



EMERGENCY: 911
POLICE NON-EMERGENCY
996-3335
CITY INFORMATION
996-3000
FIRE PREVENTION
996-6392
TRASH / RECYCLING
996-6890
UTILITY BILLING
890-3245
CITY WEB SITE
www.raleighnc.gov

NUMBERS TO REMEMBER



Prepared by the
City of Raleigh
Public Affairs Dept.
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3/09

NO AMMONIA IN MARCH WATER

Beginning March 1, the City of Raleigh temporarily will stop adding ammonia to its water treatment disinfecting process.

The change is required by the federal and state regulations governing the operation of the City's water system. The City will resume adding ammonia to the water treatment process on April 13.

Using ammonia in the treatment process helps reduce the amount of trihalomethanes, a by-product formed when water is disinfected with chlorine.

The six-week return to chlorine-only disinfecting is not expected to cause any significant increase in trihalomethanes. Trihalomethane levels are strictly regulated in drinking water, and the City of Raleigh has maintained compliance with all limits on trihalomethanes since regulations were put in place in 1981.

Some users of water may be affected by the temporary change in the treatment process. Water customers should be aware that residual traces of ammonia and chlorine must be removed from the water prior to use in fish tanks and ponds, kidney dialysis machines and some commercial manufacturing of food and beverages.

The City also conducts flushing of the water distribution system during this period to hasten the change of chloramines to chlorine residual disinfectant. This flushing may cause some temporary discoloration in the water. The water is absolutely safe. However, as a precaution, customers may check to see if their water is discolored before washing white clothes.

Water customers affected by this change include those who pay water bills to the City of Raleigh and to the towns of Rolesville, Garner, Knightdale, Wendell, Wake Forest, and Zebulon.

Questions about this change in water treatment should be directed to Public Utilities Director Dale Crisp at 857-4540 or by mail at the City of Raleigh Public Utilities Department, P.O. Box 590, Raleigh, NC 27602, or email marti.gibson@ci.raleigh.nc.us.

SAVE RALEIGH HOMES

The Southeast Raleigh Assembly (SERA) is pleased to present a new campaign called "Save Raleigh Homes." If you or someone you know needs answers about how to keep or protect your home, "Save Raleigh Homes" may be able to help – before it's too late.

Many individuals and families in Raleigh are facing difficult financial times due to job layoffs, increasing food and gas prices, and overwhelming adjustable-rate mortgage payments.

This is the first time that many of our neighbors will not be able to meet their monthly mortgage obligation. Others are already undergoing the foreclosure process. And some may be experiencing increased expenses, decreased income or job loss in the near future. "Save Raleigh Homes" can provide options, answers and solutions to help you protect your home – and your future. To access reputable resources that can respond quickly to help protect your home, visit www.SaveRaleighHomes.org or call toll free 1-877-900-2345 to learn how we can help.



**VISIT YOUR CITY ONLINE AT
WWW.RALEIGHNC.GOV
FOR THE LATEST CITY NEWS,
HOT TOPICS AND ALERTS**

NOTICE: RALEIGH RENTAL PROPERTY MUST BE REGISTERED BY APRIL 30

Effective March 1, 2009, all owners of residential rental properties within the City of Raleigh will be required to register any such properties they own under Article H Section 12-2175 of the City of Raleigh Code.

All such properties must be registered between March 1, 2009 and April 30, 2009 and renewed annually thereafter during the same time period.

The penalty for the first violation is \$50.00 per each day of noncompliance. A fine of \$100.00 per day will be levied for a second violation per each day of noncompliance. The maximum penalty per calendar month is \$2,000.00.

The Rental Registration program was adopted by the Raleigh City Council on July 1, 2008 and deemed necessary in order to promote public health, welfare, good order and safety of the City of Raleigh and its residents who rent residential properties. This registration will create a database of the location and ownership of Raleigh's residential rental properties. The City sees this database as an effective resource to promote responsible management, provide a safe habitat for residents, safeguard property values and expedite housing repairs. This database also will be used to contact owners in the event of emergencies.

