

# For the Record

## Our Heroes Wear Dog Tags



**Around the Corner...** A monthly update and perspective from the Town Manager...page 5

There was no fanfare. There were no members of the press present. There was no official ceremony. Just the representatives from the unit quietly accepting their plaque. It is just like TEAM STRONG to do things without fanfare; without recognition; without a big "to do." They are all about service. Whether it is service to their country, service to this community or service to each other, they honor their commitments and they do so quietly, with dignity, honor and respect. In the truest sense of the word, they personify the word hero. From now until the end of November, we are recognizing our heroes. They walk among us every day. Some have come and gone but are never

forgotten. Some get up every morning and put on their uniform and drive thru the gates of one of the largest military bases in this country. Some are carried in our thoughts, hearts and prayers as they carry out a mission and deployment while, we, their family and friends keep the home fires burning. For a select few, they quietly and unassuming, go about their day, now a civilian but ever so humbly proud of the time they served. and for a few, they are wondering lost, in need of shelter, comfort and reassurance that they have not been forgotten. They are our heroes. They are Veterans. Proudly share with us their photo, current or memorable, and shed a bright light on America's

true heroes. We will post them to an album, use them in scrolling pictures and if we have enough response, we will be making a keepsake supplement for Veteran's Day. Just submit your photo to [webmaster@spring-lake.org](mailto:webmaster@spring-lake.org), attach it to facebook(via message) or contact the Communications Department. Much like TEAM STRONG who chose to silently accept their plaque, our Veterans don't ask for much. Let's thank them for being the heroes they are. Who needs capes, gadgets or masks? Around these parts, our heroes wear dog tags and combat boots.

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# It's Not Just the Law; It's Public Interest



Section 10 of the Spring Lake Code of Ordinances is known and cited as "the minimum housing code of the Town of Spring Lake." In this section, it clearly defines what dwellings are unfit for human habitation. It further goes on to establish minimum standards for occupancy for all buildings and procedures for repairs as well as the losing

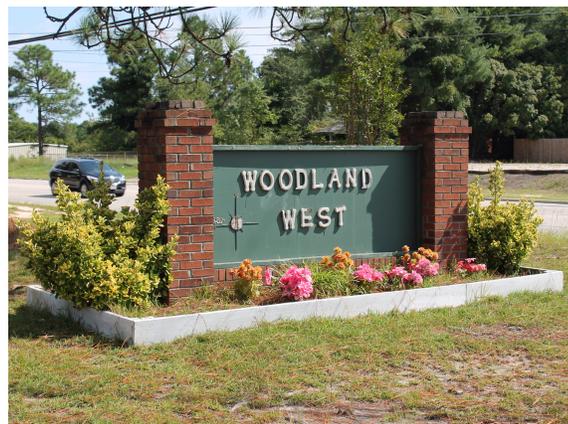
and demolition of buildings not conforming to minimum standards. These guidelines have been established not merely as an aesthetic measure for the Town but in order to protect the health, safety and welfare of the residents. It is one of the responsibilities of the Minimum Housing Inspector to work with a property owner to ensure compliance of

the ordinance is followed. In cases where violations are found, every step is taken to make sure resolution can be reached. Over the past several months, the Town has aggressively addressed blight within the Town's limits. Check out the progress in the album on the Town's website.



## Development forum

On September 10th, the Town held a Development Forum at Town Hall. This forum gave key individuals in the building process opportunity to provide feedback to Town Staff. The processes reviewed included but was listed to inspections, permitting, plan review, zoning, fire inspection, occupancy, Stormwater, fees, site review and requirements. Representatives from all departments were on hand to explain the process from start to finish and answer questions and comments from the public as they were presented. The purpose of this forum was to gain a better understanding of what we as a Town are doing right, what we can improve on and suggestions for making the process better. Look for some of the suggestions to be rolled out and implemented in the not to distant future.



## Entrance Beautification

The Spring Lake Board of Aldermen set as one of their priorities for this session, their desire to see a program Implemented to address the appearance of the gateways to the major subdivisions of the Town. At a recent Board meeting, the Chair Person of the Appearance Commission presented the beginnings of such a project. This project will redesign, construct and maintain the entrances to Deerfield, Holly Hills, Manchester Forest, Woodland West and Laketree. It would be a partnership between the Town, Home Owner's Associations, Neighborhood Watch Groups and the Appearance Commission. Funding would come from grants and private donations. After this presentation and the addition of the entrances to Town, the Board approved this proposal. Information on this project and updates will be posted on the Town's website.



