



Village Council
Agenda for Work Session of December 9, 2025
Assembly Hall
395 Magnolia Road, Pinehurst, NC 28374
Pinehurst, North Carolina
4:30 PM

1. Call to Order
2. General Business
 - A. Follow-up Discussion Regarding a Potential PDO Zoning Text Amendment to Create a Planned Unit Development Designation
 - B. Review of Village Ordinance 92.16 REGULATING UNREASONABLY LOUD, DISTURBING SOUND LEVELS
 - C. Follow-Up Discussion on Ways to Promote Good Neighbor Practices at Short-Term Rentals
3. Closed Session
 - A. Closed Session Pursuant to NCGS § 143-318.11(a)(5)
4. Motion to Adjourn

Vision: The Village of Pinehurst is a charming, vibrant community which reflects our rich history and traditions.
Mission: Promote, enhance, and sustain the quality of life for residents, businesses, and visitors.
Values: Service, Initiative, Teamwork, and Improvement.



**Follow-up Discussion Regarding a Potential PDO Zoning Text Amendment to
Create a Planned Unit Development Designation
ADDITIONAL AGENDA DETAILS:**

FROM: Doug Willardson, Village Manager
CC: Village Council;
DATE OF MEMO: 12/02/2025

MEMO DETAILS

This memo provides a follow-up to our recent discussion regarding the proposed *Planned Unit Development (PUD)* section of the Pinehurst Development Ordinance (PDO). Since the last meeting, staff has continued refining the draft ordinance and taken several steps to prepare it for formal consideration.

Following Council direction, the draft PUD section was posted on the Village’s website with a request for public comment. As of this writing, no comments have been submitted. Our attorney has completed a legal review of the draft and recommended minor updates, all of which have been incorporated into the revised version attached to this memo.

The purpose of the PUD section remains the same: to provide a structured, balanced, and flexible zoning tool that allows Pinehurst to evaluate complex projects holistically while securing meaningful community benefits. The core principles—balancing development flexibility with high-quality design, preserving open space, and ensuring compatibility with surrounding neighborhoods—continue to guide the draft ordinance.

As a reminder, the PUD process includes early neighborhood engagement, a detailed master planning requirement, coordinated staff and technical review, and public hearings before both the Planning and Zoning Board and Village Council. This structure ensures that both the public and Council have multiple opportunities to shape and evaluate any proposed PUD.

Next Steps

Staff will present the attached draft to the Planning and Zoning Board in January, where they will hold a public hearing and provide a recommendation. Following that, the draft PUD section will return to Village Council for a legislative public hearing and final decision.

Recommendation

This memo is for informational purposes. No action is requested at this time. The revised draft PUD section will move forward to the Planning and Zoning Board for public hearing and recommendation.

ATTACHMENTS

1. PUD Draft 12.3.25

Section 6.6 Planned Unit Development (PUD) District

6.6.1 Establishment of District

6.6.1.1 District Established.

The Planned Unit Development (PUD) District is hereby established as a conditional zoning district pursuant to N.C.G.S. Chapter 160D and the Pinehurst Development Ordinance.

6.6.1.2 Purpose of Establishment.

The PUD District provides a regulatory framework for master-planned developments that may include a mix of residential, commercial, civic, and institutional uses. The district encourages flexibility from conventional zoning standards while ensuring compatibility with surrounding development and conformance with the Village's adopted plans.

6.6.1.3 Permitted Location.

A PUD may be established within any zoning district, provided the property is rezoned to PUD through the procedures for zoning map amendments.

6.6.1.4 Governing Documents.

The PUD District is governed by:

- a. This Ordinance.
- b. The Council-approved Planned Unit Development Master Plan (PUDMP).
- c. All conditions imposed by Council as part of the rezoning approval.

6.6.2 Purpose and Intent

6.6.2.1 General Purpose.

The PUD District is intended to:

- a. Encourage the development of comprehensively planned communities that integrate multiple uses and housing types.
- b. Allow design flexibility to preserve open space, protect natural resources, and provide amenities.
- c. Promote pedestrian-friendly, connected, and compact development.
- d. Balance growth with infrastructure capacity and public services.
- e. Provide predictability through an adopted PUDMP.

6.6.2.2 Design Intent.

PUDs shall be designed to achieve:

- a. Integration of open space and community gathering areas.
- b. Compatibility in scale, design, and buffering with adjacent uses.
- c. A connected street and trail network that supports multimodal transportation.
- d. High-quality architecture and site design.
- e. Logical transitions between residential and nonresidential areas.

