



Whispering Pines Quick Guide Useful Information for New Residents

Additional information is available at
www.whisperingpinesnc.net
and on Charter Cable Channel 190

Village Hall

10 Pine Ridge Drive, Whispering Pines, NC 28327
Hours: Monday to Friday 8:30am – 4:30pm, 910-949-3141
Village Manager, Rich Lambdin..... ext. 11
Village Clerk, Linda Christopher..... ext. 10
Zoning Administrator, Linda Christopher.... ext. 10
Finance Officer, Cindy Graham..... ext. 13
Administrative Assistant, Estelle Makie..... ext. 11
Public Works Director, Bob Kissinger..... 949-3117

FOR ALL EMERGENCIES CALL 911

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

Police Department (non-emergency) 910-949-9961

Police Chief: Domonic Campbell
14 Hardee Lane, Whispering Pines
Hours: Monday to Friday, 8:00 am – 4:30 pm
The Whispering Pines Police Department patrols the Village 24 hours a day, 7 days a week. To reach the police after hours and on weekends dial 911 for all emergencies, 910-949-9961 for non-emergencies.
Visit the Village website for a complete list of services provided by the Police Department.

Pill Drop Box: The pill drop box is located in the lobby of the police department to assist residents with disposing of any prescription pills that are no longer needed. Please empty pill bottles into a zip-lock bag and bring the sealed bag to the police department and place it in the drop box. Liquids and syringes are not accepted. Residents can drop off their prescription pills Monday – Friday between 8:00 am – 4:30 pm.

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. Forms are available at the Police Station and Village Hall.

Emergency Lights, Reflective House and Dock

To expedite emergency response, all residences must be equipped with an outdoor emergency flashing light to

readily identify the residence where a night emergency exists and 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 reflective numbers on the dock as well.

The Emergency 911 System: When your telephone service is installed, the phone company notifies the Moore County Emergency Management Office of your name, address and telephone number. When you dial **911**, 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, available at the Police Department, denoting any health problems, special conditions, stored hazards, etc., that may be of help to the people who are responding to your call.

Fire Rescue Department (non-emergency) 910-949-2400

Fire Rescue Chief: Rich Lambdin
16 Hardee Lane, Whispering Pines
Hours: Monday to Sunday, 7:00 am – 11:00 pm
The Whispering Pines Fire Rescue Department has full and part time employees on duty seven days a week, from 7:00 am to 11:00 pm. Units from Moore County Emergency Medical Services and the Whispering Pines Fire Rescue Department provide service to the Village.

Yellow Dot Program: The Yellow Dot Program was created to assist citizens in vehicle crashes or other roadside medical emergencies when they might not be able to communicate for themselves. The Yellow Dot Decal on your vehicle alerts First Responders to vital information in your glove compartment. The program is free and for all residents of Moore County - families, individuals, couples, kids through seniors. Sign up at the Whispering Pines Fire Rescue Department Wednesdays, Thursdays and Fridays from 1:00pm to 4:00pm.

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

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

CODE RED:

In an effort to keep our residents better informed, the Village of Whispering Pines is utilizing a new notification system, CodeRed. A database has been created with existing published phone numbers for Village residents. Residents may go to

http://www.whisperingpinesnc.net/special_notices.html

click on the link

<https://public.coderedweb.com/CNE/BF6B8557B45C>

to add or update contact information. Once you have opened the link to CodeRed, you may choose what method(s) you would like to receive notifications (unlisted numbers, mobile numbers, text, email, TDD/TTY requirements can all be entered.) This data base will be managed strictly by CodeRed. Please do not provide contact information to Village Hall.

WASTE MANAGEMENT

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

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 or at the Village Hall)

Please place garbage can(s) at the garage / near the house for pickup **so that they are visible** from the street. Cans shall not exceed 45 gallons. Curbside placement of garbage filled plastic bags (not in cans) is permissible so long as they are not left exposed overnight.

On all pickup days garbage cans must be placed out for pickup by 7:00 a.m. Garbage cans may not be placed within view from the street prior to 3:00 p.m. the day before scheduled pickup 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. Yard waste containers must be placed curbside. **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 4 feet in length and must be tied in manageable bundles, and placed next to the containers. On the day of pick-up a maximum 7 cans and 7 bundles will be picked up from any residence.

