

## Whispering Pines Quick Guide Useful Information for New Residents

Additional information is available at [www.whisperingpinesnc.net](http://www.whisperingpinesnc.net)  
and on Cable Channel 18

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### EMERGENCIES

#### Fire, Medical, and Police Emergencies

In case of fire, medical, or police emergency, dial **911**. They will dispatch the necessary service.

#### The Emergency 911 System

When your telephone service is installed, CenturyLink notifies the Moore County Emergency Management Office of your name, address and telephone number. When you dial **911**, this information automatically appears on the dispatcher's computer screen. The dispatcher receives this basic information whether you are able to speak or not. To further expedite the **911** process, you may complete a **911** form denoting any health problems, special conditions, stored hazards, etc., that may be of help to the people who are responding to your call. **911** forms are available at the Police Department.

#### Emergency Lights

All residences must be equipped with an outdoor emergency flashing light to readily identify the residence where a night emergency exists.

#### Reflective House and Dock Numbers

To expedite emergency response, all residences must have three-inch contrasting reflective numbers attached to both sides of the mailbox or other appropriate address marker post. Lakefront homes with docks should post the reflective numbers on the dock.

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### PUBLIC SAFETY

#### Police

The Whispering Pines Police Department patrols the Village twenty-four (24) hours a day, seven (7) days a week. To reach the police in an emergency, call **911**. The Police Department is located at 14 Hardee Lane. Office hours are Monday through Friday 8:00 a.m. to 4:30 p.m. Call 949-9961 to reach the police regarding non-emergency matters. After hours and on weekends, call **911**.

**Whispering Pines Community Watch:** You may advise the police when you are going to be away from your home (vacations, etc.) by completing the Whispering Pines Community Watch form. The information will be kept confidential and, conditions permitting, the police will check your home daily while you are away.

#### Fire / Rescue

##### For all emergencies call 911

The Whispering Pines Fire Rescue Department has full time employees on duty Monday through Friday 8:00 to 4:30. Units from Moore County Emergency Medical Services and the Whispering Pines Fire Rescue Department provide service to the Village. The firehouse is located at 16 Hardee Lane. For non-emergency calls, dial 949-2400.

#### Recruitment

Persons interested in joining the Volunteer Fire Rescue Department, please contact the Fire Rescue Department at 949-2400.

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### WASTE MANAGEMENT

To start garbage collection, please call the Village Hall at 949-3141, extension 10.

#### Household Waste

Household Waste is collected as follows:

- South and east of Hardee Lane – Monday
- North and west of Hardee Lane – Tuesday

All garbage, trash and other items deposited in garbage cans must be bagged and the top tied in accordance with the Whispering Pines Ordinance. (A copy of the Ordinance is available on the Village website: [www.whisperingpinesnc.net](http://www.whisperingpinesnc.net) or at the Village Hall) Moving cartons and boxes must be broken down and bundled.

Please place garbage can(s) at the garage / near the house for pickup **so that they are visible** from the

street. Curbside placement of garbage filled plastic bags (not in cans) is permissible so long as they are not left exposed overnight. Cans may be any size but contents shall not exceed 32 gallons.

Garbage cans may not be placed within view from the street prior to 3:00 p.m. the day before scheduled pickup by the contractor, and must be removed from view the day of pickup.

### **Yard Waste**

Yard waste and cuttings (e.g., branches, pine cones, grass clippings, etc.) are collected every Wednesday throughout the Village. Plastic bags **are not permitted** for the containment of yard waste. Burning of yard waste or any other materials is strictly prohibited within the Village.

Yard waste and cuttings must be dry and placed in easily emptied containers whose contents do not exceed 32 gallons. Branches may be up to four (4) feet in length and must be tied in manageable bundles. The tied bundles may be placed next to the containers. Yard waste containers must be placed curbside.

Please help the Village by keeping your culvert clean of all yard waste and other debris.

### **Recycling**

Recyclable items will be picked-up throughout the Village of Thursdays. All acceptable items shall be placed co-mingled in a resident provided container, not exceeding 32 gallons in size. Containers should be placed at the garage / near the house for pickup so that they are visible from the street. Whispering Pines Recycling stickers and a list of acceptable items is available at Village Hall.