6.6.2.3 PUD Subtypes.

- a. **PUD-R (Residential):** Predominantly residential with the option of neighborhood-serving nonresidential uses.
- b. **PUD-MU (Mixed-Use):** Integrated residential, commercial, and civic uses in a walkable format.
- c. **PUD-C (Commercial/Employment):** Master-planned nonresidential campuses or centers with coordinated circulation and design.

6.6.3 Applicability

6.6.3.1 PUD Master Plan Required.

All PUDs must include a Council-approved PUDMP, which serves as the regulatory framework for subsequent approvals.

6.6.3.2 Effect of PUDMP.

The approved PUDMP shall:

- a. Function as the zoning standards for the PUD.
- b. Control permitted uses, dimensional standards, open space, phasing, and infrastructure obligations.
- c. Supersede conflicting provisions of this Ordinance unless otherwise stated.
- d. Run with the land unless lawfully amended.

6.6.3.3 Applicability to Existing PUDs.

Previously approved PRDs or PUDs shall retain their standards and conditions.

Amendments or expansions shall comply with this Ordinance unless otherwise specified.

6.6.4 Application Requirements

Applications for PUD rezoning and PUDMP approval shall include the following, each item clearly labeled and described in sufficient detail to support staff and Council review:

- a. **Ownership and Control:** Provide evidence of unified ownership or control of the tract, or binding agreements among multiple property owners to ensure coordinated development and maintenance.
- b. **Existing Conditions Map:** Include topography, vegetation, wetlands, floodplains, existing structures, roads, and utilities. Show surrounding zoning, land uses, and any known environmental constraints.
- c. **Boundary Survey:** Provide a current boundary survey including metes and bounds, gross acreage, and parcel identification numbers.
- d. **General Layout Plan:** Depict the proposed arrangement of land uses, including residential, commercial, civic, and open space areas. Identify internal street hierarchy, pedestrian/bike connections, buffers, and key amenities.

- e. **Housing and Use Mix Plan:** Identify total dwelling units by type, total nonresidential floor area, and the percentage mix of uses. Demonstrate how residential and nonresidential components relate spatially and functionally.
- f. **Dimensional Standards:** Specify minimum and maximum lot sizes, building setbacks, heights, coverage, floor area ratios, and parking requirements for each land use area.
- g. **Open Space and Environmental Protection Plans:** Show required open space areas, parks, trails, and natural resource protection zones. Identify preservation measures for tree stands, wetlands, steep slopes, and stormwater features.
- h. **Utilities and Infrastructure Plans:** Provide conceptual layouts of water, sewer, stormwater, and other utilities. Identify any proposed off-site extensions or improvements and describe phasing of infrastructure delivery.
- i. **Traffic Impact Analysis and Multimodal Plan:** Analyze anticipated traffic impacts and propose mitigation measures. Identify vehicular access points, internal circulation, and multimodal connectivity including sidewalks, bike lanes, and trails.
- j. **Phasing Schedule:** Provide an anticipated development schedule outlining the timing of infrastructure, open space, amenities, and individual development phases.
- k. **Architectural Design and Site Guidelines:** Include conceptual architectural elevations, materials, roof forms, signage styles, and landscaping treatments. Demonstrate consistency with PUD intent and adjacent development.
- l. **HOA/POA Documents and Maintenance Responsibilities:** Submit draft covenants describing the perpetual maintenance of open space, stormwater facilities, buffers, and amenities, along with enforcement provisions.
- m. **Stormwater Management Plan:** Provide a conceptual stormwater plan identifying proposed stormwater control measures (SCMs), general drainage patterns, discharge points, and how water quality and peak flow standards will be met. Include anticipated SCM locations and types, downstream impact considerations, and proposed long-term maintenance responsibilities.
- n. **Project Narrative:** Include a written description of the proposed development, its purpose, design objectives, and explanation of how it meets the intent of the PUD District and the Comprehensive Plan.

6.6.5 Alternative Design Standards

6.6.5.1 Purpose.

To allow flexibility in site design, lot configuration, and dimensional standards in order to achieve superior neighborhood and site design, preservation of natural features, and provision of open space and amenities.

