

WHO DO I CALL

Town Hall - Located at 400 North Eastway Drive, Troutman, NC. 28166. If you are not sure who you need to call, phone the main switchboard. Town Hall is open Monday through Friday from 8:00 a.m. to 5:00 p.m., except weekends & holidays.

Ph. 704-528-7600; Fax 704-528-7605; email info@troutmannnc.gov; Website: www.troutmannnc.gov

Abandoned (or junked) vehicles: Such vehicles, either on public or private property that may pose a safety or health hazard is addressed under Town ordinances. The abatement of such nuisances is a joint effort between the Police Department (704-528-7610) and Community Resource & Code Enforcement Officer see below his contact information

Accounting Technician: Angela Hoover. For questions regarding Accounts Payable, Receivables or Utility billing. She can be contacted at 704-528-7600 or info@troutmannnc.gov

Community Resource & Code Enforcement Officer: Officer Wayne Elmore: Town residents and the business community now have one dedicated problem-solver to call on for help with a variety of community issues. One focus of this new program approach to policing is Neighborhood Watch. He also is responsible to take complaints on and manage any code issues within Town limits. He may be reached at the Troutman Police Dept., 704-528-7610 or by email, welmore@troutmannnc.gov .

Animal Control: Every dog must be under the control of the owner or other responsible person when off the premises of the owner. For more information contact Iredell County Animal Control **704-878-5335**

Annexation: If you are interested in voluntary annexation, contact the Planning Department at 704-508-3012

Attorney: Town Attorney, Gary W. Thomas. His office is located at 224 Harrill Street, Statesville, NC 28677-5347. He represents and advises the Board of Aldermen in all matters relating to Town business. 704-871-1989

Boards/Committees: The Board of Aldermen encourages Town residents to participate on the many Boards and Committees of the Town. Please contact Kimberly Davis, Town Clerk for an application and description of these Boards/Committees. 704-528-7600

Board of Aldermen: The Mayor is Elbert H. Richardson. Teross Young serves as Mayor Pro Tem. Aldermen are: Paul Henkel, Judy Jablonski, Betty Jean Troutman, and Sally Williams. They may receive mail at Town Hall, Post Office Box 26, Troutman, NC 28166. 704-528-7600

Building Permits/Inspections: A building permit is required for construction, electrical, plumbing, insulation, and mechanical work. Please Contact Iredell County Inspection Department – 704-878-3113

Clerk -Town Clerk: Kimberly H. Davis. Her office is located in Town Hall. She serves as administrative support to the Town Manager, Mayor, and Board of Aldermen. She maintains official records of the Town, agendas and minutes of boards and committees, information on all the boards and committees, Personnel Officer, and related duties as required. The Town Clerk performs work under the general supervision of the Town Manager. 704-528-7600

Customer Service: Danielle Upright. Her office is located in the Front Office of the Town Hall. She is responsible for the day to day operations of the front office, utility payments, receptionist, and various other duties. 704-528-7600 or dupright@troutmannnc.gov

Community & Economic Development: For information on land use planning, annexation studies, etc., contact the Planning Department. Erika Martin: 704-528-7600 or emartin@troutmannnc.gov

Employment Opportunities: To apply for a position with the Town of Troutman please contact 704-528-7600. To apply for the Troutman Police Department please contact 704-528-7610 or stop by the Town Hall at 400 North Eastway Drive, Troutman NC 28166. All job openings are posted at the Town Hall and on town website. www.troutmannnc.gov

Finance Director: Steve Shealy his office is located in Town Hall. For questions regarding Accounts Payable or Receivables Contact at 704-528-7600

Fire Department: Located at 125 North Main Street, Troutman, NC 28166. Contact at 704-528-4576

Fire Chief: Allen Church Contact at 704-528-4576

Fire or Emergency: 911

Garbage collection: The Town contracts with Benfield Sanitation to provide garbage service and also to provide garbage receptacles to inside city limits residents. For more information, contact Angela or Danielle at 704-528-7600.

High grass and weeds: Complaints regarding these and other nuisances should be directed to the Community Resource & Code Enforcement Officer (see above his contact information)

Independence Day Parade: Is an annual event that takes place during the Saturday before the 4th of July. **704-528-7600**

Inspections: Please contact Iredell County Inspection Department 704-878-3113

Leaf Collection: October through February is leaf collection season. Loose leaves may be piled at curbside (not in street) for collection. Leaves must be free of tree limbs, rocks, bottles or other objects that may damage collection equipment. Leaf Schedule is available at the Town Hall (400 North Eastway Drive, Troutman NC 28166) and on the Town website www.troutmannnc.gov

Manager: Town Manager is Ann Bailie. Her office is located at Town Hall, handles day-to-day operations of the Town. If you have a complaint that is not resolved by speaking with a particular department head as may be the case when your complaint involves a question of Town policy, or cases that eventually will be directed to the Town Board, then contact the Town Manager. The department head you contact will know if your situation involves a question of policy. 704-528-7600