## Free Breakfast for the Willing

On Saturday, October 18th, the Appearance Commission will head up the Town's Annual Fall's Litter Sweep. Starting at 8:30 am at the Recreation Center, a light continental breakfast will kick-start the morning. Bags, gloves, vests and other tools will be available to all the volunteers who come and sign in. Volunteers will be assigned an area of Town to "sweep" through and clean up. Think about it. You get a free breakfast; free supplies and great company. You will be making a difference in the Town; you will receive an official "thank you" for participating; its exercise and it's a great feeling of accomplishment. Wow! What an incentive! Help clean up our Town; be a part of a worthwhile endeavor; fellowship with your neighbors and make a difference. For more info, contact any member of the Appearance Commission.



## Service With a Smile

The Revenue Department is proud of the changes it has made to it's department and it shows! Customer service is a top priority for the Customer Service Reps as well as the Meter Readers. Couple this with positive billing changes and what you end up with is a Revenue Billing Department dedicated to working for and with YOU. To ensure your account information is accurate and up to date, please take a moment and fill out the customer update form online or while you visit the Department inside Town Hall. We want to make sure you receive all the information you are sent on time and avoid any second notices. We are happy to assist you read your bill and answer any questions you may have. You can reach us by calling (910) 703-8912 or coming into the office located inside Town Hall at 300 Ruth Street.



## Ever Consider Watching This?

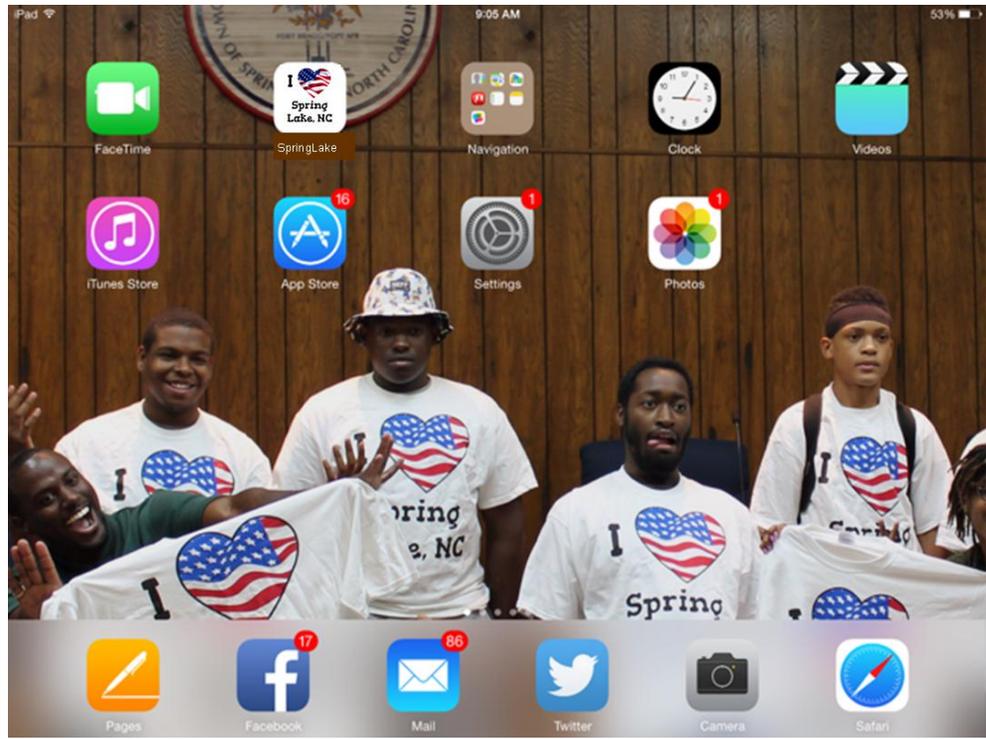
School is back in session. Just a friendly reminder to watch your speed through residential neighborhoods. Be mindful of bus stops and pay attention for our young people who may not always pay attention to you. School zones are clearly marked and fines for speeding through a school zone are more than they are for speeding elsewhere. Don't forget, at no time is it legal to pass in a residential area especially around a school bus. Now is the perfect time to consider joining your local neighborhood watch. Not sure when the meetings are? The SLPD can help. Not sure if you have one? Why not start one? It's a great way to serve the community. Head up a community watch group? The Town's website has an area dedicated to community watch groups; send them your information.