6.6.5.2 Permitted Deviations.

As part of a PUDMP, an applicant may request deviations from otherwise applicable standards of this Ordinance, including but not limited to:

- a. Lot size and width.
- b. Setback and yard requirements.
- c. Block length and street cross-sections.
- d. Parking and loading standards.
- e. Landscaping and buffer configurations.
- f. Open space totals.
- g. Building size

6.6.5.3 Prohibited Deviations.

No PUD may modify:

- a. Permitted use classifications.
- b. Procedural or administrative requirements.
- c. Health, safety, or environmental regulations mandated by state or federal law.

6.6.5.4 Approval Criteria.

Any requested deviation must be supported by a narrative explanation demonstrating:

- a. That the deviation is necessary to achieve the purposes of the PUD.
- b. That the deviation will not materially increase adverse impacts on adjacent properties.
- c. That the overall design represents a higher-quality development than would otherwise be achieved.

6.6.5.5 Effect.

Approved deviations shall be incorporated into the adopted PUDMP and shall control development within the PUD.

6.6.6 Approval Process

6.6.6.1 Pre-Application Conference.

Prior to filing, the applicant shall meet with the Planning and Inspections Department to review the concept, identify applicable standards, and discuss the rezoning/PUDMP process.

6.6.6.2 Neighborhood Meeting.

The applicant shall hold a neighborhood information meeting early in the process as

outlined in Appendix G of the PDO and provide a written summary of comments. An additional neighborhood meeting shall be required after the Technical Review Committee has completed its final review.

6.6.6.3 Application Submittal.

The applicant shall submit a completed rezoning application with the required PUDMP and all supporting documents listed in Section 6.6.4.

6.6.6.4 Staff Review.

Planning staff shall review the application for completeness and compliance with this Ordinance within two weeks of submission. Technical comments shall be coordinated with relevant departments and agencies.

6.6.6.5 Technical Review Committee (if applicable).

The application may be reviewed by the Technical Review Committee for detailed feedback on infrastructure, utilities, stormwater, traffic, and emergency services.

6.6.6.6 Planning and Zoning Board Hearing.

The Planning and Zoning Board shall conduct a public hearing and provide a recommendation to Council on the PUD rezoning and PUDMP.

6.6.6.7 Village Council Hearing.

- a. Council shall conduct a legislative public hearing on the rezoning and PUDMP.
- b. Council shall consider the Planning and Zoning Board recommendation, staff analysis, and public comments. Council shall approve a consistency statement and reasonableness statement consistent with N.C. Gen. Stat. 160D-605.
- c. Council may approve, deny, or approve with conditions. All conditions must be consented to in writing by the applicant, and shall be limited to conditions that address the conformance of the development to the Village's ordinances and Comprehensive Land Use Plan, or the impacts reasonably expected to be generated by the development of the site.

6.6.6.8 Findings Required.

To approve a PUD, Council must find that the proposal:

- a. Is consistent with the Comprehensive Plan.
- b. Provides adequate public facilities and infrastructure.
- c. Demonstrates compatibility with adjacent development.
- d. Provides community benefits such as open space, amenities, or superior design.

6.6.6.9 Adoption of PUDMP.

Upon approval, the PUDMP becomes part of the conditional rezoning and governs all subsequent development.

6.6.6.10 Post-Approval.

- a. Approved conditions and PUDMP standards shall be recorded with the rezoning.

- b. Subdivision plats and site plans shall be consistent with the adopted PUDMP.
- c. No permits shall be issued until required infrastructure and improvements are bonded or constructed in accordance with the approved phasing plan.

6.6.7 Modifications to Approved PUDs

6.6.7.1 General.

Once approved, a PUD and its associated PUDMP shall control all development within the district. Modifications may be permitted to ensure flexibility in response to site conditions, evolving market needs, or technical requirements, provided the overall integrity of the PUD is maintained. Modifications are classified as minor (administrative approval by the Planning Director) or major (requiring Village Council approval).

6.6.7.2 Minor Modifications (Administrative).

The Planning Director may approve modifications that:

- a. Do not materially alter the character of the development as approved.
- b. Do not reduce the amount of required open space or amenities.
- c. Do not increase the overall density, number of dwelling units, or building height.
- d. Do not alter permitted use categories.

Examples of Minor Modifications include:

1. Relocation of internal streets or driveways that maintain general connectivity.
2. Adjustments to the configuration of parking areas.
3. Relocation or redesign of open space or amenities with equivalent area and function.
4. Substitution of plant materials or buffer yard design changes consistent with standards.
5. Adjustments to utility or stormwater layouts.
6. Changes to building footprints, elevations, or materials consistent with design guidelines.
7. Less than a 10% increase in total floor area.
8. Shifts in phasing boundaries that do not delay delivery of amenities or utilities to developed areas.

