Code Enforcement Update

Public Safety Committee

November 16, 2026

THE CITY OF ASHEVILLE



Regulatory Guidance on Mold Enforcement

Mold - Many people call the City to complain about mold in their homes. It is important to know how the City handles these calls.

Rules About Mold

- No Federal Rules: There are no national laws that set standards for mold.
- No City inspections: Because there are no laws for it, the City **cannot** inspect your home *just for mold*.

When We CAN Help - While the City does not inspect for mold, it can inspect for the things that cause it. You should ask for a housing inspection if you have:

- A leaking roof or leaking pipes
- Water-damaged walls
- Any other source of extra moisture

For more information visit the Compliance Division Website

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Code Enforcement Involvement

- Code Enforcement Staff will conduct a minimum housing inspection to determine if there are contributing factors to the spore growth. Staff investigates for leaking or faulty plumbing and water intrusion, along with other building and life safety conditions.
- If no minimum housing violations are present staff provides recommendations for independent at home testing which can be purchased at most hardware stores. These tests can be verified by an independent lab for a fee. Additionally, staff will advise the tenant to contact legal counsel and provide contacts for local resources (Legal Aid or Pisgah Legal).
- For more tips on mold and air quality, check these resources:
  - NC Department of Health and Human Services
  - Buncombe County Indoor Air Quality

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Noise Ordinance / Hellbender Concert Venue

- Hellbender opened with their season on July 15th with sound testing scheduled as their first two Sound Exceedance Permit (SEP) Events. The SEP allows the venue to exceed the zoning districts allowable dBA as outlined in Chapter 10, Article IV - Noise Regulation.
  - 16 total events were approved for the SEP
- Since Hellbender opened on July 17th, with their first performance event, there have been 62 noise related complaints, some being multiple from the same household for the same event.
  - Primary area of complaints
    - Haw Creek Community
    - White Pine Dr
    - A few complaints from other surrounding areas

Noise Ordinance / Hellbender Concert Venue

- Development Services Noise Staff have conducted investigative fieldwork for multiple Hellbender Events. Noise staff have taken sound measurements from reporting party addresses.
  - 10/14/2026 Fieldwork - White Pine Area Average 65.2 dB(A)
  - 10/30/2026 Fieldwork - Haw Creek Area Average 44.1 dB(A)
  - There have been zero violations of the noise ordinance at this time
- Noise Staff continues to conduct outreach and ordinance education with constituents
- On multiple occasions, Noise staff has interacted with Hellbender staff in the field at constituent homes conducting their own independent sound measurements.

Bear Feeding Enforcement

- 600 wildlife-related calls received annually
  - Previous tracking efforts did not differentiate between wildlife species
  - Changes are being made to categorize calls by species
- Enforcement strategy regarding bear incidents
  - Focuses heavily on community education
  - During preliminary investigations, Animal Service Officers evaluate properties for signs of bear feeding, including direct feeding (intentionally leaving food out) and indirect feeding (unsecured garbage or accessible bird feeders).
  - When issues are identified, we collaborate with property owners to address the feeding sources and provide preventative guidance using standardized BearWise educational materials to ensure clear, consistent messaging.
- Since 2021, Animal Services has issued an average of one warning per year, with minor increases observed in 2023 and 2026.
- Between January and May of 2026, Animal Services responded to 67 bear-related calls. The majority of these calls (34) were reports of bears in the area, five calls pertained to bear feeding, while bears in attempting access to vehicles and homes each accounted for three calls respectively.

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Bear-Resistant Cart Program

# COA Bear Carts in Field	~2,717
# Privately Owned Bear Carts in Field	225+ currently registered
# Residents on Wait list	482 (as of 10/29/26 2:37 PM)
# onsite to be distributed	140 (maintain an inventory of 20 for replacement of damaged carts; currently working through cart issues with new vendor before distributing remainder)
Cost per cart	$310.00 (new term contract)
Carts per load	210
Cost of one full load	$65,100 FY28 - will request 2 loads at $130,200 Previous style was $110,000 for 1 load of 340 carts, so previous budget requests were $110-$220k annually
Lead time from time of order to delivery to residents	105 days, depending on staffing availability 1 FTE for cart program managing 70k+ carts Vacancy in admin staff limits time for program oversight & implementation

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Questions