPECIAL OLYMPICS

Buncombe County Special Olympics serves children and adults with intellectual disabilities, providing year-round sport training and athletic competition in a variety of Olympic-type

sports. This training and competition gives athletes the opportunity to develop physical fitness, demonstrate courage, experience joy and participate in the sharing of gifts, skills and friendship with their families, other Special Olympic athletes and the community.

Volunteers are a vital part of Special Olympics. Volunteers must be at least 14 years old and must complete a volunteer screening form prior to volunteering at a Special Olympics event.

To learn more about Special Olympics or to receive a volunteer screening form, visit **buncombecountyspecialolympics.org**, email **specialolympics@buncombecounty.org**, or call Buncombe County Parks and Recreation at **250-4265**.



LIBRARY LOCATIONS

BLACK MOUNTAIN

250-4756
105 North Dougherty Street
Black Mountain, NC 28711

EAST ASHEVILLE

250-4738
902 Tunnel Road
Asheville, NC 28805

ENKA-CANDLER

250-4758
1404 Sandhill Road
Candler, NC 28715

FAIRVIEW

250-6484
1 Taylor Road
Fairview, NC 28730

LEICESTER

250-6480
1561 Alexander Road
Leicester, NC 28748

NORTH ASHEVILLE

250-4752
1030 Merrimon Avenue
Asheville, NC 28804

OAKLEY/SOUTH ASHEVILLE

250-4754
749 Fairview Road
Asheville, NC 28803

PACK MEMORIAL

250-4700
67 Haywood Street
Asheville, NC 28801

SKYLAND/SOUTH BUNCOMBE

250-6488
260 Overlook Road
Asheville, NC 28803

SWANNANOA

250-6486
101 West Charleston Street
Swannanoa, NC 28778

WEAVERVILLE

250-6482
41 North Main Street
Weaverville, NC 28787

WEST ASHEVILLE

250-4750
942 Haywood Road
Asheville, NC 28806

LAW LIBRARY

250-4734
60 Court Plaza
Asheville, NC 28801

BRANCH LIBRARIES

Our library system offers 13 branches, each filled with thousands of books. They also offer community activities for residents of all ages. Check the library events calendar for exciting programs and events happening at your local library. You can access the calendar at buncombecounty.org/library.