## Treats, Scares and Times

The Spring Lake Recreation Staff is renown for its programs, sports, service... And haunted house! It's that time of year when the staff is preparing its world class haunted house and Fall Festival. This year's Festival will be held Saturday, October 25th from 4:00 - 8:00 pm. There will be bounce houses, games, obstacle course, face painting and more! For the young at heart, there will be the fun hayride. For the brave, there is of course, the haunted house. Admission is \$5 (children 2 and under are free) It is family fun for all and most definitely and evening worth investing in. Feel free to wear your costume or come as you are. Speaking of costumes, the SLPD and the Town has established trick-or-treat hours on October 31 from 5:00-8:00 pm. For more information, call the Rec Center at (910) 436-0011 or visit the Town's website.

# Look at the Screen again... That's right. There IS an app for that!

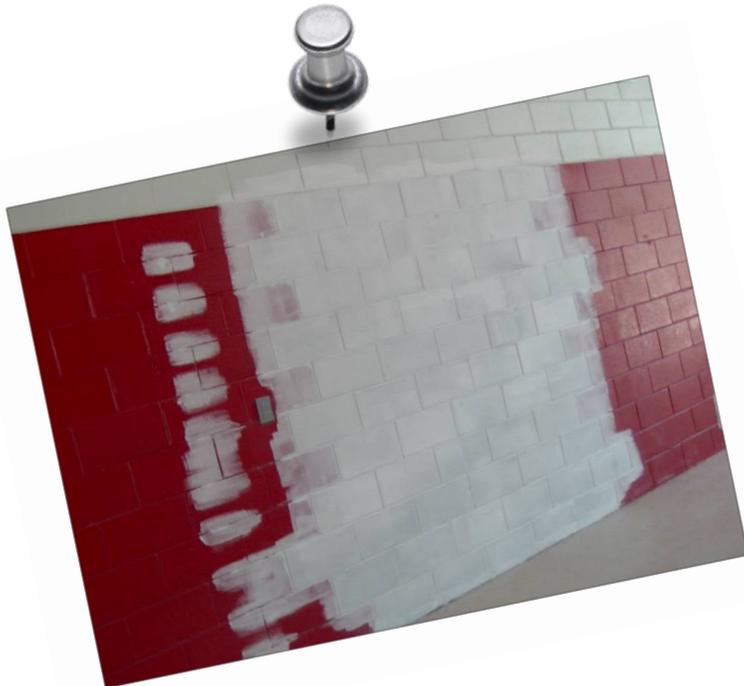


Some of the features of the app will include but not be limited to are:

- Link directly to pay your water bill
- Check bus schedules
- Receive updates from Town via live feed
- Connect with all social media platforms and website
- Report any issue you have such as missed service, pothole, signs, debris, illegal dumping, new trash can request, water leak, water break, sewer back up, etc. all in real time. The requests are routed to employees in the field and you can check on the status of your request at any time. If you are not sure of the location, the app will use GIS mapping to help. You can use your phones camera to capture images to send with your request.
- You will also be able to send comments and questions
- In addition, you can use the portal on the Town's website to view your requests, check the information or enter information.
- Plus, much more!

Get excited! The Town is on the brink of launching it's own app. The "I Love Spring Lake" app will roll out at the end of October. Plans are in the works for a "launch party" so get ready to have everything Spring Lake at your fingertips. Keep up-to-date with the app's progress on facebook and on the Town's website and make room on your device now!

## No Make-up in This Facelift



Extreme Makeover? Close. It's a facelift for the Spring Lake Fire Department and much needed renovations.

Phase 1 has been completed and Phase 2 is slated to begin this week. Work thus far has included work to the fire bays, bunk room, administrative area and the creation of additional office space. Phase 2 will continue where phase 1 left off and will include additional work on office space, kitchen area, day room, training

space, storage and facade improvements.