When holidays affect the pickup schedules, notice of a makeup day will be posted on Whispering Pines Channel 18 and at [www.whisperingpinesnc.net](http://www.whisperingpinesnc.net) (Special Notices page). Holidays include: Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Day, and New Years Day.

### **Septic Systems**

To maintain your septic system, put only what is necessary in to the system. Garbage disposal use should be limited. The septic tank should be pumped out periodically, e. g., for a family of two (2) pump every five (5) to eight (8) years. Please pick-up a copy of A Homeowners Guide to Septic Systems at Village Hall

## **VILLAGE GOVERNMENT**

### **Council / Manager**

An elected Council of five members serving staggered terms governs the Village of Whispering Pines. Council members elect the Mayor from among its members and appoints a Village Manager. The Village Council also appoints board members whose roles are advisory to the Council. The Boards are: Planning and Zoning, Board of Adjustment, Lakes and Watershed, Utilities Board, and the Community Appearance Commission.

### **Meeting Schedules**

Regular Council Meetings: Second Wednesday of each month at 6:00 p.m.

Planning and Zoning Board: First Wednesday of each month at 4:00 p.m.

Lakes and Watershed Board: Fourth Monday of each month at 6:30 p.m.

Utilities Committee: Third Tuesday of each month at 4:30 p.m.

Community Appearance Commission: Last Tuesday of each month at 4:00 p.m.

Board of Adjustment: Second Tuesday of each month at 4:00 p.m.

Meetings are held in the lower level of the Village Hall and are open to the public.

If you are interested in serving on a Village Board/Committee please contact Linda Christopher at the Village Hall at 949-3141 ext. 10.

Changes in meeting times and special meeting notices will be posted at the Village Hall, on Whispering Pines Cable Channel 18, and on the Village website: [www.whisperingpinesnc.net](http://www.whisperingpinesnc.net) (on the Special Notices page).

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### **TAXES**

Tax bills are mailed in July and are payable at the Moore county Government Offices in Carthage or by mail. Taxes are due in full by January 5 but may be paid with a 2% discount before August 31.

The Moore County Tax Department collects taxes for the Village. County taxes and Village taxes are sent on the same bill

If your property taxes are paid from an escrow account managed by a mortgage company, please ensure the billing and payment information is accurate. If your mortgage company fails to pay the taxes, the property owner is responsible.

## **PERMITS**

Permits must be obtained from the Village Planning Administrator for activities that are controlled by Village Ordinance. Contact the Planning Administrator at 949-3141, extension 12 for information and the **required permit procedures for:**

- Construction of new homes, home additions or alterations
- Construction of accessory buildings or fences
- Construction of in-ground swimming pools (Above ground pools are not allowed in the Village)
- Construction of lake docks and bulkheads
- Drilling of wells for irrigation purposes
- Installation of irrigation systems from lakes
- To conduct a home business

**Permits** to conduct a sale must be obtained from the Village Hall five days before the sale

- Auctions; no fee
- Tag sales, garage sales, or yard sales; \$5 per sale

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## **MEETING SPACES**

### **Village Hall**

The Council meeting room in the lower level of the Village Hall is available for residents' use for non-commercial meetings of up to 60 people. No smoking, food or drink permitted. Obtain reservations from Village Hall.

### **Whispering Pines Community Building**

The Whispering Pines Community Building is available for residents' use. It is located on Ray's Bridge Road and has meeting space and a kitchen. To rent the space, contact Village Hall, 949-3141 ext 10.

## **VEHICLE PLATES**

You may purchase "Village of Whispering Pines" front license plates at Village Hall for \$10.00. Proceeds go to the Whispering Pines Fire Rescue Association, Inc.

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## **GOLF CARTS**

Golf carts are permitted on Village streets if provisions of Chapter E – Traffic, Article VII of the Village Charter are complied with. The rules are available on the Village website or can be picked up at Village Hall. They include but are not limited to:

- operator must possess a drivers license
- operate only during daylight hours unless equipped with operating lights and reflectors
- restricted hours
- give way to vehicles
- obey all traffic laws

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## **LAKES**

The Village maintains eight lakes within Whispering Pines. Thagard Lake is the only lake on which boats propelled by gasoline engines are permitted. Boats propelled by electric motors are permitted on other lakes. There are swimming, boat launching and picnic areas at several locations for use by all property owners and/or residents. Residents and/or property owners may obtain temporary permits for their guests to use the lake facilities. Permits are available at the Village Hall.

