

355 Vanderbilt Rd | Biltmore Forest, NC
Po Box 5352 | Biltmore Forest, NC 28803
P (828) 274-0824 | F (828) 274-8131
www.biltmoreforest.org



George F. Goosmann, III, Mayor
Fran G. Cogburn, Mayor-Pro Tem
E. Glenn Kelly, Commissioner
Doris P. Loomis, Commissioner

Jonathan B. Kanipe,
Town Manager

FOR IMMEDIATE RELEASE

MARCH 17, 2020

The Town of Biltmore Forest's top priority is and always will be the safety and security of its citizens and staff. Town officials take the current spread of COVID-19 seriously. **To that end, effective immediately, the Town Hall and all other town buildings will be closed to the public. All essential police, sanitation, and water services will be maintained as normal during this time. Parks remain open, but appropriate social distancing is recommended.**

The Town is modifying work within buildings and asking all employees to increase their physical working space, and some employees are working remotely. We are working closely with Buncombe County and other local partners on this evolving situation to provide up to date and informed guidance to our community. Buncombe County's website (buncombecounty.org) has the most up to date information regarding COVID-19. The Town is posting information to its website as soon as possible as well - www.biltmoreforest.org.

In conjunction with the Mayor's declaration of a State of Emergency last Thursday, the Town has cancelled all advisory board meetings for the next thirty (30) days and will update this timeline as necessary. We ask that citizens take precautions during the next few weeks to help control the community spread of this virus, and most importantly, follow the steps outlined by the CDC at www.cdc.gov/covid19.

We understand this is a confusing and scary time. Town staff will remain available electronically or via telephone to assist citizens and address concerns. You can aid these efforts and help stop the spread of the virus by doing the following:

- Making utility payments via mail (PO Box 5352 Biltmore Forest, NC 28813), dropping payments in the green drop box near the flagpole at the Town Hall, or utilizing our online payment system at www.biltmoreforest.org/make-a-payment. Directions for the online payment system are found at the above link. Like many other utility providers, the Town is suspending any water account disconnections for non-payment during this time.
- All residents are encouraged to conduct business with the Town by contacting the Town via phone during normal business hours (Monday-Friday 9:00 a.m. to 5:00 p.m.) or via email. If you are unable to speak with someone, please leave a voicemail, and someone will return your call as soon as possible. Department specific phone numbers and a general email are listed below.

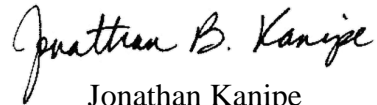
Administration (Planning, Zoning, Water Billing, Tax Questions) – (828) 274-0824
Public Works (Trash, Recycling, Brush Pick-Up, Water Service, Streets) – (828) 274-3919
Police Department (non-emergency only) – (828) 274-0822

For general town inquiries, please send email to: townhall@biltmoreforest.org

For general public works inquiries, please send email to: publicworks@biltmoreforest.org

For general police department (non-emergency) inquiries, please send email to: policedesk@biltmoreforest.org

Like all of you, the Town is working through these challenges on a daily basis. We appreciate your patience during this time. Please do not hesitate to reach out if we can provide assistance.



Jonathan Kanipe
Town Manager

###