As the department has grown over the years, they have focused on apparatus, equipment and personnel rather than the station. These improvements are long overdue. Most of the costs are covered by grants obtained by the department and are why the renovations have been completed in phases. Look for a ribbon cutting sometime in November to celebrate this achievement.

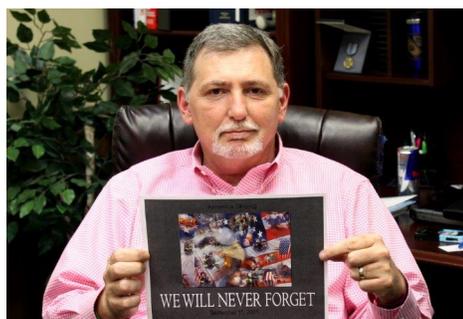
# Some Things Will Never Be Forgotten While Others Will Always Be Celebrated

On Thursday, September 11, the Town paused and honored its commitment to "never forget" at a heart felt ceremony held at Veteran's Park. Led by members of the Police and Fire Department, this tribute united us all in our spirit of true brotherhood as Americans and renewed our passion for freedom.

In November, we will once again gather at Veteran's Park. On Tuesday, November 11th at 10:00 am, we will celebrate, honor and remember true heroes - our Veterans. The annual ceremony will have many of its

traditional components but will be keeping in the spirit of the revival of the Town and will have a breath of fresh air breathed into it. We hope you will join us as we mark an important day for all Americans.

Coming up in December will be the Tree Lighting Ceremony. This year, the tree will be lit down by Town Hall. As always, there will be warm drinks, refreshments, music of the season and a visit from a "special" guest who has booked his trip all the way from the North Pole. Make plans now to attend.



Recently I had the opportunity to be one of five speakers at the Fayetteville Chamber of Commerce's "State of the Community" Luncheon. Basically, here is the speech that I gave in regard to the happenings in Spring Lake. I've been the Town Manager for 17 months (including four months as the Interim Manager) and in that time we undertook many initiatives that our Mayor and Board of Aldermen placed as priorities. I'm happy to announce today that Spring Lake is well on its way to becoming a very special place for people to live, work, play and study! During the past year and a half, we have braced ourselves for the upcoming North Carolina Department of Transportation U-4444 project. This highway project will change the way Spring Lake looks! That's for sure but it doesn't have to be a bad thing. We simply will use this opportunity to make us even better. We're not resting or waiting on anyone! Spring Lake, with a population between 12,000-13,000 (depending on what data you use) is still a young municipality, incorporating in 1951. So, with our relatively young age of 63, we have sometimes struggled for an identity, but we are now hitting our stride! We have a long way to go in many projects. Our Capital Improvement Plan is still new but it is a document that can be used by the Board and Management as a "road map" to get us where we need to be as a community. Several Water and Sewer projects have happened and many more are on the table. We are soon to launch our town App

## Around the Corner... A monthly update and perspective by Town Manager Ken Metcalf

and get closer to a Board priority of becoming a "Smart City." We've strengthened our Fire Department and for many years have made sound investments in our Recreational programs and Parks. In recent years, we've built the community center, improved Mendoza Park and added a new playground in the Woodland West Neighborhood (at Mae Rudd Williams School). This newsletter is an example of our Board's priority to "get out our good news to the public." Again, the App will make things a lot easier for our citizens to access! A new customer service initiative has been put in place in town hall and the Rec department to make your visit better and friendlier. Our Economic Development efforts are extensive and far reaching. We are being very proactive in attracting the type of businesses here that you want to see. National chains and new developments. You are seeing new homes sprouting up! Downtown revitalization is becoming a reality right before our eyes. It's merely the beginning. We are evaluating what others have been doing for tourism in town and we want to be more proactive to bring in visitors that see the good in what we have. There is plenty to do here and we want to make sure this message begins to get out there in a better and more positive way! Entertainment and entertainment venues are being heavily discussed. The Chamber of Commerce produced a very successful July 4th Celebration on Main Street and of course, our Spring Fling Festival celebrates the best in our youth and our