6.6.7.3 Major Modifications (Council Approval).

Any modification not meeting the criteria for a minor modification shall be considered a major modification and must follow the same procedure as the original approval in Section 6.6.6.

Examples of Major Modifications include:

1. Increases in density or number of dwelling units.
2. Increases in maximum building height.

3. Reductions in open space or recreation areas.
4. Elimination or relocation of major streets or access points.
5. Introduction of new non-residential uses or increase in non-residential square footage.
6. Reduction of compatibility buffers or perimeter setbacks.
7. Revisions to phasing that delay delivery of required amenities or utilities.
8. More than a 10% increase in total floor area.
9. Changes to conditions imposed by Council.

6.6.7.4 Process.

- a. Minor modifications shall be reviewed and approved administratively by the Planning Director with a written determination maintained in the project record.

Board of Adjustment within thirty (30) days.

6.6.7.5 Effect of Modification.

Approved modifications shall be incorporated into the official PUDMP and recorded with the rezoning. No site plan, subdivision plat, or building permit may be issued inconsistent with the modified PUDMP.

6.6.8 Development Standards

6.6.8.1 Minimum Tract Size:

- PUD-R: 30 acres.
- PUD-MU: 5 acres.
- PUD-C: 5 acres.

6.6.8.2 Density and Intensity: The density shall be established by the Village Council in consideration of the Comprehensive Plan, surrounding land uses and the existence of adequate private and public facilities. The density authorized for PUD-R shall not exceed five units per acre.

6.6.8.3 Use Mix:

- PUD-R: Primarily residential uses.
- PUD-MU: At least two distinct use categories (e.g., residential and commercial).
- PUD-C: Minimum of two coordinated commercial or institutional uses with unified circulation and design.
- **6.6.8.4 Building Height:** PUD-R: 35 foot maximum.
- PUD-MU: 50 foot maximum.
- PUD-C: 50 foot maximum.

6.6.8.5 Open Space:

a. Required Open Space

1. **PUD-R:** Minimum 25% of the gross site shall be open space.
2. **PUD-MU:** Minimum 15% of the gross site shall be open space.
3. **PUD-C:** Minimum 15% of the gross site shall be open space.

b. Qualifying Areas

Open space must be usable, functional, and accessible to residents, employees, or the public. Areas listed in Section 14.4.1(B) do not count toward open space, including private yards, streets, driveways, parking, septic or stormwater facilities, and signage areas. In addition to these items listed in 14.4.1(B), wetlands, flood hazard areas, and slopes over 20% are not considered usable and do not count towards the minimum open space of the gross site.

Active Features	Passive Features	Not Open Space
Lawn Games and Concrete Gaming Tables	Walking Trails	Private yards
Hard Courts (Tennis, Pickleball, etc.)	Boardwalks	Streets and driveways
Playgrounds	Gardens	Parking areas
Swimming Pools and/or Splash Pads	Greens	Septic or stormwater facilities
Athletic Fields (Baseball, Soccer, etc.)	Picnic Areas	Signage areas
Clubhouses, Pavilions, Amenity Centers, Gazebos, Shade Structures	Lakes and Ponds	Wetlands
Exercise Facilities	Benches and Seating Areas	Flood hazard areas
Plazas	Natural Areas	Slopes over 20%

c. Design and Allocation

1. Open space shall include a mix of natural preservation, active recreation, and passive areas.
2. Open spaces must not be restricted by payment to third-parties (except HOA/community associations).
3. Open spaces shall be accessible and ADA-compliant, located to serve all parts of the development, and connected to nearby trails or greenways where feasible.

6.6.8.6. Perimeter setback required. A minimum 25-foot setback along the entire development perimeter is required, except where single-family residential lots abut similar single-family development in which case the setbacks must match a R-20 district (i.e. 40 foot front, 25 foot rear, 15 foot side). The setback from any street bordering the PUD tract is 35 feet unless a greater setback is required by this PDO.

6.6.8.7 Buffers: Minimum 50-ft buffer adjacent to residential or preserved open space. Class three elsewhere. Enhanced transitions required between use types.

6.6.8.8 Connectivity: Connected street and trail network; at least two access points for sites over 50 acres; sidewalks or trails on one side of all internal streets.

6.6.8.9 Parking and Access: Parking per Chapter 11 PDO standards unless modified. Encourage shared parking and rear-lot configurations in mixed-use areas.