There are a limited number of on-shore storage spaces for small boats at the public areas on Spring Valley, Thagard, and Whisper lakes. There are no public docking or storage facilities for large boats.

Residents on lake-front properties are allowed to use the lake water for irrigation. A permit from the Planning and Zoning Director is required. A list of such users is maintained at the Village Hall and by the Lakes and Watershed Board representatives for notification purposes whenever there is an irrigation moratorium established due to chemical treatment of the lake waters. It is advisable that if residents plan to be away for a period of time and their irrigation system is set to operate on a time clock, they ask their neighbor to turn the system off in the event of an irrigation moratorium during their absence. It is helpful to provide the neighbor with instructions for operating your irrigation system. The Village is not responsible for any property damage that may occur as a result of the chemical treatment of the lakes.

The lakes are tested regularly during the warm weather months. If a hazardous or unsafe condition is noted, residents will be notified, and all or some portion of any lake may be closed to human contact. As with any natural body of water, there will always be some level of animal waste present in the lakes.

## **Boats**

Village permits are required for all boats and are available at the Village hall. The permit fee for the first boat is \$30.00 for the first year, \$20.00 for the second year, \$10.00 for the third year and \$5.00 for each additional boat. Permits must be renewed every three (3) years. Permits are issued only to the residents and property owners of Whispering Pines.

All boats propelled by a motor must have a North Carolina registration. Please contact the Village Hall for information on how to apply for an NC registration.

Children under thirteen (13) years of age are required by law to **wear life vests while boating.**

## **Fishing**

Licenses are required by North Carolina for those fishing in any of our lakes. State fishing licenses can be obtained at Wal-Mart, Carthage Farm Supply or Ed's Gun Shop on U.S. Highway 1 North.

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## **STORAGE OF BOATS, RECREATIONAL VEHICLES AND TRAILERS**

Boats, recreational vehicles and trailers must be stored in a garage/carport or be enclosed or otherwise screened from view from the street and adjacent properties.

## **RECREATIONAL & PLAY EQUIPMENT**

All recreational equipment, such as swing sets, jungle gyms, trampolines, etc., must be located in the rear yard. Basketball goals are permitted in the driveway (at least 35 feet from the road).

## **PETS**

The Village Animal Ordinance has specific information about nuisance animals, responsibilities of owners /custodians and penalties for non-compliance with provisions of the Ordinance. No dogs may run at large in the Village. All dogs must be leashed when they are off their owner's property. The Village has an Ordinance controlling excessive barking as well as dog defecation off its owner's property. A dog owner must immediately clean up the dog's dropping and dispose of them in the proper manner.

## **SOLICITATION WITHIN THE VILLAGE**

No one may solicit or peddle within the Village. All violators should be reported to the Police Department immediately. State Statue excludes religious groups from this prohibition.

## **ORGANIZATIONS**

### **Whispers**

*Whispers* is a social, service, and philanthropic organization for all women of the Village. *Whispers* meets the second Wednesday of each month, September through May generally at the Country Club of Whispering Pines. Monthly program topics are listed in the Whispering Pines Telephone Directory. For information, call Joan DiLaura at 949-2719.

### **Telephone Directory**

Each year Whispers prepares the Whispering Pines Telephone Directory. Directories may be obtained from Sis Aleska, 949-5553, for a fee of \$10.00 per copy. To have your name added to the directory, call Judy Woodward, 949-2094.

### **Baby Equipment Loans**

When you have small children visiting, baby equipment (cribs, car seats, high chairs, etc.) is available on a loan basis. Dorothy Gibson at 949-4191 coordinates this program.

### **Medical Equipment Loans**

If you have temporary need for adult medical equipment such as walkers, wheel chairs, etc., call Sis Aleska at 949-5553 or Joan Bruno at 949-4172.