Residential rental property owners can complete and/or print the registration online at www.raleighnc.gov under "rental registration." Applications also are available at the City of Raleigh Inspections Department located at One Exchange Plaza, Fayetteville Street. Rental Property Registration Applications also may be obtained by calling (919)807-5110.

Owners of residential rental properties will be responsible for paying rental registration fees. The fee for the first or only rental dwelling on a property (parcel) is \$30.00. The fee for each additional rental dwelling unit on the same parcel is \$10.00. For example, if the owner is registering a four (4) unit apartment building, the costs would be \$60. (\$30 for the first unit, plus \$10 each for the remaining three (3) units.) If the owner registers three (3) single-family dwellings on separate parcels, the costs would be \$90 (\$30 for each of three (3) separate parcel properties).

Complete instructions on registering are available on the City's website at www.raleighnc.gov. Here you will find instructions, frequently asked questions, registration documents and any further information that may be needed to register rental properties. This information also may be obtained at the City's Housing/Environmental Division Office on the fifth floor of One Exchange Plaza in the 200 block of Fayetteville Street. For more information regarding residential rental property registration, please contact Donna Schaeffer at 807-5110.

REPORT BACKUPS OR OVERFLOWS IMMEDIATELY

Please call the City of Raleigh Public Utilities Maintenance Division at 250-2737 to report a sewer backup or overflow. When calling at a time other than 7:30 a.m. to 4:00 p.m., Monday through Friday, please dial the after hours emergency number 829-1930. The City is offering a \$50 award to each person who reports a confirmed sewer overflow.

CAROLINA BALLET

Carolina Ballet soon wraps up its eleventh season with two very special story ballets, perfect for all ages! "Coppelia" is the story of a mischievous toymaker whose life-sized doll creates mayhem in a make-believe town. Children and adults alike will also be enchanted by the fairy tale of "Beauty and the Beast," with elaborate sets and costumes designed to transport you into this magical adventure.

FAMILY SERIES SPECIAL

Save 15 percent when you see both "Coppelia" (April 30-May 3) and "Beauty and the Beast" (May 28-31) at Raleigh Memorial Auditorium at the Progress Energy Center for the Performing Arts.

For more information, visit www.carolinaballet.com or call (919) 719-0900.

EXPANDED PROP ORDINANCE TO GIVE CITY ADDITIONAL ENFORCEMENT AUTHORITY

In an effort to strengthen enforcement laws and improve neighborhoods, the City of Raleigh has expanded its Probationary Rental Occupancy Permit (PROP) ordinance. The PROP ordinance serves as a tool to address rental property owners whose property is found to violate minimum housing, zoning and nuisance laws or have demonstrated a pattern of criminal convictions for noise and nuisance party violations.

Under the expanded rules, activities resulting in a third conviction of certain behavior within a two-year period, will result in the landlord being required to obtain a PROP. The City of Raleigh has added the following crimes to the PROP ordinance:

- Prostitution;
- Possession of stolen goods;
- Violations of certain state alcohol and liquor regulations;
- Possession of unlawful weapons;
- Unlawful possession of a firearm by a felon;
- Gaming violations; and,
- Disorderly conduct.

The landlord placed in the PROP program must pay \$500 per year for the two-year permit to cover the cost of administering the permit. The landlord must also attend a residential management course that is offered by or approved by the City of Raleigh.

A landlord cited for a second code violation during the two-year probationary period could lose the rental permit for the property for two years. A third code violation could lead to a two-year revocation of PROPs issued for all other property rented by the landlord. The landlord would also be ineligible to apply for a new permit for two years.

For more information about the City's PROP ordinance, call 831-6167.

CITY OFFERS 'E' NEWSLETTER

Residents who want to receive electronically the City of Raleigh's e-newsletter, NewsCOR, may do so by dropping a request to chris.riley@ci.raleigh.nc.us.