6.6.8.10 Signage: Limited to signs compliant with Chapter 17 of the PDO unless a comprehensive sign plan is permitted by Council

6.6.8.11 Phasing: Each phase must include proportional infrastructure and amenities before subsequent phases advance. Including:

- a. Each phase shall provide its proportionate share of required open space and improvements.
- b. Covenants shall guarantee that future phases provide the balance.
- c. No more than 50% of COs in a phase may be issued until amenities are completed or guaranteed.

- d. These requirements shall be expressly included as a condition of the PUD approval pursuant to N.C.G.S. 160D-703.

6.6.8.12 Ownership and Maintenance:

All required open space, recreation areas, buffers, and community amenities within a PUD shall be owned and maintained by an HOA/POA, a condominium/cooperative association, or a developer/management entity. The Village may accept dedication of specific facilities if they serve a broader public purpose but is not obligated to do so.



**Review of Village Ordinance 92.16 REGULATING UNREASONABLY LOUD,
DISTURBING SOUND LEVELS
ADDITIONAL AGENDA DETAILS:**

FROM: Doug Willardson, Village Manager
CC: Village Council;
DATE OF MEMO: 12/02/2025

MEMO DETAILS

Please see attached memo

ATTACHMENTS

1. Noise Ordinance Memo

MEMORANDUM

To: Mayor and Village Council

From: Doug Willardson, Village Manager

Date: December 3, 2025

Subject: Noise Complaints, Benchmarking, and Recommendations for Ordinance Review

Background

Staff reviewed all 2025 noise-related calls for service (CFS) and conducted benchmarking of comparable municipal noise ordinances across North Carolina. The purpose is to assess whether Pinehurst's ordinance is functioning as intended and whether any modifications are advisable.

The police call data spans 26 pages of incidents from January through November. These include short-term rental activity, construction sites, barking dogs, early-morning landscaping, and general "neighbor noise" calls. Staff also evaluated how other cities establish residential and commercial noise limits, owner liability, enforcement tools, and decibel measurement standards.

Summary of 2025 Pinehurst Complaint Patterns

1. Overall Trends

- The overwhelming majority of complaints do not result in violations.
- Officers repeatedly documented either:
 - *no noise present*,
 - *normal conversational noise*, or
 - *decibel levels well under ordinance thresholds* (typically 40–55 dB).
- Enforcement actions were minimal and consisted almost entirely of courtesy advisories.

2. Key Locations Generating Calls

a) 50 Maple Road

- This property produced more complaints than any other address in 2025.
- Six different officers consistently reported:
 - noise too faint to identify,
 - conversational voices from 30+ feet away,
 - music at levels where lyrics could not be distinguished, and
 - decibel readings far below the 60 dB nighttime threshold.
- Several calls involved "yelling" or "cheering" that officers could not corroborate.

- Takeaway: The complaints are rooted in perception rather than actual ordinance violations.

b) Pinewild – Early-Morning Leaf Blowers

- Numerous calls involved Pinewild’s early-morning course maintenance.
- Officers measured decibel levels typically averaging about 60 dB, consistent with normal blower/mower use from a distance. Borderline violation prior to 7 a.m.
- Staff and officers have educated Pinewild crews, who are making good-faith efforts to avoid the complainant’s home before 7 a.m.
- However, golf courses must perform summer maintenance before sunrise for turf-management and operational reasons. Attempts to prohibit blower use before 7 a.m. would be unrealistic and inconsistent with golf-course operations industry-wide.

3. No Evidence of Systemic Noise Issues

- No chronic nuisance properties,
- No entertainment district problems,
- No repeat offenders, and
- Zero documented violations of Pinehurst’s measurable standards.
- Overall: We are have two high-volume complainants, not a community-wide noise issue.