community! October is our annual Fall Festival which features the best designed Haunted House that you will ever see. On November 1st is our 2nd Annual Merry Market Craft Show. We are getting it right all the way around. We have taken steps to become a more "business friendly" organization. Early in September we hosted a forum to have business leaders, contractors, developers and architects come in and tell us where we need to improve. We really want to do better here and I'm confident our staff is equipped and prepared to do so! On September 11th, we held a very moving ceremony paying tribute to the victims of the 9/11 tragedy! This ceremony only cements for me that Spring Lake is the most patriotic small town in America! Finally, no conversation about Spring Lake would be complete without a few words about our Police Department. With everything that transpired five plus years ago, we now boast that we have the best small town Police Department in the State of North Carolina. Our Board's commitment to better equipping and training our officers has brought immediate results. Chief Troy McDuffie's high standards for ethics among the men and women that serve under him has restored trust in faith in the department. We will never go back there again! Give me a call sometime and let's chat about the town. I'd love to hear your thoughts on what we can do better and more of! Call me anytime at (910) 578-7317.



The Beatitude House, located at 102 N.Main Street is part of a ministry of the New South River Baptist Association. The NSRBA is a network of regional churches. The Beatitude House ministries seek to give families and individuals a "hand up, not a hand out." At the Beatitude House, you will find clothes, toys and household items to fit the needs of tight budgets as well as a food bank for those in need. They willingly accept donations during donation hours. They are staffed by volunteers from churches within the ministerial association. The Spring Lake location is currently in need of salt, powdered milk, sugar, flour, pudding or jello, crackers, canned fruit, all sized clothing, paper items and household items. For more information on the Spring Lake Beatitude House, they can be reached at (910) 496-0925.



### Safety First

The Spring Lake Police Department has partnered with CVS pharmacy to put safety first. Located outside the main SLPD, on Ruth Street, is a medicine drop box. This drop box is the safe and correct way to dispose of unused and unwanted medicine. The purpose of such drops is to keep medicine from ending up in our water system from improper disposal; the misuse of said drugs or accidental overdoses among a few things. Check your cabinets and properly dispose of old or unused meds today.



## What's Going On

You already know that the website is your first stop for information for everything Spring Lake. But did you know that embedded in the rich information lies project updates? On the Town's website, under the heading "About" there is a listing titled, "Project Updates." This page lists various projects led by or directly affecting the Town. The page itself gives a brief explanation of the project and a link either to a dedicated page with more information or a photo album depicting the progress of the project. The projects are updated as information becomes available, as info is approved, as info is requested or on an audited basis. If there is a project you would like to see added please e-mail the webmaster or fill out a comment card when visiting Town Hall.

# Let's Talk Trash



There are few things that makes us more upset than when the trash isn't picked up. It's unsightly. It stinks. And it is a nuisance.

When we refer to trash, we need to first define it. There is household trash. This is trash that for the purpose of this article is placed inside either the gray trash or blue recycle cans.

There is yard debris. This is made up of material collected from your yard; leaves, limbs, branches, small trees, etc. There is bulk items/white goods. This is mainly items that do not fall into household trash or yard debris but need to be picked up.

There is also construction material and hazardous material. Construction material (debris) is any material that is used in or appearing to have been used in the upkeep, upgrade of a structure (boards, shingles, nails, etc) as a general rule, if it

could appear to be construction or destruction, it will fall under construction debris.

A few tips to ensure your sanitation expectations are met:

- Construction and hazardous waste is not picked up by ordinance
- Do not mix piles.
- Do not stack anything on top of, beside of or near your trash or recycling containers. This hinders the pick up of the container and may prevent it from being picked up
- Do not over pack your can
- Piles of yard debris must be placed at the curb clear of all signs, power lines, fences and other obstructions
- Leaves should not be placed in bags or cans but rather placed in neat piles at the curb
- No pile of limbs should consist of branches or trees more than 6' or 6" in diameter

•Your trash,

recycling and yard debris as well as bulk items should be placed at the curb no later than 6:00 am the day of your pick up

- Televisions and other electronics being discarded should be separated from other bulk items
- If you are in doubt, please call the Sanitation Department who will be glad to answer your questions.

Starting in mid-October, the Town will be posting daily reminders as to the next day's pick up schedule so as to help remind you and help give you notice so you can get your items out. We want to do a better job of communicating the pick up schedules and make it easier on you. All of this information and more can be found on the Town's website under Departments - Sanitation. As always, you can reach Sanitation at (910) 497-3390 x1607.