Mayor: Elbert H. Richardson is the Mayor of the Town of Troutman. The Mayor receives mail at the Town Hall, P.O. Box 26, Troutman, NC 28166

Overgrown Lots: Report overgrown lots, high grass, and weeds and other nuisances to the Community Resource & Code Enforcement Officer (see above his contact information)

Peddlers License are required by the Town of Troutman. You will need to apply in person at 400 North Eastway Drive, Troutman, NC 28166

Planning Department: Erika Martin is the Community Planner and can be reached at the Town Hall 400 North Eastway Drive, Troutman NC, 28166. Administers requests for changes in the Zoning Ordinance text or map, voluntary annexation, site plan reviews and other planning issues. Proposed changes in zoning classifications are announced in the legal notice section in the Iredell County Record and Landmark. 704-528-7600 or emartin@troutmannnc.gov

Police Department: The Police Department is located at Town Hall at 400 North Eastway Drive, Troutman NC 28166. This department provides the administration and operation of the Town's law enforcement.

- General Information:** 704-528-7610
- Chief of Police:** Matthew Selves
- Investigations,** Detective Corey Richard

- Patrol Services:** Lt. Darrin Payne
- Parking Enforcement**
- Records Section**

Police Dept. Administrative Assistant: Angela H. Hoover. Her office is located in the Front Office of the Town Hall. 704-528-7600

Public Works: Located at 301 Massey Street, Troutman NC 28166. Coordinates street maintenance (including street light outages), maintains public buildings, grounds, snow and ice removal, removal of dead animals within the street right of way, and the beautification of downtown Troutman. Business hours for the Public Works Department are Monday through Friday, 8:00 a.m. to 5:00 p.m., except holidays. 704-528-7600/704-528-7616 or info@troutmannnc.gov

Public Works Supervisor: Adam Lippard is Supervisor of all Public Works Technicians and is in charge of scheduling all Public Works projects for the Town. His office is located at 301 Massey Street and can be contacted at 704-528-7616/704-528-7600 or info@troutmannnc.gov

Reassurance Program: Citizens who are shut-ins check in with the Police Department daily as a means to verify their health and well being status. If you are interested in this program, please call the Police Department. 704-528-7610

Recycling: Town of Troutman has contracted with Benfield Sanitation to provide recycling cans and service for in town limits customers. For more information, contact Angela or Danielle at 704-528-7600.

Security Checks: The Police Department provides security checks of homes and business upon request of the resident. Please download, print and return to the Police Department or stop by to request a form.

Special Events: Anyone desiring a special event permit must make application to the Town Hall at 400 North Eastway Drive, Troutman NC 28166. The Town Board may authorize the temporary obstruction of streets or sidewalks, or the use of other public property, in conjunction with special events. Angela Hoover at 704-528-7600 or ahoover@troutmannnc.gov

Street Closings: Streets can be closed for a variety of reasons – The Town has the authority to close a street following certain procedures. Contact the Town Hall if you have questions about street planning, development or closings. 704-528-7600

Street Repair: To report unsafe or unsightly street conditions, call the Public Works Department. 704-528-7600/704-528-7616 or info@troutmannnc.gov

Tax Collections: are handled by Iredell County Tax Collectors Department please contact at 704-878-3020

Town Engineer: Benji Thomas of West Consultants provides technical advice to all departments within the City. 828-433-5661

Town-Owned Facilities: If you are interested in using any town-owned facilities, contact the Town Hall 704-528-7600 or info@troutmannnc.gov for fees and scheduling.

Traffic: The Troutman Police Department handles questions regarding traffic. 704-528-7610

Water/Sewer Emergencies-Questions: Please contact Town Hall for any water or sewer related emergencies or questions regarding your water and sewer. 704-528-7600 or 704-582-7616

- For Water or Sewer Emergencies (8:00 -5:00, M-F): (704)-528-7600
- For Water or Sewer Emergencies (After Hours, Weekends and Holidays): **704-682-3835**
- For questions regarding utility billing and/or customer service (8:00 -5:00, M-F): 704-528-7600

Weeds: Complaints regarding these and other nuisances should be directed to the Community Resource & Code Enforcement Officer (see above his contact information)

Voting: Please contact Iredell County Election for all your voting needs - 704-878-3140

Zoning Department: Located at 400 N. Eastway Dr. Troutman, NC 28166. Administration of the City's Zoning Ordinance, public nuisance abatement, (included junked or abandoned vehicles), building and housing code violations, City Code enforcement, issues zoning compliance permits, and sign permits. 704-528-7600

Zoning Changes: Requests for a change in the Zoning Ordinance or map should be made to the Planning Department. Proposed changes in zoning classifications are announced in the legal notice section in the Statesville Record and Landmark, posted on the Troutman Website info@troutmannnc.gov and on signs posted on the affected property. 704-528-7600