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 on **Thursdays**. All acceptable items shall be placed loose, not bagged, co-mingled in a resident provided container, not exceeding 32 gallons in size. Shredded paper must be contained in a paper bag. Moving cartons and boxes must be broken down and bundled. Containers should be placed at the garage / near the house for pickup so that they are visible from the street. A complete list of acceptable items is available at Village Hall or at www.whisperingpinesnc.net under Community Information.

When holidays affect the pickup schedules, notice of a makeup day will be posted on Whispering Pines Charter Channel 190 and at www.whisperingpinesnc.net (Community Information page). Holidays include: Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day.

E-mails are sent out by Village Staff to inform residents of special events in the Village. To be included in these e-mails, please send your e-mail address to emakie@whisperingpinesnc.net or call 949-3141 x 11.

Septic Systems:

To maintain your septic system, put only what is necessary into the system. Garbage disposal use should be limited. The septic tank should be pumped out periodically, e. g., for a family of 2 pump every 5 to 8 years. A copy of A Homeowners Guide to Septic Systems can be picked up at Village Hall.

PERMITS

Permits must be obtained from the Village Planning Administrator for activities that are controlled by Village Ordinance. Contact the Zoning Administrator at 949-3141 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
- * To conduct a home business

Tag sale, garage sale or yard sale permits must be obtained from the Village Hall prior to the start of the sale. The cost is \$5.

Boat permits are issued to residents and property owners within the corporate limits of the Village of Whispering Pines. Permits are available at Village Hall at a cost of \$30 for the first boat and \$5 for each additional boat. Permits are issued in 3 year cycles.

LAKES AND PARKS

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.

Thagard Lake:

12 South Lakeshore Dr - picnic area, boat storage racks, car accessible boat ramp.

57 Lakeview Dr - swimming area; boat storage racks.

Spring Valley Lake:

68 Pine Ridge Dr - picnic area, boat storage racks (canoes and kayaks only), car accessible boat ramp.

204 Pine Ridge Dr - boat storage racks (canoes and kayaks only), swimming area.

Pine Lake:

Car accessible boat ramp on Niagara Carthage Rd.

Boat storage racks at 112 Pine Lake Drive

Fly Rod Lake:

Car accessible boat ramp on Sunset Dr.

Shadow Lake:

Car accessible boat ramp access after 57 Shadow Dr.

Whisper Lake:

Car accessible boat ramp next to 1 Dewberry Dr.

Blue Lake:

Hand launch boat only.

Cardinal Lake:

Hand launch boat only.

Whisper Grove Park/Playground:

Located on Whisper Grove Court

Blue Lake Park/Playground

At the corner of Pine Ridge Drive and Banning Dr

Thagard Lake Park/Playground:

12 South Lakeshore Drive

Princess Gate Park – Princess Gate Drive

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. There are a limited number of on-shore storage spaces for small boats at the public areas on Spring Valley, Thagard, and Whisper lakes. Non-lake front residents or property owners may store non-trailerred, hand launch watercraft in the access areas, at the risk of the owner, provided the following conditions are met:

(1) A boat rack has been installed by the Village and there is space available on such rack. Spring Valley Lake access areas (68 and 204 Pine Ridge Drive) are limited to canoe and kayak storage only

(2) the watercraft has been properly permitted with a Whispering Pines Boat Permit

(3) watercraft storage in access areas is limited to two (2) watercraft per household

(4) all watercraft must be stored upside down or in a manner not to collect standing water.

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:

No watercraft shall be placed in or operated on the lakes without a Whispering Pines boat permit. All boats propelled by a motor must have a North Carolina registration. Please visit the North Carolina Wildlife Commission website for additional information regarding boating rules and safety.

Children under 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.

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, Lakes and Watershed Board, Board of Adjustment and Architectural Review Board.

