



TOWN OF ANGIER
A TO Z GUIDE-TOWN SERVICES

A

Abandoned Cars **639-2071**

The Code Enforcement Office works to rid Angier neighborhoods of unsightly or nuisance material. Call to report a problem involving abandoned/junk cars and someone will be sent to investigate the report.

Accident Reports **639-2699**

See **Police Reports** **639-2699**

Address Verification **910-814-2038**

To verify an address or acquire an address for new construction, contact the Harnett County 911 Addressing Office. To determine if your house number is the same as listed with E-911 Emergency Services, call 893-9111 and ask them to confirm that your address is correct with their listing.

Addressing the Town Board of Commissioners **639-2071**

Citizens may address the Town Board of Commissioners during the Public Forum segment of the regular meeting agenda. Meetings are held on the 1st Tuesday of each month at 7:00 p.m. in the Municipal Building located at 28 North Raleigh Street. For more information, contact the Town Clerk.

Animal Control
or

814-2952

893-9111

The Town of Angier does not operate an animal shelter and the Harnett County Animal Control Officer has authority to enforce laws concerning Animals running at large, leash laws and dog bites. If your pet is lost, please call the Animal Control Officer. The Town of Angier does not operate an Animal Shelter.

Appliance Disposal

639-2071

See Bulky Items.

B

Backflow Prevention

639-2071

The Public Works Department and the Inspections Department require Backflow prevention on all commercial occupancies and lawn irrigation systems. A complete ordinance has been developed and is available in the Town Clerk's office to specify best management practices.

Boards and Commissions

639-2071

Citizens are encouraged to apply for appointment to serve on the Town's Boards and commissions. A list of available positions and application forms May be obtained from the Town Clerk located in the Administration Office.

Building Permits/Inspections

639-2071

Building and Zoning regulations and the Housing Code are administered by the Building Inspections Department. Permits are required for general construction, Mechanical, plumbing, electrical, moving buildings, demolition, and insulation. Any person conducting business within the corporate limits must also obtain a Business License. **See Business License**

Before starting any building or repair project, contact the Inspections Office.

Bulky Item Pick-Up

639-2071

Bulky items, such as worn furniture, stoves, etc., are picked up on a weekly basis by calling the Public Works Office. Please do not place debris in the travel lanes because it is illegal and causes traffic problems. Please do not place debris under power lines or between parked vehicles where our machinery can not reach with our mechanical arm. The extent of such town collection service shall not include major deposits of unwanted or abandoned furniture, appliances or other household incidentals or construction materials resulting from property owners cleaning out owner-occupied, rental or lease properties or from major internal or external renovations or modifications to their properties. If items are placed out against regulations, they will be red tagged and later picked up and you will be billed. We do not pick up construction debris as this is the homeowner's responsibility.

Burning Trash

639-6234

The burning of trash is prohibited by the North Carolina Environmental Management Commission. For more information, contact the Angier Black River Fire Department.

Business License

639-2071

Citizens who wish to operate a business in the Town of Angier must obtain a Privilege License from the Town's Finance Office. These licenses are valid from July 1 to June 30 of each fiscal year. Fees vary according to the type of business. For more information, contact the Finance Office.

C

Cable TV Complaints

1-888-438-2427

To resolve problems or make comments about cable television service, call the cable company. The Town of Angier has a franchise agreement with Charter Communications; however, the Town is not responsible for repairs.

Chamber of Commerce

639-2500

The Angier Chamber of Commerce is located at 19 West Depot Street (Depot Building). The Chamber works with area leaders to build a vision for the future, promotes economic growth in business and industry; and improve the quality of community life in the Town of Angier. For more information, call or visit the chamber website at angierchamber.org.

Claims Against the Town of Angier

639-2071

A citizen may file a claim against the Town for loss or injury as a result of a Town activity. For more information, contact the Angier Administration Office.