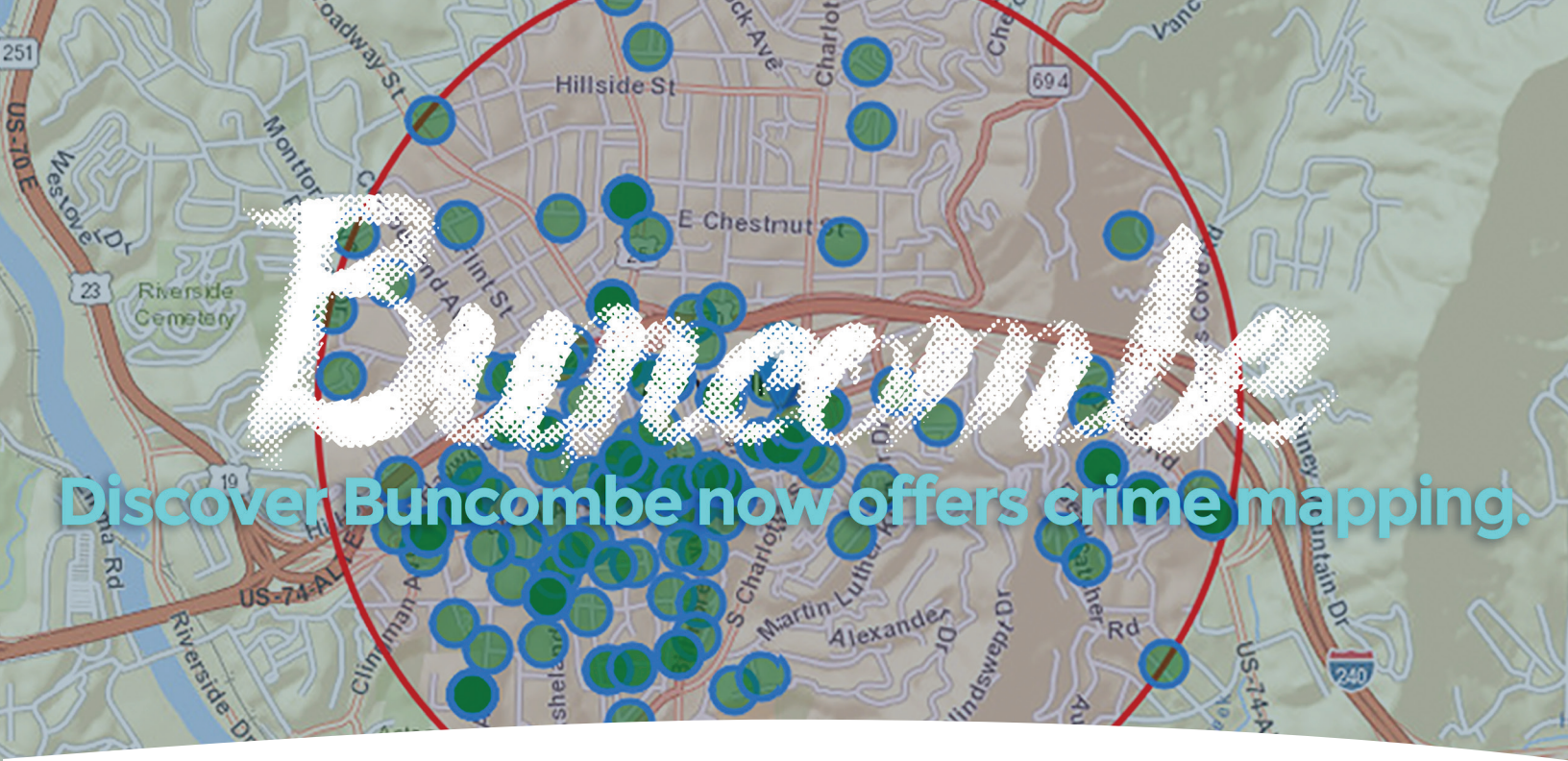
STORYTIME

Storytime at the library helps children develop a joy for learning language and enjoying books. Many libraries can accommodate groups or school field trips if arrangements are made in advance. Enka-Candler Library provides a weekly Spanish Storytime, and West Asheville West Asheville Library provides Spanish Storytimes on request.

For more information on children's programs, visit buncombecounty.org/library, email library@buncombecounty.org, or call your local library.

TAKE AN ONLINE COURSE FOR FREE

Lynda.com is an online educational site that includes over 3,000 courses (and over 130,000 videos) in popular fields like web design, web development, IT, education/instruction, media production, and business. Normally, using lynda.com requires a paid subscription, but Buncombe County Public Library cardholders can access lynda.com content FREE with their library card.



Discover Buncombe now offers crime mapping.

SOCIAL MEDIA

To stay up to date with everything going on in Buncombe County, visit **buncombecounty.org**. You can also subscribe to our monthly e-magazine, join us on Twitter, and follow us on Facebook and Instagram.

facebook.com/buncombegov

twitter.com/buncombegov

instagram.com/buncombecounty

BCTV

Watch our award winning programming on BCTV. The Government Channel, BCTV, is broadcast on Charter Channel 192, AT&T U-verse channel 99, and online at **<https://bctv.viebit.com>**.

View all our BCTV shows on our YouTube Channel anytime on your computer or phone. We have over 500 videos including workout videos, cooking shows, and commissioner meetings. Visit - **www.youtube.com/bcgovtv**.

DISCOVER BUNCOMBE

Explore Buncombe County at **discover.buncombecounty.org**.

Learn more about your neighborhood by simply putting in your address. The location will show up with an interactive map and options for directions. From there, you can look up property information, nearby parks, pools, libraries, the school district, directions, and even crime incident mapping.

This new Geographic Information System tool is also available on your mobile device and tablet, and will feature more search options in the future.

Find all this information in one place at **discover.buncombecounty.org**.



LANDFILL & SOLID WASTE

85 Panther Branch Rd., Alexander, NC 28701 | **250-5462**

The Landfill's mission is to protect the health and safety of all citizens by disposing of all waste generated in Buncombe County in the most efficient, cost effective and environmentally sound manner possible.

HHW materials such as paint, paint thinner, kerosene and gasoline are accepted for \$2 per gallon, with a maximum 20 gallon limit. Other materials such as lawn and garden chemicals are accepted at no charge.

If you have any questions about the landfill, call **250-5462** or visit

buncombecounty.org/solidwaste.

DID YOU KNOW?