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

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

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

Board of Adjustment: Second Tuesday of the month at 4:00 p.m. when needed

Architectural Review Board: meeting dates vary. Dates will be posted at Village Hall and on the Village website. Changes in meeting times and special meeting notices will be posted at the Village Hall, on Whispering Pines Charter Cable Channel 190, and on the Village website. 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 or Committee please contact Linda Christopher at Village Hall at 949-3141 ext. 10.

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. Contact Village Hall at 949-3141 for reservations.

Whispering Pines Community Building:

The Whispering Pines Community Building is available for residents' use. It is located on 1320 Rays Bridge Road and has meeting space and a kitchen. The building rents for \$75.00 per day (6:00am to 12 midnight). For more information, or to rent the space, contact Village Hall, 949-3141.

The **shelter at Spring Valley Lake** and the **pavilion at Thagard Lake** are also available for special events.

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. 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. In order to minimize night time disturbances by noisy dogs, owners or custodians of such dogs shall keep them indoors between the hours of 10:00 pm and 7:00 am unless such dogs are being walked. Unaccompanied dogs may be outdoors during this period, if such dogs are wearing an effective, properly functioning "no-bark" collar. Any dog which barks, howls, cries, bays or makes any other noise continuously for a period of 10 minutes or more, or intermittently for one half (1/2) hour or more, is presumed to be acting in such a

manner as to create a public nuisance. Call the Police Department non-emergency number (949-9961) for any noise complaints.

A dog owner must immediately clean up the dog's dropping and dispose of them in the proper manner. www.whisperingpinesnc.net/ordinances

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).

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.

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.

ORGANIZATIONS

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.

Telephone Directory: Each year Whispers prepares the Whispering Pines Telephone Directory. Directories may be obtained 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 through the Whispers organization. Please check the Whispering Pines Directory for additional information.

Medical Equipment Loans: Adult medical equipment such as walkers, wheel chairs, etc., is available for temporary use through the Whispers organization. Please check the Whispering Pines Directory for additional information.

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.

Activities Committee: The Village of Whispering Pines sponsors several social functions a year for the residents of the village. The events are Easter Egg Hunt, 4th of July parade and ice cream social, Halloween party, Fall Outdoor Concert and Christmas Tree Lighting. To volunteer or for more information call 949-3141 x 11.

Whispering Pines Garden Club is open to all residents. Monthly meetings are announced in The Pitch, on Channel 190, 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 am until noon. Business (shopping) hours are Wednesdays through Saturdays from 10:00 am to 4:00 pm. For information or to volunteer, call the Thrift Shop at 949-2280.

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.

Library:

Moore County Library 947-5335
The MCL Bookmobile comes to the parking lot of CCWP every other Thursday. The schedule can be found on the Village website of Charter Channel 190.

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 (4653).

Whispering Woods Café is located in the clubhouse and is open for lunch and dinner.

GOLF CARTS

Golf carts are permitted on Village streets if provisions of Chapter D – Traffic, Article VI 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 driver’s license
- * operate only during daylight hours unless equipped with operating lights and reflectors

- * restricted hours
- * give way to vehicles
- * obey all traffic laws

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.

VOTER INFORMATION

Precinct name: EUREKA (EUR) District
Polling Place: Whispering Pines Fire Rescue Dept.

14 Hardee Lane

Voter Registration: Board of Elections, 700 Pinehurst Ave, Carthage, 910-947-3865

*You must be a resident of Moore County 30 days prior to an election and be registered to vote at least 25 days before an election. Voter registration forms are also available at Village Hall.

For a complete list of Federal, State, and County elected officials visit the Board of Elections website at www.moorecountync.gov/index.php/mnu-elect.