[Code of Ordinances](#)

639-2071

Comments/Compliments/Complaints

639-2071

Citizens can call the Town Administration Office or the individual Department.

Crime Prevention

**639-2699
910-893-9111**

Crime prevention is a major emphasis of the Angier Police Department. Officers are available to help organize Neighborhood Watch programs, which encourage neighbors to watch out for each other and report suspicious activities to police. In addition, the officers are available to conduct educational programs in the schools and the community. Citizens who have information which could help Angier Police solve a crime are encouraged to call the Police Department. Information can be reported anonymously by e-mail on the Angier Police Department's website (www.angier.org/police) 24 hours, 7 days a week.

Curb and Gutter

639-2071

To request repair of curb and gutter, contact the Public Works Department.

D

Dead Animals

639-2071

Report any dead animals observed on Town streets to the Public Works Department. Animals will not be picked up on private property.

Depot Rental

639-2071

The Town of Angier renovated the Angier Depot which is available for rental for events such as wedding receptions, family reunions, birthday parties, Business conventions, etc. Rent must be paid when a reservation is made. Current fees are \$150.00 (in-town residents) and \$150 key deposit (\$150 is returned after inspection of building and \$250.00 (out of town residents) plus \$150 key deposit (\$150 is returned after inspection of building. For more information or to reserve the building, call Customer Service at Town Hall.

Drainage Problems

639-2071

Report any drainage problems to the Public Works Department. Also, Do not place grass clippings, leaves, brush, etc. in the street curb/gutter Area that would restrict water flow. This will assist in preventing clogged drainage arteries.

Driveway Permits

639-2071

The North Carolina Department of Transportation reviews and approves all Driveway connections on State-maintained streets within the Town limits.

E

Emergencies

911

To report fires, accidents, crimes and medical emergencies, call 911. The Computerized 911 system pinpoints the caller's location so appropriate emergency personnel can be dispatched. **Do not** call 911 for non-emergencies; call 910-893-9111.

Emergency Water & Sewer Service

**639-2071
910-893-9111**

For emergency service such as a water line break or sewer back-up, Monday-Friday 8:00 a.m.-5:00 p.m., call Customer Service at Town Hall, who will contact the Public Works Department. At all other times, call Harnett County Dispatch at 910-893-9111 and public utilities personnel will be contacted immediately.

F

Fire Department

639-6234

The Angier Black River Fire Department responds to fires, traffic accidents, and major incidents. The department is staffed by four full-time firemen and approximately 40 volunteers. Also, the department conducts fire prevention and fire inspection programs.

For emergencies, call 911.

Fire Hydrant Flows

639-6234

To request a fire hydrant flow, contact the Angier Black River Fire Department.

Fire Hydrant Repairs

639-2071

To report a fire hydrant in need of repair, call the Public Works Department.

Food Pantry

639-6278

A Food Pantry is located at the back of the Angier Recreation Building (55 N. Broad Street West); however, it is not operated by the Town of Angier. The Food Pantry is open every Tuesday (with the exception of the fifth Tuesday of the month from 9 a.m. until 1 p.m. Please contact Eddie Wimberly for more information.

Furniture Disposal

639-2071

See Bulky Item Clean Up.

G

Garbage Collection

639-2071

The Town of Angier through a private contractor, provides once a week residential curbside collection of roll-out containers. The carts are to be pulled back in from the street after your pick-up by 7 p.m. on day of pick-up.

For problems with pick-up or information on commercial collection, dumpsters, or residential collection schedule, contact Customer Service at Town Hall.

Gourd Museum

639-4413

The Marvin and Mary Johnson Gourd Museum has been relocated to the Town of Angier Municipal Building (beside of the Angier Public Library) The museum is open to the public on Monday, Wednesday, and Friday from 9 a.m.-5 p.m. and Tuesday and Thursday 9 a.m.-6 p.m. It is closed on Saturday.

