

Town of Hope Mills | Drainage Complaint Policy

The town shall be responsible only for the portions of the drainage system which are in the town maintained street rights-of-way and permanent storm drainage easements conveyed to and accepted by the town. Repairs and improvements to the drainage system shall be in accordance with established standards, policies, and schedules.

All drainage complaints will be forwarded to the Public Works Department for initial inspection.

After inspection, the Public Works Department will determine the initial course of action to address the complaint. After initial inspection, the following will occur:

- Drainage complaints requiring routine maintenance will be addressed by the Public Works Department.
- Any drainage complaints requiring additional work beyond routine maintenance will be forwarded to the Stormwater Department. The Public Works Department and Stormwater Department will coordinate together in an attempt to resolve the complaint.
- Complaints involving Best Management Practices (BMPs) will be forwarded to the Stormwater Department.
- Complaints involving capital improvement needs will be forwarded to the Stormwater Department for assessment.

If you have a drainage complaint, call the Public Works Department at 910-424-4555 ext. 3384. An inspector will visit the site to determine the cause of the problem, the extent of the problem, and if it qualifies for repairs by the town.

Problems that may qualify include:

- Flooding in the living space
- Blocked creeks, storm drainage pipes or drainage ditches
- Undersized storm drainage pipes or culverts
- Sinkholes over storm drainage pipes

In general, the following will not qualify for town assisted repairs:

- Yard flooding
- Drainage problems caused by landscaping or yard grading
- Standing water from groundwater conditions
- Standing water in drainage channels
- Roof/gutter drainage system problems
- Runoff from adjacent properties

- Minor erosion
- Any BMPs that are privately owned
- Wetlands that do not adversely affect storm drainage systems

Qualifying repairs are ranked by priority, "not first come, first-served." The waiting list for lower priority repairs may be several years.