Dept. of Motor Vehicles (DMV)

521 S. Sandhills Blvd, Aberdeen, NC 28315
910-944-7555

Moore County Vehicle & License Plate Offices

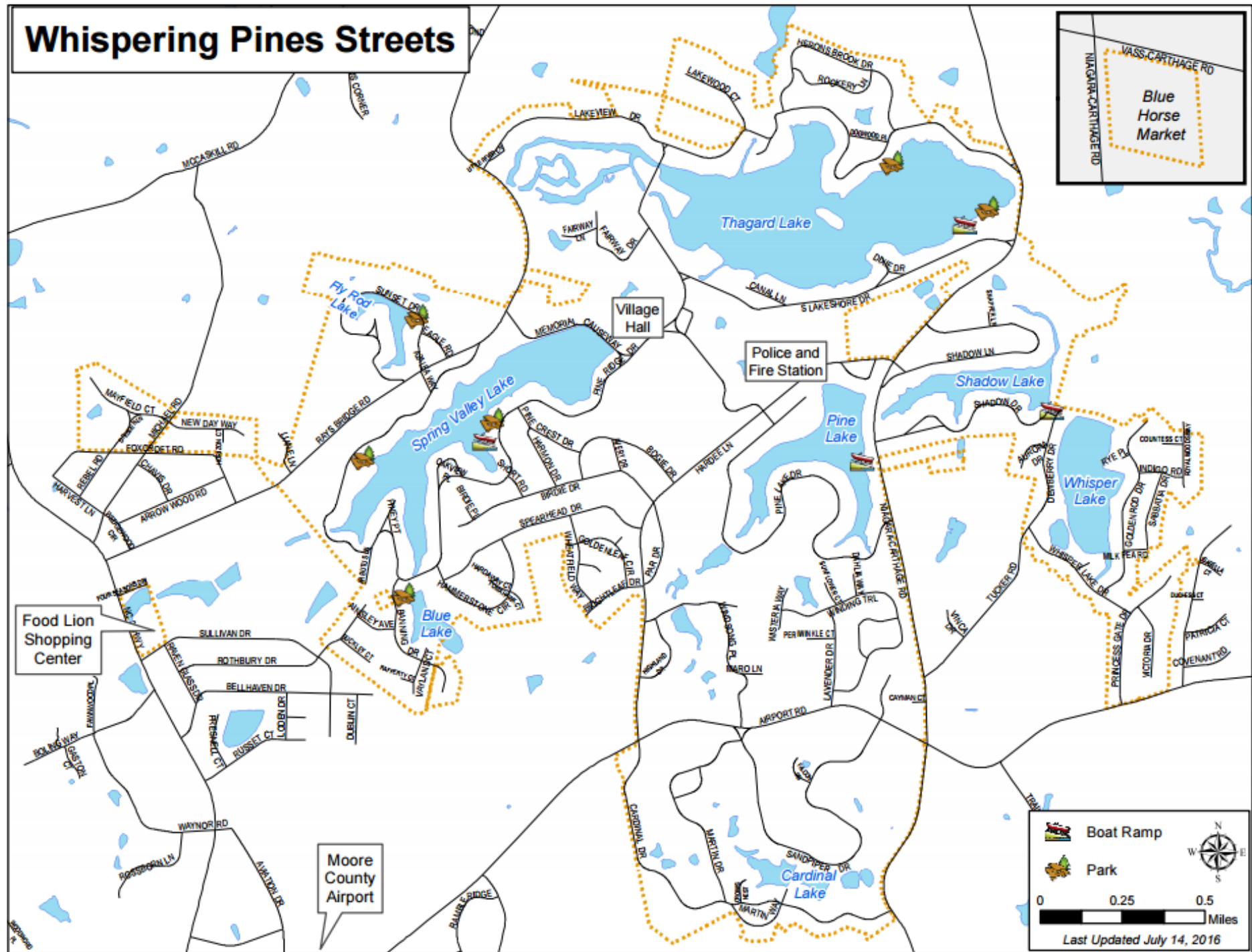
1313 North Sandhills Blvd, Aberdeen, NC 28315
910- 944-1303



FREQUENTLY CALLED NUMBERS

Utilities Incorporated (Carolina Water)....	800-348-2383
	800-525-7990
Progress Energy.....	800-452-2777
To report a power outage.....	800-419-6356
CenturyLink Residential Service.....	800-362-2772
	888-723-8010
Repair.....	800-788-3600
Charter Spectrum.....	888-438-2427
	855-757-7328

Charter Communications Channel 190 carries notices of interest for Whispering Pines and the surrounding areas.

Whispering Pines Streets



 Boat Ramp
 Park
 0 0.25 0.5 Miles
 Last Updated July 14, 2016