### **Whispering Pines Garden Club**

The garden club is open to all residents. Monthly meetings are announced in *The Pitch*, on Channel 18, and on the Village web site. The calendar is in the front of the Whispering Pines phone directory.

### **Thrift Shop**

Volunteers operate the Whispering Pines Thrift Shop located at the corner of Niagara Carthage Road and Vass Carthage Road. It accepts items from residents, sells them to the public and donates the proceeds to local charitable organizations. Donations are accepted Mondays and Tuesdays from 9:00 a.m. until noon. Business (shopping) hours are Wednesdays through Saturdays from 10:00 a.m. to 4:00 p.m. For information, call the Thrift Shop at 949-2280.

### **The Computer Club of the Sandhills**

The Computer Club of the Sandhills meets the second Monday of every month from 4:00 p.m. to 5:00 p.m. at the Village Hall, lower level. Everyone is invited. Call Art Reetz at 949-3733 for more information.

### **Village Maps**

A map of the Village is available on the web site and is also in the Whispering Pines Telephone Directory.

Additional copies of the map are available at the Village Hall.

**The Pitch**

The Pitch is a monthly newsletter published locally and mailed to subscribers at an annual cost of \$13.50. To subscribe, call Skip or Johnnie Gebhardt at 949-0443.

**U.S. Postal Service**

A rural route carrier delivers mail from the Carthage Post Office (Zip Code 28327). Whispering Pines does not have its own post office and uses the Carthage Zip Code. The U.S. Postal service has approved the use of Whispering Pines, NC 28327 as an acceptable mailing address for Village residents. Your rural route carrier is happy to help you with postal matters. Post offices are located in Carthage, Southern Pines, Vass, Pinehurst and Lakeview.

**Cable Television**

Charter Communications provides more than 120 channels. To subscribe, call 1-800-672-2545. Channel 18 carries notices of interest for Whispering Pines and the surrounding areas. To report a problem, call 1-800-955-7766 at anytime.

**Commercial Air Service**

Moore County Airport currently services private aircraft and does not have commercial air service.

**Voter Registration**

You may register to vote at the Moore County Elections Office in Carthage or the NC Drivers License Office. Voter registration applications are available at the Village Hall. Moore County Board of Elections can be reached at 947-3868.

**GOLF**

**The Country Club of Whispering Pines**

CCWP offers 36 holes of golf, dining and bar facilities, tennis courts, a swimming pool and villa accommodations. For information call 949-3000.

**Whispering Woods Golf Club**

WWGC is an 18-hole golf course, located south of Airport Road at 26 Sandpiper Drive. For information, call 949-GOLF.

**FREQUENTLY CALLED NUMBERS**

**Utilities**

Utilities Incorporated (Carolina Water)...800-348-2383  
Progress Energy.....800-452-2777  
To report a power outage.....800-419-6356

CenturyLink Telephone.....800-788-3600

**Cable Television**

Charter Communications.....800-672-2545  
Nights and Weekends.....800-955-7766

**Library**

Moore County Library.....949-5335  
*The MCL Bookmobile comes to the parking Lot of CCWP each month.*

**Village Hall**

10 Pine Ridge Drive, Whispering Pines, NC 28327

Hours of Operation:

Monday – Friday 8:30 a.m. – 4:30 p.m.

Village Hall.....949-3141  
Village Clerk, Linda Christopher.....ext. 10  
Assist. Manager/Finance, Sue Shuster.....ext. 15  
Village Manager, Steve DeBolt .....ext. 14  
Planning Administrator, Sharyl Carter..... ext. 12  
Erosion & Sedimentation, Bob Kissinger.....ext. 11  
Code Enforcement, Laura Carr.....ext. 13

**FOR ALL EMERGENCIES CALL 911**

**Fire Rescue Department**

(non-emergency).....949-2400  
Fire Chief: Scott Bullard  
16 Hardee Lane, Whispering Pines  
Hours of Operation: M – F 8:00 a.m. – 4:30 p.m.

**Police Department (non-emergency).....949-9961**

Police Chief: Domonic Campbell  
14 Hardee Lane, Whispering Pines  
Hours of Operation: M – F 8:00 a.m. – 4:30 p.m.