Our Town Weekly Update

MARCH 16-20, 2020

CALENDAR

April 14
4:00 PM
Board of Commissioners Meeting

NOTE
The following events have been canceled or postponed:

- Parks & Recreation Advisory Committee Meeting (3/24)
- TDA Special Meeting (3/26)
- Easter Egg Scramble (3/29)
- Community Yard Sale (4/2)
- Tennis Camp (Every Thursday in April)
- Family Bingo Night (4/17)

Follow us on Facebook and our website for additional updates.

Our Community and Staff are Top Priority

Town of Burgaw officials continue to closely monitor the COVID-19 pandemic and is taking the situation very seriously, as our community and staff are top priority. We are following the latest updates from the CDC, NC Governor’s Office, NC Department of Health and Human Services, and NC Emergency Management, as well as, our local Health and Emergency Management Officials.

Per the recommendations and requirements issued by state and federal agencies in response to the pandemic, town officials have decided to close the Customer Service window in the front lobby of Town Hall to limit face-to-face contact. The front lobby will remain accessible to the public for forms and information. There is a yellow drop box located in the Town Hall parking lot for payments and any paperwork that may need to be submitted to town staff. However, we strongly encourage everyone to conduct town business over the phone at 910-259-2151 during regular business hours Monday-Friday, 8:00 AM to 5:00 PM, or online at https://www.burgawnc.gov/.

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COVID-19 CORONAVIRUS INFORMATION

Centers for Disease Control & Prevention:
https://www.cdc.gov/coronavirus

NC Department of Health & Human Services:
https://www.ncdhhs.gov/
Our Community and Staff are Top Priority—continued

In addition, some of the town’s departmental processes, policies and events have been altered as described below.

Finance Department
• All residents are strongly encouraged to pay their utility bills online at https://www.burgawnc.gov/ or by calling 910-663-3445 to make a payment over the phone. During this time, the town is waiving the pay-by-phone fee for utility payments and will issue a credit to all customers that pay the convenience fee when making their payment online.
• If online and phone payments are not an option, the drop box may be utilized for cash and check payments. The full amount paid will be applied to the utility account and no change will be issued. The drop box will be checked frequently throughout each business day.
• Disconnections will be suspended during this time. Normal utility usage and fees are still being applied.
• For establishing new utility accounts or to request for a utility disconnection, please obtain the appropriate form on our website and submit via email to customer.service@burgawnc.gov. If this is not an option, you may obtain a form in the lobby at Town Hall during normal business hours; place it in the drop box and our Finance Department will be in contact with you via phone. The drop box will be checked frequently throughout each business day.
• For all other questions for the Finance Department, please call 910-663-3445.

Planning & Inspections
• To request permits, please obtain the appropriate form on our website and submit via email to permitting@burgawnc.gov. If this is not an option, you may obtain an application in the lobby at Town Hall, place it in the drop box and our Planning & Inspections Department will be in contact with you via phone. The drop box will be checked frequently throughout each business day.
• For all other questions for the Planning & Inspections Department, please call 910-663-3452.

Fire & Police
• Police and Fire response will remain operational as usual, with extra precautions in place during contact with the public.
• For non-emergency inquiries, please contact the Fire Department at 910-663-3480 and Police Department at 910-259-4924.

Parks and Recreation Department
• All rental reservations have been suspended until further notice.
• All exercise programs have been suspended until further notice.
• Town parks will remain open at this time, but we encourage “social distancing” and avoid group gatherings.
• See page 1 for canceled or postponed events.
• For all other questions for the Parks & Recreation Department, please call 910-300-6401.

Public Works Department
• Our Public Works Department will remain operational as usual, with extra precautions in place during contact with the public.
• Garbage and recycling service will continue as usual at this time, as well as town pick up for yard debris and white goods.
• The Public Works office will be closed to the public during this time. For questions or assistance, residents are requested to call 910-259-2901 or email cabbood@burgawnc.gov during regular business hours, Monday-Friday, 7:30 AM to 4:30 PM.

Boards and Committees
• See page 1 for canceled meetings.
• Notices will be issued if future town meetings are canceled or postponed.
• At this time, the regularly scheduled Board of Commissioners Meeting for April 14, 2020, will remain as scheduled. Special implementations will be put in place to comply with the state and federal recommendations and requirements on gatherings.
Departmental Updates