The Landfill takes in 500 tons or 1,000,000 pounds of trash every day.

The Buncombe County Landfill accepts:

- ***33 gallon bags of household waste with recyclables removed for \$2 per bag.***
- ***Bags less than 33 gallons of household waste with recyclables removed are \$1 per bag.***

LANDFILL RECYCLING

Drop off the following items for recycling at the **Landfill** at no charge:

- appliances
- lead-acid batteries
- newspaper and brown paper bags
- office paper and mail
- corrugated cardboard
- commingled recyclable containers
- milk jugs
- soft drink bottles
- detergent jugs
- shampoo bottles
- aluminum cans
- clear, green and brown glass bottles/jars
- steel cans
- motor oil
- used cooking oil
- oil filters
- stoves
- refrigerators
- air conditioners
- freezers
- metals
- empty triple-rinsed pesticide containers

For more information, call 250-5462 or visit us online at buncombecounty.org/solidwaste.

HOUSEHOLD HAZARDOUS WASTE

The Landfill accepts Household Hazardous Waste (HHW) materials on certain Fridays from 9 am -3 pm throughout the year.

November 3 & 17

December 1 & 15

January 5

Feb 2

March 2



TRANSFER STATION

The Transfer Station at 190 Hominy Creek Road is open Monday through Friday, 8 am to 4:30 pm, and Saturday, 8 am to 1 pm For more information, call **250-6205**.

The Buncombe County Transfer Station accepts:

- **33 gallon bags of household waste with recyclables removed for \$2 per bag.**
- **Bags less than 33 gallons of household waste with recyclables removed are \$1 per bag.**

The Transfer Station accepts the following recyclables at no charge:

- **Lead acid batteries.**
- **White goods. (appliances)**
- **Newspapers and brown paper bags; office paper and mail; magazines and catalogs.**
- **Corrugated cardboard.**
- **“Blue Bag” or commingled recyclable containers, including plastic bottles and jugs; aluminum cans; clear green and brown glass bottles/jars; and steel cans.**
- **Moving Boxes: Drop off corrugated moving boxes and shipping cartons for reuse.**
(Please break down and flatten the boxes.)
- **Medical Equipment: Anyone who wishes to pass along walkers, wheelchairs, canes or crutches should bring them to the Transfer Station. The items will be recycled.**



ANIMAL SERVICES

ANIMAL CONTROL DISPATCH - 250-6670

BUNCOMBE COUNTY ANIMAL SHELTER

16 Forever Friend Lane, Asheville, NC 28806

Open Monday - Saturday 9 am - 6 pm

Report your lost pet to **250-6430**.

ASHEVILLE HUMANE SOCIETY

They rescue, reunite, rehabilitate, and re-home more than 4,500 homeless animals each year in Buncombe County. Check out the volunteer opportunities at ashevillehumane.org.

NO MATTER HOW...

**PLAYFUL, CUTE,
FUZZY,
OR LOVABLE.**

**IF YOU SEE A YELLOW RIBBON
ON A LEASH OR COLLAR....**

DO NOT APPROACH!



LEASH LAW

Here in Buncombe we love our animals, especially dogs. Don't forget that our Animal Control Ordinance requires that everyone keep their dogs on a leash at all times when they are away from their own property. This applies to all County Parks and Recreation areas including Bent Creek Recreational Forest.



Keeping your dog on a leash is a good idea for lots of reasons including:

Helps prevent confrontations when you meet other dogs or people.

Dogs may want to chase runners and bikers and can cause accidents or be hurt.

Dogs may be tempted to chase wild animals causing stress or harm to wildlife or your dog.

You can be held liable for damages done by your dog to other people, pets or property.



BUDGET & FINANCE

Contact us! **250-4130**

The Budget and Finance Departments operate an accounting and reporting system in compliance with the Local Government Budget and Fiscal Control Act (NC General Statute 159), other NC General Statutes, Federal laws, and regulations. The primary purpose of the departments is to responsibly manage the revenues and expenditures, and provide sound fiscal policies and accurate financial reporting to support the overall fiscal management of Buncombe County.

KEY FUNCTIONS

Budgeting - Manages a \$433M annual budget

Accounts Payable - Processes 80K transactions a year

Payroll - Processes nearly 50K paychecks a year

Occupancy Tax - Serving over 400 establishments

Purchasing - Processes 2,000 lines of POs a year

Reporting - CAFR awarded GFOA's Excellence in Reporting 38 consecutive years

All Annual Reports are available at
buncombecounty.org.



