Historic Biltmore Village

Priority Concerns Communicated to the City of Asheville

Post-Hurricane Helene Recovery | March 2026

The following items represent the priority concerns of the Historic Biltmore Village community following Hurricane Helene. They are presented to the City of Asheville in order of public safety urgency. We respectfully request timely responses and committed action on each item.

NOTE: Leaders in Biltmore Village are hoping that we can work with historic preservation groups to create a long term plan so that these projects are in line with an overarching vision for what is needed in the district for years to come to meet the challenges of being in a flood prone area.

SECTION 1 — LARGE PROJECTS

#	Issue & Details	URGENCY
1	**Unsafe & Abandoned Buildings** – Multiple storm-damaged structures remain unaddressed and pose active safety risks. – Request status update on the existing safety ordinance. – Property owners of hazardous structures should be required to erect perimeter fencing. – Request a clear timeline for assessment, fencing, and demolition as applicable.	CRITICAL
	3/23 Follow-Up The Compliance Team is in conversation with each property owner and is actively working with them as they progress through each step of the compliance process. The DSD Compliance Team works with property owners to explore different strategies to remain in compliance or address issues. Some strategies are options a property owner can elect to do, like installing a fence closer to the property so it's not as easy to access and remove the plywood coverings. But there are limitations to what we can require from property owners. We are working to improve communications about accessible compliance. Some of the buildings are in compliance even though they are still damaged. Each property will be at a different stage of compliance. The Compliance Team in DSD is creating an infographic to communicate the steps in a digestible way. The Existing Safety Ordinance is scheduled for review and recommendation at the March 26 Public Safety Council Committee meeting. It is tentatively scheduled for consideration at the April 14th City Council meeting.	

#	Issue & Details	URGENCY
2	**Stormwater System Assessment + Repairs** – Stormwater infrastructure sustained significant damage and has not been fully repaired. – Spring storm season is approaching; current capacity is inadequate. – Request a comprehensive repair plan with a committed schedule. – NOTE: NC State landscape architecture students provided a variety of plans/proposals to manage water flows from an historic preservation and district character perspective	CRITICAL
	4/1/2026 Follow-Up The city confirmed that Biltmore Village sustained more silt and mud than physical damage. The storm's impacts stemmed from clogged pipes. We have cleaned the pipes and assisted NC DOT in cleaning its pipes as well. Now, the City is in the process of confirming the status of the stormwater pipes, double-checking them, and sending cameras down the large enough pipes to assess them for damage and confirm their status. Stormwater is open to scheduling a site visit to look at the stormwater and talk through challenges property owners may be facing with cleaning out the pipes on their side. The minimum standard is 18." In Biltmore Village, the pipes are 4." When you double the capacity of a pipe, you quadruple the area/capacity. The same is true in the reverse. To make a noticeable difference, all parties would need to upsize their pipes.	
3	**Streetlight Restoration** – The Village has been without functioning streetlights for two full winters. – Absence of lighting is an ongoing public safety hazard for pedestrians and businesses. Temporary lighting is helpful, but is above the tree canopy in certain places, continuing to create dark areas with low visibility after sunset. – Request an expedited restoration timeline with a firm completion date.	CRITICAL
	March 31 Follow-Up The City is wrapping up the lighting assessment. They expect to get a draft report next week with assessed damage, probable costs, and mitigation strategies. Next, Transportation and Capital Management staff will spend a few weeks reviewing and turning it around. We will have the final report by the end of April.	

#	Issue & Details	URGENCY
	Options for next steps include procuring construction services. However, this work and procurement could be wrapped into the Biltmore Village Public Realm Project. In the meantime, we understand there are still many dark areas with the temporary lights due to the canopy. We could conduct another site visit to assess adding more temporary street lights at a lower height to avoid the canopy, and to explore other strategies to add lighting for safety and to create a more welcoming feeling.	

SECTION 2 — MEDIUM PROJECTS

#	Issue & Details	URGENCY
4	**Hazardous Tree Removal — Swan Street & Boston Way** – A damaged tree at the corner of Swan Street and Boston Way remains in place and poses a safety hazard. – Request prompt removal and site cleanup.	HIGH
	4/1/2026 Follow-Up The tree will be removed later this month.	
5	**Sidewalk Repair — Boston Way** – Storm damage to sidewalks along Boston Way creates pedestrian safety hazards. – Request a repair or replacement plan with a committed timeline.	HIGH
6	**Right-of-Way Cleanup & Beautification** – To date, all right-of-way cleanup and beautification has been performed by private individuals and business owners. – The condition of the Village directly affects public perception of Asheville's recovery. – Request a City-coordinated maintenance and beautification plan for the district.	HIGH
	3/19 Follow-Up The City's roadside litter contractor has started working in Biltmore Village again. This is a contracted service that the City pays for.	

SECTION 3 — SMALL PROJECTS & PROCESS IMPROVEMENTS

#	Issue & Details	URGENCY
7	**Trash Can Replacement** – Public trash receptacles were damaged or destroyed during the storm and have not been replaced. – Request replacement throughout the Village.	MEDIUM
	3/19 Follow-Up There are currently 10 temporary receptacles installed throughout Biltmore Village. These were installed as an initial, temporary measure to provide an equal number of receptacles as before the storm. The new receptacles (10) have been ordered and should arrive by April. Sanitation reached out today to schedule a walk-through to look at the locations of the receptacles.	
8	**Water System Maintenance — Advance Notice & Scheduling** – Planned water outages occur with little to no advance notice to businesses and residents. – Request that maintenance be scheduled outside of business hours. – Request a formal advance notification process — minimum 72 hours.	MEDIUM
	4/1 Follow Up Planned water outages should always be communicated 96 hours before work begins. Advanced planning requires our staff to check isolation valves and assets to ensure they function properly for the planned work, which can cause short-term water outages. This advanced planning minimizes the time required for the planned work. The Water Department works to minimize impacts, but this is not always possible due to specific conditions or situations. Our first priority is the safety of our staff and the community. Biltmore Village is one of the older parts of the Water Department's water distribution system and has water lines at depths of 12'–15'. Work at these depths requires time to safely excavate and prepare the site to meet OSHA requirements and ensure staff safety. Our practice for planned water outages requires 96 hours' advance notice. These notices are provided through the Asheville Alert system and are sent via the preference the user defines: email, text, or phone call. The Water Department will attend the 4/8 meeting.	
9	**City Communication & Departmental Engagement**	MEDIUM

#	Issue & Details	URGENCY
	– APD has been exemplary in attending meetings, providing updates, and maintaining open communication with the Village. – Request that other City departments — including Public Works, Planning, and Utilities — adopt the same standard of engagement. – Request a dedicated City liaison for Biltmore Village recovery coordination.	
	3/23 Follow Up The Compliance Team in DSD is creating an infographic to communicate the steps in a digestible way. **4/1/2026 Follow Up** We are working to schedule intentional site visits and touch points between service departments and Biltmore Village. Water will be at the 4/8 meeting. We will work with the association to schedule follow up visit(s).	

Notes:

We are hoping that the streetlight and sidewalk repair projects can be done at the same time, and in a way that is the least disruptive to current business operations, avoiding peak tourist traffic.