Benchmarking Against Other North Carolina Cities

a) Raleigh, North Carolina

- City Council unanimously approved an amendment effective January 1, 2026 for amplified sound at commercial establishments (bars/restaurants) — focused on outdoor music/entertainment rather than general residential noise.
- There his no decibel limit for general residential noise—follows unreasonable rule.
- Key limits for commercial sound:
 - 10 a.m.–10 p.m. Sunday–Thursday, 10 a.m.–11 p.m. Friday–Saturday: up to 70 dB(A) / 75 dB(C) citywide.
 - Starting 10 p.m. (Sun–Thu) / 11 p.m. (Fri–Sat): up to 55 dB(A) / 60 dB(C).
 - For permit-authorized venues: up to 80 dB(A) / 88 dB(C).
- Penalties: Three or more violations in 12 months trigger civil penalty up to ~\$1,500; four or more can lead to an 18-month outdoor sound-equipment ban.
- Context: Focused on downtown nightlife district (Glenwood South) and other areas of dense residential/entertainment overlap.

b) Charlotte, North Carolina

- For residential: Any mechanical noise other than that regulated in subsection (a) which registers more than 70 db(A) at the nearest complainant's property line is a violation.
- Decibel limits (measured at the property line of the commercial property generating the sound):
 - Sunday–Thursday, 8 a.m.–9 p.m.: 85 dB(C)
 - Sunday–Thursday, 9 p.m.–2 a.m.: 60 dB(C)
 - Friday–Saturday, 8 a.m.–11 p.m.: 85 dB(C)
 - Friday–Saturday, 11 p.m.–2 a.m.: 60 dB(C)
- Enforcement / owner liability:
 - First violation fine ~\$100; second ~\$500; third+ ~\$1,000 within one year.
 - Property may be designated a “chronic noise producer” if repeated violations. That triggers a noise mitigation plan requirement for the owner/business, covering things like: restricted days/hours, orientation/placement of equipment, structural changes, self-monitoring & reporting.
- Additional considerations:
 - They also apply buffer zones around schools, medical centers, houses of worship (150 ft) where amplified noise has strict constraints.

c) Wilmington, North Carolina

- Sound level limits by zone (measured at adjoining/neighbor property):
 - Residential zone: 7 a.m.–Midnight = 65 dB(A); Midnight–7 a.m. = 55 dB(A).
 - Downtown zone: 7 a.m.–Midnight = 75 dB(A); Midnight–7 a.m. = 65 dB(A).
 - Commercial/Industrial: 7 a.m.–Midnight = 75 dB(A); Midnight–7 a.m. = 70 dB(A).
- Permits:
 - If an activity will exceed the standard limits, a Noise Permit is required in advance (submit at least 5 business days ahead). Permit may allow up to +10 dB above standard and/or up to one hour earlier/later start.
- Owner/occupant responsibility:
 - Citations can list multiple responsible parties (owner, occupant, tenant). Absentee owners may be held liable for third or subsequent tenant/guest violations after they were notified of previous ones within the last 12 months.
- Measurement details:
 - The ordinance defines measurement using “A-weighting” and slow response averaging over a one-minute period.
 - Enforcement does *not* always require a meter; officer discretion can be applied based on factors like time of day, zoning, duration, proximity.

How Pinehurst's Ordinance Compares

- Current limits: 75 dB day / 60 dB night in residential areas.
- We already provide owner liability for renter/guest noise, consistent with Charlotte and Wilmington.

Realities Shaping Pinehurst's Noise Environment

The 2025 data makes clear that Pinehurst does not have a systemic noise problem. Not a single violation was documented throughout the year, and the vast majority of complaints originated from only two individuals rather than a broad representation of the community. The Village's existing limits already accommodate normal residential activity—everyday sounds such as lawn games, conversation, and pool use fall well within the permitted range. For example, a bouncing basketball registers roughly 75 dB, which illustrates how easily typical family activity could be swept into enforcement if limits were tightened unnecessarily. Importantly, our ordinance relies on objective, measurable standards, providing a safeguard against complaints rooted in personal sensitivity or neighbor-to-neighbor discord.

What We Should Avoid

The Village should avoid adopting a “reasonable person” standard, as this would invite subjective determinations of what constitutes a disturbance and could effectively convert personal annoyance into enforceable violations. Likewise, mandatory indoor noise-monitoring requirements for homeowners or short-term rentals are neither legally permissible nor used by any North Carolina municipality. Although one resident has suggested this as a potential solution, such measures cannot be imposed and would create significant privacy and enforcement concerns.

Optional Adjustments (If Council Desires)

Some communities use a slightly lower daytime standard of 70 dB, and Council could consider such an adjustment if it wished to align with those models. However, staff does not recommend this change. A 70 dB limit approaches ordinary household and recreational noise and risks unintentionally classifying normal, everyday activity as a violation without any demonstrated need in Pinehurst.