H

House Number

910-814-2038

Please make sure your house number is plainly visible from the street for 911 Emergencies. This is very important because Emergency Services will have difficulty locating your house if no house number is visible. You may also purchase an address marker from Harnett County. Harnett County Addressing Office coordinates assignment of house numbers.

I

Information

639-2071

For information regarding town services, contact the Town Administration Office.

Inspections

639-2071

To schedule a building code related inspection, contact the Inspections Office.

J

Junk Cars

639-2071

See Abandoned Cars.

K

L

Lawn Sprinkler

639-2071

Typically require one inch taps and may not be available in certain locations. Please contact the Public Works Department. *See backflow prevention.*

Leaf Collection

639-2071

The Public Works Department collects leaves on Monday and Tuesday. A large vacuum truck picks up leaves and grass clippings. The truck runs continuous route around the town, which is completed about once a week under normal conditions. During heavy leaf season or when the machine must have repairs, it may take as long as two weeks or longer to get all around the town. The leaves and grass clippings may be mixed together. If anything else is mixed with the leaf or grass clippings, they cannot be picked up. All trash, paper, bottles, cans, or other materials must be removed from the leaves and placed into the trash can for pick up. Please place piles next to the curb or ditch line but NOT in the ditch or gutter because they will wash into the storm drainage system and create bigger problems for the town and your neighbors. Please do not place them in travel lanes because it is illegal and causes traffic problems. Leaves will NOT be picked up in bags. Also, remember not to place items for pickup under power lines or between parked vehicles where town machinery cannot reach with mechanical arms. For additional instructions, call the Public Works Office.

Leash Law

814-2952 or 910-893-9111

City ordinance requires that dogs be under physical restraint, such as a Leash, or in a secure fence while loose on the owner's property. Dogs must always be under physical restraint off the owner's property. For more information, contact the Animal Control Officer.

Library

639-4413

The Angier Public Library circulates books, video cassette tapes, and audio tapes. Materials (with the exception of videos and DVD's) may be checked out up to three weeks. Videos and DVD's may be check out for up to three days. Library cards are free of charge, and may be acquired by presenting a photo ID with current address and some other documentation with proof of current address.) The library is open to the public on Monday, Wednesday, and Friday from 9 a.m.-5 p.m. and Tuesday hours are 9 to 7:30 p.m.; Thursday hours are 9 until 6:30 p.m. The library is closed on Saturday.

Licenses-Business

639-2071

See Business License.

Limb Collection

639-2071

The Public Works Department collects limbs. The limbs are also Collected in a route around the town; however, this same truck picks up worn furniture and other items. It can make a complete route in about two weeks if limb pickup is normal. If there are storms or strong winds, limb pickup is heavy; therefore, turn around time is greater. The Town will NOT collect branches, limbs or shrubbery larger than four (4) feet in length and six (6) inches in diameter. The limbs shall be piled next to the curb and not mixed with other materials. Mixed waste will not be picked up and may result in fines. Also remember not to place items for pickup under power lines or between parked vehicles where our machinery can not reach with our mechanical arms. For additional instructions, call the Public Works office. *See drainage problems.* The Town will not collect any trimmings cut by landscape Or tree service contractors or other commercial workmen.

M

Maps

639-2500

Maps of the Town of Angier are available at the Chamber of Commerce and Angier Town Hall at no cost.

Mayor

639-2071

The Mayor, elected every four years, presides at Town Board meetings. Together, the Mayor and Commissioners are responsible for establishing the General policies under which the Town operates.

Minimum Housing

639-2071

The Town of Angier has a minimum housing code, which sets minimum Standards for residential structures. The purpose of this code is to ensure The protection of the health and safety of the residents of our community. Town staff inspects homes for compliance with the code. These inspections are conducted on a systematic basis, or in response to a specific complaint. If you have questions about the minimum housing code, contact the Code Enforcement Officer.

N

Noise Control

639-2699

The Town of Angier recognizes that excessive and unnecessary noise Endangers the physical and emotional health and welfare of people and is a public nuisance. Through the town noise ordinance, the Police Department enforces and regulates noise levels. For information or to report a problem, contact the Police Department.