INSPECTIONS DEPARTMENT
Louis Hesse, Building Code Administrator

- Inspections numbers are still high most days even with COVID-19. There are about 12 homes currently under construction throughout our jurisdiction with spec homes still selling very quickly.
- We continue to get inquiries on a regular basis for sewer capacity for areas ideal for development.
- Auto Zone has their permits for the up-fit to the building in the front of the Food Lion shopping center.
- The Pender County Courthouse restoration and partial remodel project is close to having their plans reviews approvals. Jim and I met with about 6 members of the design team via internet virtual meeting on Thursday. The online meeting was very productive and lasted for an hour and a half.
- Happy Tooth remodel is slowly making progress on their remodel project without major issues. Renovations are going on while in full operation so it has been a little challenging.
- GAF / LL Building has passed their building final inspections on their interior mezzanine addition with only a couple of follow-up items. This mezzanine was necessary after the Hurricane Florence flooding they experienced.
- The Fat Daddy’s Pizza up-fits are progressing well and should be completed soon.
- The Fire Department bunk room relocation project is going smoothly. The contractor has been very good to work with.
- The designer plans for the Parks and Rec up-fits of the old EMS building should have the final tweaks completed next week.
- Tommy Garriss has been helping out an average of 10 hours a week and it has made a big difference in the ability to get more office work completed.
- The dilapidated homes: The dilapidated home on West Hwy 53 has been getting worse by the storm and has finally been demolished. Attempts to find a contractor to repair it were not successful. This is the 5th non-repairable home that has been demolished in the past year. At least one home has been saved with repairs wrapping up soon. We continue to work with several other properties around town and all owners are understanding and cooperative.

PARKS & RECREATION DEPARTMENT
Cody Suggs, Director

- This week the Parks & Recreation Department celebrated our 10th year of being named Tree City USA. Town staff and Commissioners planted two Live Oak trees on the campus of Town Hall in order to celebrate the occasion and give back to the natural environment. The Parks & Recreation would like to thank the NC Forest Service, Penderlea Farms, Burgaw Planning Department, and Burgaw Public Works for all their help.
- The tree seedling giveaway was held Friday afternoon from 3pm-6pm in the parking lot of Town Hall. Residents were able to drive through the pickup line and town staff distributed what is requested.
- Please note that the Parks & Recreation will no longer be taking new facility rentals due to the outbreak of Covid-19. All existing rentals will be honored so long as they meet the standards set forth by the Governor of North Carolina. Town parks will remain open at this time, but we encourage social distancing and avoid group gatherings. Please contact the Parks & Recreation for further details.

PUBLIC WORKS DEPARTMENT
Alan Moore, Director

- Earlier this week we finished the storm drain project on Dudley and Satchwell. We’ve moved onto clearing ditches near the Pender County Sheriff’s office on McNeil and Satchwell with hopes of improving drainage in that area.
- There were calls for two sewer back-ups this week that required us to jet the lines. As part of the monthly maintenance on our sewer system we routinely jet known ‘hot spot’ areas that are prone to back-ups around town.
- We also use our camera to identify areas that have the potential to be backed up.
- Green team focused on mowing around town buildings early in the week and moved onto the cemetery Thursday and Friday. Grapple Truck team have been out all week picking up yard debris and white goods.
- Alan and Chuck collected our monthly Bac-T samples this week. These are routine samples required by the EPA to test for coliforms in our water system.

FIRE DEPARTMENT
Jim Taylor, Fire Chief

- You may see our members out testing hose or maintaining our hydrants, or you can check out some photos of these on our Facebook® page.
- The Burgaw Fire Department responded, with several other Pender County fire, EMS, and law enforcement agencies, to a night time water rescue on the Black River. The subject was located and rescued by responders from Bladen County.
During this time, are town offices open? Town staff are limiting interaction with the public as much as possible and business/service is being conducted by phone and email. Town Hall lobby remains open during regular business hours for access to forms and information. The Public Works office and Planning & Inspections office are both closed to the public. The Police Department remains open with extra precautions in place when assisting the public. For more information on this matter, please read the section about our response to COVID-19.

Does the town offer a payment plan for a utility bill? A payment plan may be arranged on a case-by-case basis.

How can I add a someone to the R-U-Ok call list? You may contact the Police Department at 259-4924 for more information.

**Historic Burgaw Train Depot**
Prints by Ivey Hayes For Sale
Available for purchase at Town Hall
Get yours today for only $20!

**Take a stroll through beautiful Burgaw with our Historical Downtown self-guided Walking Tour!**
Stop by Town Hall to pick yours up today!
Public Works

EMERGENCY RESPONSE

Phone Number
(910) 470-0457

Public Works On-call Person this Week is: Charles Hall

REMINDER: This phone is only answered after hours, 4:30PM - 7:30AM and is for water and sewer emergencies only. Unless Public Works has been giving prior notice, we cannot turn your water on due to non-payment shut off.

Did you know...

Most sanitary sewer backups occur between your home and the town’s sewer main? You can help prevent a costly and unsanitary overflow by following a few simple steps:

DO:

- Scrape excess grease in a container and dispose of it in the garbage.
- Place food scraps in waste containers or garbage bags for disposal with solid wastes, or start a compost pile; promote use of scraping ware prior to washing.
- Place a wastebasket in the bathroom to dispose of solid wastes. Disposable diapers and personal hygiene products do not belong in the sewer system.
- Promote the concept of “3 R’s” - Reduce, Reuse, Recycle

DO NOT:

- Pour grease, fats, and oils from cooking down the drain.
- Use the toilet as a wastebasket.
- Use the sewer as a means of disposing food scraps.

Beware of the Grease Goblin

REMEMBER: Grease and used cooking oil is flammable.

MEMBER: Never pour grease or used cooking oil down the drain.

Did you know?

There are two little libraries in your local parks!

Visit Harrell Memorial Park and Rotary Park to read a book and take a book from the little libraries donated by the Burgaw Rotary Club.