A short-term monitoring pilot at the chronic complaint locations could be considered as an optional tool, but Council should understand its limitations. While devices such as Minut, NoiseAware, or Roomonitor can log sustained decibel levels without recording audio, they cannot identify the source of the noise or distinguish between activities that are fully allowed (such as landscaping or routine outdoor maintenance) and activities that might be problematic. At best, monitoring would give the Village a general sense of the ambient

noise levels in the area, but it would not provide definitive validation of any complaint. If Council still wishes to pursue this option, the monitors can be temporarily deployed on Village right-of-way at minimal cost, with the understanding that the data will be inherently limited and should not be treated as conclusive evidence of a violation.

Leaf Blowers on Golf Courses: A Needed Clarification

Summer course maintenance often must begin before sunrise due to agronomic, safety, and operational requirements, and this practice is consistent with other golf communities throughout North Carolina. Despite repeated calls from a single complainant, officers never issued any violations, and the early-morning preparation remains an operational necessity. For these reasons, staff recommends adding golf-course maintenance as an explicit exception in the ordinance and adjusting the language accordingly.

(b) Construction or maintenance activities are permissible between the hours of 7:00 a.m. and 7:00 p.m. on Monday through Saturday, excluding holidays. This restriction shall not pertain to the following:

1. On Sundays and holidays, home maintenance and improvement tasks may be performed by home occupants with or without unpaid/uncontracted assistance, between the hours of 10:00 a.m. and 7:00 p.m. using power and hand tools that are generally available for retail sale from home improvement and hardware stores as long as said work does not produce noise that a reasonably prudent person would recognize as likely to unreasonably disturb persons on adjacent property or in the vicinity.

2. Upon receipt of prior written approval from the Village Planning and Inspections Department, any construction, demolition, alteration or repair not otherwise allowed by this restriction may be performed. This provision is intended to accommodate work that is in the best interests of the village as a whole, as well as work contracted or paid for by a home occupant that must be done on a Sunday or holiday for valid reasons.

3. Golf course operations involving routine turf maintenance, including but not limited to the use of leaf blowers, mowers, and other grounds-keeping equipment, are exempt from the hour restrictions set forth in this subsection when conducted as part of standard agronomic practices. Such activities shall be permitted prior to 7:00 a.m. when reasonably necessary to protect course conditions, ensure safe play, or meet industry-standard maintenance requirements, provided that operators employ reasonable efforts to minimize unnecessary noise impacts on adjacent residential properties.

Recommendation

Based on the 2025 data review and statewide benchmarking, staff recommends amending the ordinance to expressly address early-morning golf-course maintenance, recognizing it as a necessary and industry-standard practice. In addition, Council may wish to authorize a short-term Village-operated monitoring pilot at the chronic complaint location to generate objective, third-party data and conclusively document whether any actionable noise issues exist.



Follow-Up Discussion on Ways to Promote Good Neighbor Practices at Short-Term Rentals

ADDITIONAL AGENDA DETAILS:

FROM: Doug Willardson, Village Manager
CC: Village Council;
DATE OF MEMO: 12/02/2025

MEMO DETAILS

This memo provides follow-up materials for Council’s continued discussion on strategies to proactively influence visitor behavior at short-term rentals (STRs). The goal remains the same: reduce neighborhood concerns related to noise, parking, and trash through improved communication and expectations—rather than relying solely on enforcement after violations occur.

As discussed, three potential approaches are under review. Below are the updates and materials prepared to support the next step in the conversation.

1. Owner Communication

Attached is a draft letter to STR owners. We are still working on the accompanying poster, which will contain simple, visible reminders that can be placed inside the rental. The letter outlines expected visitor behaviors and is intended to encourage owners to help set expectations before problems occur.

The letter also notes that the Village is willing to inspect STRs upon request for compliance with Village ordinances and building code, while making equally clear that if staff identifies any issues, we are obligated to ensure the owner resolves them.

2. Neighborhood Signage

For the signage approach, draft sign concepts are attached for your review. These expand on existing “No Overnight Parking” signage at neighborhood entrances and incorporate additional reminders on noise.

3. Voluntary “Gold Standard” Program

As noted in the draft STR letter, we would offer—but not require—owners to invite the Village to perform a voluntary inspection of their STR for compliance with Village ordinances and building code. The letter clearly explains that if an inspection identifies an issue, we will follow through until the owner resolves it. This structure allows inspections when requested, without potentially implying Village endorsement or approval of certain properties, which carries legal and liability risks. This provides the benefits of transparency and safety without the complications of a formal certification program.

Conclusion

These materials are intended to support Council’s discussion on a proactive, communication-based strategy that improves neighborhood quality of life while maintaining a positive and welcoming experience for visitors.