Parks and Recreation

639-6567

The Town of Angier operates the newly renovated Jack Marley Park located at 145 East Williams Street. The park features playground equipment, disc golf, and two multi-purpose ball fields, two baseball/softball fields and one t-ball field. The department offers numerous programs for all ages. For more information, visit Parks and Recreation at www.angier.org or call the Park Office.

P

Paving

639-2071

See Street Maintenance

Planning Board

639-2071

The Planning Board makes recommendations to the Town Board on plans, Goals, and objectives relating to growth, development, and redevelopment of The Town and extraterritorial planning area.

Police Reports**639-2699**

Copies of accident, incident and arrest reports are available at the Records Office of the Angier Police Department.

Pot Holes**639-2071**

Report Pot Holes to the Public Works Department or e-mail pworks@angier.org.

Property Tax**893-7520**

Property taxes are levied on real property, personal property (automobiles boats, trailers, etc.) and business personal property. Real property and business personal property taxes are billed in July of each year and due on September 1. Taxes may be paid without penalty until January 5. Motor vehicle taxes are billed three months following the renewal of license plates on the vehicle and are due within 30 days of billing. Property and motor vehicle taxes are billed from Harnett County Tax Office. Town residents pay both Town and County taxes. For more information, contact the Harnett County Tax Collector.

R**Rescue Squad****911 or
Non-emergency 639-6234**

Harnett County EMS responds to rescue and EMS emergencies in the Town of Angier. The Department is a paramedic level service staffed by four Full-time EMS paramedics and approximately 40 volunteers. The department can also schedule CPR classes and training through Harnett County EMS.

Returned Checks**639-2071**

A fee of \$25.00 will be assessed upon the return of the check or draft from a financial institution.

S

Senior Center

639-2908

The Town of Angier does not operate the Senior Center; however, if you need information on programs and services offered by the Senior Center, contact Hazel Hughes.

Sewer and Water

639-2071

The Public Works Department is responsible for the construction and Maintenance of all water and sewer facilities. The Finance Office is responsible for water and sewer accounts, reconnections, adjustments, disconnections and transfers.

For more information on Water & Sewer bills, see listing under Utility Billing or call Finance at 639-2071.

Night and holiday emergency water and sewer service can be obtained by calling Harnett County Dispatch at 910-893-9111.

Sidewalks

639-2071

Requests for sidewalk repairs can be made by calling the Public Works Department.

Storm Drains

639-2071

Requests for improvements to storm drainage systems are handled by the Public Works Department.

Street Lights

639-2071

Street light requests should be directed to the Town Manager. To report street lights which are burned out, call the Public Works Department. We will need the pole number to process requests or an exact address location so a pole number can be obtained.

Street Locations	639-2071
To find out the location of a Town street, call the Planning Department.	
Street Maintenance	639-2071
For street paving and repair problems, with the exception of state-maintained Streets, call the Public Works Department ore-mail pworks@angier.org . State maintained streets within the Town of Angier are: Highway 55/210, a portion of Broad Street, Junny Road, Wimberly Road and McIver Street.	
Street Marking	639-2071
The Public Works Department is responsible for all street markings on Town streets.	
Street Signs, Installation	639-2071
For street sign installation, call the Public Works Department.	
<i>T</i>	
Taxes	910-893-7520
<i>(See Property Tax).</i>	
Tourism Office	639-2500
<i>(See Visitor Information)</i>	
Town Attorney	639-2021
The Town Attorney provides legal advice to the Mayor, Board of Commissioners and all Town departments and regulatory bodies.	
Town Clerk	639-2071
The Town Clerk can provide particular Town Ordinances if needed, as well as offer interpretation of various town policies. Should a resident wish to address the Board of Commissioners at an official meeting, they must notify the Town Clerk.	