NEED TO CALL ATTENTION TO SOMETHING?

MAKE A DIFFERENCE — MAKE US BETTER!

If you know of fraud, waste, abuse, or mismanagement in Buncombe County Government programs and operations, report it anonymously to the Whistleblower Hotline at **866-908-7236**.

Buncombe County Government encourages this proactive approach to eliminate any unethical or illegal behavior by implementing an anti-retaliation policy to protect those who speak up within county government.

The Whistleblower Hotline is operated by an outside agency called Navex Global, and all calls are answered and handled by a trained interview specialist. Navex Global will not disclose your identity without your consent.

School Capital Fund Commission

How Citizens Improve Public Schools With A Penny

For every purchase made in Buncombe, you pay a 7% sales tax.



That 7% tax equals 7 pennies out of every 1 dollar.



Half of 1 of those pennies is dedicated to public school capital improvements in Buncombe.



The School Capital Fund Commission's 5 members review capital project requests from 2 school systems and recommend approval for funding to our Commissioners.



1/2 pennies from every purchase add up fast.



Recently 3 new schools were built with the School Capital Fund.



ENKA MIDDLE



ASHEVILLE MIDDLE



ISAAC DICKSON ELEM.

We have many more school improvement projects on the way. Follow our progress at...

buncombecounty.org/scfc

PERMITS & INSPECTIONS

30 Valley St., Asheville, NC 28801

Visit us for Building, Electrical, Plumbing, and Mechanical Permits.

PERMIT CENTER	250-5360
Building Department	250-5367
Demolition / Asbestos	250-6776
Electrical Department	250-5372
Mechanical Department	250-5382
Plumbing Department	250-5378

PLANNING DEPARTMENT	250-4830
Erosion Control	250-4848
Flood Hazard	250-4836
Street Addressing	250-4845

ENVIRONMENTAL HEALTH	250-5016
Water & Sewage	250-5016
Food & Lodging	250-5016
Fire Marshal	250-6620

Metropolitan Sewerage District Applications/Allocations	254-9646
City of Asheville Water Department	251-1122
WNC Regional Air Quality	250-6777
North Carolina D.O.T.	298-5304
NC Department of Environmental Quality	296-4500

NC One Call
(locate underground utilities prior to digging)
800-632-4949 or 8-1-1

If property is located in one of the following zoned areas call:

Town of Biltmore Forest Town Administrator	274-0824
Town of Black Mountain Inspection Department	419-9300
Town of Montreat Inspection Department	669-8002
Town of Weaverville Zoning Department	645-7116
Town of Woodfin Zoning Administrator	253-4887





BUNCOMBE COUNTY SERVICE DIRECTORY

Air Quality Agency 250-6777
Burning Control 250-6777
Building /Grounds Maintenance 250-4233
BCTV 250-4109

City/County ID Bureau

Background Checks 250-4661
Clerk to the Board of Commissioners 250-4105
College St. Parking Garage 250-4248
Cooperative Extension 255-5522
County Commissioners 250-4001
County Jobline 250-4183
County Manager 250-4100
Election Services 250-4200
Emergency Services 250-6600
Emergencies 911
Erosion Control 250-4848
Finance 250-4130
Fire Marshal 250-6620
GIS Property Info System 250-6860

Health & Human Services

HHS Administration

Public Assist/Economic Serv's 250-5500
Child Care Assistance 250-5500
Crisis Intervention Program:
ABCCM 259-5300
Ebelen Charities 255-3066
Swannanoa Christian Ministry 669-9404
Emergency Assistance Program 255-3066
Food Assistance 250-5500
Health Choice 250-5500
Low Income Energy Assistance 255-3066
Medicaid 250-5500
Work First Family Assistance 250-5500
Workforce Development 255-2500
Work Permit 250-5500

Public Health (Main)

Breast & Cervical Cancer 250-6006
Disease Control 250-5109
Environmental Health 250-5016
Family Planning 250-5000
Foreign Travel Immunizations 250-5096
Immunization 250-5096
Restaurant/Septic Inspection 250-5016
Vital Records

Births 250-5213
Death 250-5213
Water Testing 250-5016
WIC/Nutrition 250-5000
WNCHS: Dental/Primary Care 285-0622

Social Work Services (Main)

