

Garbage & Recycling:

The Town provides 95-gallon roll carts for garbage and recycling. Call Town Hall for a new cart or if your cart becomes damaged.

Garbage:

Garbage is collected by town staff on a rotating weekly schedule. You can check online to determine your collection day.

Recycling:

Recycling is collected every other Friday on an alternating schedule. A list of recyclable items and a calendar of collection days is available online.

Yard Waste:

The Town collects certain yard waste on a rotating schedule that usually corresponds with your garbage collection. During peak times collection gets delayed, and crews continuously rotate through the routes until all yard waste is collected. Town policies on what yard waste can be collected is available on the Town's website.

Bulk Items:

The Town collects certain bulk items by special request. Call the Town Hall to determine if we can collect your items.

Convenience Center:

The Town does not or cannot collect certain items such as batteries, used oil, and other misc. items. Residents can take these items to the Cleveland County Convenience Center just outside of town at 2944 Old Cliffside Road, Contact the Convenience Center at 704-434-7441.

Streetlight:

Streetlights are maintained by Duke Energy. To report a problem with a streetlight, contact Town Hall or Duke Energy online or at 800-653-5307.



One Town. One University. One Community.

Town Website & Social Media

www.BoilingSpringsNC.net

The Town maintains a website with loads of information about the town, services we provide, and contact information. The Town also engages the community through its social media pages.



Facebook.com/boilingspringsnc

Instagram- [townhall.bsnc](https://www.instagram.com/townhall.bsnc)

Twitter- [townhall_bsnc](https://twitter.com/townhall_bsnc)

COMMUNITY RESOURCE GUIDE

114 E College Ave. Shelby, NC 28152

(704) 434-2357

www.boilingspringsnc.net



THE TOWN OF
BOILING SPRINGS
NORTH CAROLINA



Town Government

The Town of Boiling Springs operates under the council/manager form of government. A board of 5 Commissioners and the Mayor are elected at large to serve as the policy making governing body of the town. The Town Board holds up public meetings on the first Tuesday of every month at 6:30pm in the Town Hall.

Code Red Emergency Notifications

The Town uses an automated calling system that allows us to contact residents in specific areas with important information. Typical uses include garbage collection delays and water service interruptions; however, this system would also be used during police emergencies, evacuations, and other life-threatening situations. The only way to ensure that you are contacted is to register your phone number with your address with Code Red. A link is available on the Town's website.

Zoning & Building Permits

Zoning permits are required for almost all construction or changes in land use, including storage sheds, pools, decks, etc. Zoning Permits are issued at the Town Hall and are needed prior to obtaining any building permit from Cleveland County.

Why Do I Have a Shelby Address?

Boiling Springs has a Post Office, but it is not a post office that delivers mail along mail routes. All mail deliveries to physical street addresses comes from the Shelby Post Office. Even though you live in Boiling Springs, you have a Shelby street address. The situation is not unique as postal codes are drawn up without regard to municipal boundaries; however, community leaders continue to lobby for physical addresses unique to Boiling Springs.

Utilities

The Town provides water and sewer utilities to approximately 1,800 accounts. Bills are sent out around the 25th of each month and are due on the 10th of the following month. The Town offers a variety of payment methods listed on your monthly bill. You can check your balance and make payments over the phone by calling 888-514-9829. General inquiries about water and sewer service can be directed to the Town Hall.

Regulatory and environmental reports for the water and sewer systems are located on the Town's website.

Electric

Duke Energy: 800-777-9898

Natural Gas

City of Shelby: 704-484-6840

Dominion: 877-776-2427

Cable & Internet

Spectrum: 800-892-4357

AT&T: 800-288-2020



Police

The Boiling Springs Police Department provides police services to the community. Contact the Police Department at 704-434-9691 for routine matters. For non-emergencies that still require immediate attention, you can call the Cleveland County Communications Center at 704-484-4822. Residents can request police reports using the Town's website.

Animal Control

The Town has a leash law that requires dogs be on leashes when off their owner's property. This and other animal related ordinances are enforced by Cleveland County Animal Control. Contact animal control at 704-481-9884.



Fire

The Town contracts with the Boiling Springs Fire & Rescue for fire protection services. BSFR is a separate entity from the Town. Contact the Fire Dept at 704-434-6881.

Emergency Medical Service

Cleveland County operates the EMS system in Boiling Springs. An ambulance is stationed on the north end of town. Contact EMS at 704-484-4822 or 911.

Recreation

Broad River Greenway

The Broad River Greenway is located south of the town limits and offers various outdoor recreation opportunities. The Greenway is a separate entity from the town, staffed by a Director and Park Ranger. Contact the Greenway at 704-434-0040.

The Ruby C. Hunt YMCA

The YMCA operates various athletic and recreational programs for the Town. Contact the YMCA at 704-434-7298.

Town Park

The Town Park is located behind the Town Hall on East Branch Ave. It features a playground, picnic shelter, corn hole boards, and baseball fields.