## Holiday Schedules

Holidays can cause a little confusion when it comes to how sanitation is handled. The Town picks up yard debris and bulk items. Waste Industries Handles household trash and recycling pick up. Over the next couple months, there will be several holidays recognized by both the Town and Waste Industries. Some holidays will be recognized by both; some will be recognized by only one company. In either case, you should be aware of how your sanitation services will be affected on a holiday. First, the holiday will be posted on the Town's website, social media and Town's buildings and indicated whether or not it affects trash service. If it is a Town holiday, town services will be absorbed during the working during the work days of the week. If it is a holiday recognized by Waste Industries, trash service will be one day **later** than normal after the holiday.





### Area's Finest Market

On Saturday, November 1, 2014, vendors and craftsmen from around the area and region will gather in Spring Lake at the Spring Lake Community Center (Rec Center) for the areas must attend event!

The 2nd Annual Merry Market and Craft Fair will be an event you will **not** want to miss. Just in time for the holidays, it is the perfect opportunity to kick start your Thanksgiving and Christmas shopping. It is also a great way to spend a Saturday morning. After an evening of tricks and candy, treat yourself and all your friends, to unique, handmade and specialty items.

Vendor space is still available but going fast. For more information and details on the event, call the Senior Center at (910) 497-7700. Make plans now to attend.



### Basketball Registration

Fall sports is under way. They are highly successful and Saturday mornings are filled with games at both Mendoza Park and Spring Lake Middle School.

Currently, Spring Lake Recreation has opened registration for co-ed youth Basketball. For eligibility, a child must've between the ages of 5-17 (age as of April 1st, 2015.) the registration fee is \$15 for Spring Lake residents and \$30 for non-residents (remember, not all Spring Lake addresses are considered residents. You must live within in Town limits to receive the residential rate.) there is a \$5 late fee for those who register after the registration deadline. Please submit a completed registration form, fee and copy of child's birth certificate to complete the process. Join us for a great season!



### It's Not Community Service; It's Serving Your Community

There is a difference between having to do something; being forced to do something and willingly stepping up to do something; volunteering.

When you commit to one of the five board appointed boards, you are not just performing community service; you are servicing your community. Whether you find a place on the Appearance Commission, Board of Adjustment, Minimum Housing Appeals Board, Recreation Advisory Committee or the Stormwater Committee, you will be making a difference in our Town.

So often we look for ways we can contribute. Here is an easy way to have an impact. Visit the Town's website and learn more about each of these boards then decide to serve.



### Keep the Feedback Coming

Next time you are in Town Hall, be sure to fill out a customer service feedback card and tell us what you think. Our goal is great customer service! Send us your photos of creative but safe ways you have displayed and shared the "I Love Spring Lake, NC" message. We will showcase them on Facebook and in our newsletter. Send your photos to [webmaster@spring-lake.org](mailto:webmaster@spring-lake.org). Keep the feedback coming. We want to hear from you. What are things you want to read about in the newsletter? What great things are going on in your part of the Lake? Share your feedback. Share your love for Spring Lake, NC with us!



### Mark Your Calendar For These Noteworthy Upcoming Dates:

- October 18: Appearance Commission's Fall Litter Sweep, 8:30 am - 12 pm
- October 20: Recreation Advisory Board Meeting, 7:00pm
- October 25: Fall Festival and Haunted House, 4-8pm
- October 27: Board of Aldermen meeting, 7:00 pm
- November 1: Merry Market Craft Fair, 8am-2pm
- November 2: Daylight Savings Time ends
- November 10: Board of Aldermen meeting, 7:00 pm
- November 11: Town Holiday
- November 11: Veteran's Day Ceremony, 10:00 am



### Town of Spring Lake

Chris V. Rey, Mayor.  
James O'Garra, Mayor Pro Tem.  
James Christian, Alderman.  
Richard Higgins, Alderman.  
Densie Lucas, Alderwoman.  
Fredricka Sutherland, Alderwoman.  
Ken Metcalf, Town Manager

300 Ruth Street \* PO Box 617.  
Spring Lake, NC 28390.  
(910) 436 - 0241 \* (910) 578 - 7317.  
[www.spring-lake.org](http://www.spring-lake.org).  
[facebook.com/townofspringlake](https://www.facebook.com/townofspringlake).  
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