Protective Services Intake:
Adults 250-5800
Children 250-5900
Prevention Services & Under 250-5800
General Adult Services 250-5814
Child Support Enforcement 250-6340 or 1-800-992-9457
General Children/Family Services 250-5822
Foster Home Licensing 250-5868

Human Resources 250-4166

Libraries

Pack Memorial (Main) 250-4700
Black Mountain 250-4756
East Asheville 250-4738
Enka 250-4758
Fairview 250-6484
Law Library 250-4734
Leicester 250-6480
North 250-4752
Oakley 250-4754
South Buncombe 250-6488
Swannanoa 250-6486
Weaverville 250-6482
West Asheville 250-4750

Mountain Mobility 250-6750
Mountain Area Workforce Development 251-6200
Parking - College Street Deck 250-4248
Parks & Recreation 250-4260
Lake Julian 684-0376
Permits/Inspections 250-5360
Planning 250-4830
Pretrial Services 250-6285
Purchasing 250-4130
Records Management 250-4147
Register of Deeds 250-4300

Sheriff

Animal Control Dispatch (County) 250-6670
Civil Process 250-4410
Crime Stoppers 255-5050
Crime Prevention 250-4427
Detention Center (Jail) 250-4550
Inmate Booking 250-4570
Senior Reassurance 250-4475
Warrants 250-4410

Soil and Water Conservation 250-4785

Solid Waste

Environmental Control 250-5470
Household Hazardous Waste Disposal 250-5462
Junk Cars 250-4847
Landfill 250-5462
Mobile Home Removal 250-5470
Transfer Station 250-6205
Trash Disposal (City) 259-5857
(County - Waste Pro) 684-7790
Street Addressing (Planning) 250-4845

Tax Department

Business Personal Property 250-4930
Collections 250-4910
Land Records 250-4970
Personal Property 250-4920
Real Estate 250-4940
Transportation (MTN Mobility) 250-6750
Veterans Services 250-5726
Whistleblower Hotline 866-908-7236

USEFUL NUMBERS

Animal Control

City 259-5872
County Dispatch 250-6670
Dead Animals (City) 259-5857
(County [only in roadways]) 298-0390

Animal Shelter

Animal Adoption Center 761-2001
Better Business Bureau 253-2392

Business License

City 259-5595
NC 800-228-8443

Chamber of Commerce 258-6101
Child Support Enforcement 250-6340

City of Asheville

Police 251-1122
Fire/Rescue 259-5870
Mayor 259-5636
Parks & Festivals 259-5600
Water Billing 259-5800
Water Leaks 251-1122

Community Information 2-1-1
Council on Aging 277-8288

Court Related Matters

Clerk of Court 259-3400
District Attorney 259-3410
Estates and Probate 259-3404
Jury Clerk 259-6407
Justice Resource Center 250-4281
Magistrate 250-4690
Public Defender 259-3423

Curbside Management 252-2532

Department of Labor 299-8232
Department of Transportation 298-2741

Driver's License Office / DMV

Patton Avenue 251-6065
Ebelen Foundation 255-3066
Employment Security Commission 251-6200
Federal Courthouse 771-7200
Governor's Western Office 251-6160
Housing Authority 258-1222
IRS 800-829-1040

License Tag Office

Innsbruck Mall 252-8526
Hendersonville Road 277-7767
Metropolitan Sewerage District 254-9646
Backups & Overflows 255-0061
Sewer Applications 250-5345

Municipalities

City of Asheville 259-5600
Town of Biltmore Forest 274-0824
Town of Black Mountain 419-9300
Town of Montreat 669-8002
Town of Weaverville 645-7116
Town of Woodfin 253-4887

OSHA 299-8232

Road Maintenance

In the County (NCDOT) 298-0390
City of Asheville 251-1122
Town of Biltmore Forest 274-0824
Town of Black Mountain 419-9300
Town of Montreat 669-8002
Town of Weaverville 645-0606
Town of Woodfin 253-4887

Schools

Asheville City 350-7000
Buncombe County 255-5921
Closing Hotline 255-5939

Social Security 1-866-572-8361
State Highway Patrol 298-4256
State Revenue 667-0597
Streets and Roads (DOT) 298-0390

Street Signs/Addressing

County 250-4845
City 259-5850

US Postal Service 800-275-8777
Water Department 251-1122
Waste Pro 684-7790

Zoning

City 259-5831
County 250-4830