Town Board of Commissioners

639-2071

Regular meetings of the Angier Board of Commissioners are held on the 1st Tuesday of each month at 7:00 p.m. in the Angier Municipal Building. On those occasions whereby a special meeting is called or there is a conflict with the regular meeting night, a notice of the meeting will be posted on the door of the meeting room as well as posted on the Town's website www.angier.org

Town Manager

639-2071

Angier operates under a council/manager form of government. The Town Manager is charged with administering the day-to-day operations of Town government as well as implementing the policies enacted by the Town Board.

U

Utility Billing

639-2071

Water, sewer and garbage bills are mailed monthly last working day of the month. Account balances are always due on the tenth (10th) day of the month. There is a grace period, which allows bills to be paid on the twentieth (20th) day of the month without a late fee. If balances are unpaid after 5:00 p.m. on the 20th day of the month, or the Monday after (if the 20th falls on a weekend), a \$10.00 late fee will be assessed on each account. If the balance has not been paid by the 25th of the month, or the Monday after (if the 25th falls on a weekend), service will be disconnected and a \$25.00 cut-off fee in addition to the late fee will be applied to the account. The Town is not responsible for bills that are not delivered by the U.S. Postal Service. If you do not receive your bill by the 5th of the month, contact Customer Service for your balance. Also, you may contact Customer Service for information about how to set your utility account up on automatic bank draft. Your account will be finalized after 10 days of disconnection if the service has not been restored and your deposit (if applicable) will be applied to the balance on the account.

Adjustment Policy: All customers are allowed three (3) adjustments in any one calendar year due to major leaks and breaks subject to determination by the Town. A receipt of repair must be presented prior to ANY adjustment. Hanging toilets are not eligible for adjustments.

Meter Tampering: If service is disconnected and a meter shows any usage has Occurred between the time of cut off and restoration, there will be a tampering Fee assessed on the account in the amount of \$50.00. The tampering fee must Be paid in addition to any other charges that may be due on the account. Meter Tampering is a Class I misdemeanor.

V

Visitor Information

639-2500

The Angier Chamber of Commerce is housed in the Depot Building located at 19 West Depot Street. The Chamber offers local visitor information to travelers visiting the Angier area. Local visitor guides and brochures are available in the Chamber Office. Hours are 9 a.m.-5 p.m. Monday-Friday.

Voter Registration

639-4413

Angier resident may pick up voter registration forms at the Angier Public Library located at 28 N. Raleigh Road.

W

Wastewater Treatment

639-2071

The Town of Angier Wastewater Treatment Plant operates a 3.5 MGD wastewater treatment plant. For information about the treatment process or to tour facilities, contact Public Works.

Water Leaks

639-2071

(See Utility Billing-Adjustment Policy)

Water leaks in street or right of way need to be report to Customer Service. The water crew will respond and schedule to make the necessary repair.

Water Meter Box

639-2071

To report a broken meter box or missing lid, please contact the Public Works Department.

Water/Sewer Service

639-2071

To activate an existing service for a residence or business, come to the Finance Office (Customer Service) at Town Hall. A meter deposit is required to begin service. The meter deposit rates are as follows:

<i>Residence-Owned</i>	<i>\$35.00 Activation Fee</i>
<i>Residence-Rented</i>	<i>\$35.00 Activation Fee plus \$85.00 deposit</i>
<i>Commercial Business (Owned)</i>	<i>\$35.00 Activation Fee</i>
<i>Commercial Business (Rented)</i>	<i>\$35.00 Activation Fee plus \$85.00 deposit</i>

For questions, or if you need further information, contact Customer Service in the Finance Department.

Website

The Town's website address is www.angier.org

Various policies and forms are available on the website and minutes from Previous Town Board meetings are online for your review. The upcoming Town Board agenda is normally posted on Friday before the meeting which is held on the 1st Tuesday of each month unless rescheduled and advertised.

Z

Zoning

639-2071

For information on Zoning, contact the Planning Office.