ATTACHMENTS

1. Draft letter to STR owners
2. Neighborhood Entry Signs
3. Neighborhood Entry Signs (option 2)



Dear Short-Term Rental Owner,

The Village of Pinehurst is reaching out to all short-term rental (STR) owners to reinforce expectations for visitor behavior and to request your partnership in helping maintain the quality of life that residents value in our neighborhoods. Pinehurst welcomes many visitors each year, and STRs play an important role in supporting local tourism and our business community. At the same time, clear communication with guests can significantly reduce the most common neighborhood concerns we hear—noise, trash, and parking.

To support your efforts, the Village is providing the following reminders and requests:

Noise

Pinehurst's noise ordinance applies to all properties, including STRs. Please remind guests that noise should be kept to a reasonable level at all times and that outdoor activity must not disturb nearby residents. Specifically:

Sustained noise levels exceeding 75 decibels (dB) between 7:00 a.m. and 10:00 p.m. and exceeding 60 decibels (dB) between 10:00 p.m. and 7:00 a.m., as measured from any nearby residential property, are subject to violation.

Trash Collection

Please ensure guests understand when trash is collected for your specific address, as schedules vary across the Village.

- Trash barrels may be placed at the curb no earlier than 5:00 p.m. the day before collection.
- Barrels must be out by 7:00 a.m. the day of collection.
- Barrels must be removed from the curbside by end-of-day on collection day.

Failure to follow these rules is one of the most common concerns from neighbors.

Parking

Parking expectations are another frequent issue in residential neighborhoods. Please be sure to communicate clearly with your guests about where and when they may park:

- Parking on the roadway is allowed during the day if vehicles are fully off the travel lane and not blocking mailboxes, driveways, intersections, or fire hydrants.
- Overnight parking on the roadway in residential neighborhoods is not permitted, particularly where signage is posted.

We ask that you make clear to your guests how many vehicles your property can reasonably accommodate and where those vehicles should be parked.

Support Local Businesses

We encourage guests to dine, shop, and explore Pinehurst's businesses and amenities. This helps maintain a vibrant local economy and enhances the visitor experience.

Optional Inspection Opportunity

The Village is available—upon your request—to inspect your short-term rental for compliance with Village ordinances. This inspection is entirely voluntary and not required. Please note that if any issues are identified, you'll be responsible for correcting them. This option is provided for owners who would like added confidence that their property meets applicable standards.

Enclosed STR Visitor Reminder Poster

Enclosed is a Short-Term Rental Visitor Reminder poster that you may choose to place inside your rental (for example, on the refrigerator or near the main entry). The poster summarizes key expectations related to noise, trash, and parking in a simple, visitor-friendly format.

Thank you for helping preserve Pinehurst's character and ensuring a positive experience for both visitors and neighbors. If you have questions or would like to request an optional inspection, please contact us at 910-295-1900 or email STR@vopnc.org.

Sincerely,



Doug Willardson
Village of Pinehurst
(910) 295-1900
dwillardson@vopnc.org



**WELCOME
NEIGHBORS
AND GUESTS**

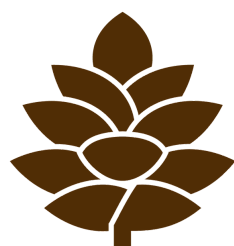
**NO OVERNIGHT
STREET PARKING**

**QUIET HOURS
BEGIN AT
10:00 PM**



Pedestrian Area

**NO SKATEBOARDS,
SCOOTERS OR
SKATES ON
SIDEWALKS**

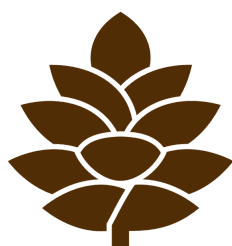


Enforced by the Pinehurst Police Dept.



Keep Pinehurst Walkable

**NO SKATEBOARDS,
SCOOTERS OR
SKATES ON
SIDEWALKS**



Enforced by the Pinehurst Police Dept.



**Closed Session Pursuant to NCGS § 143-318.11(a)(5)
ADDITIONAL AGENDA DETAILS:**

FROM: Doug Willardson, Village Manager
CC: Village Council;
DATE OF MEMO: 12/04/2025

MEMO DETAILS

Village Council will hold a Closed Session pursuant to NCGS § 143-318.11(a)(5) To establish, or to instruct the public body's staff or negotiating agents concerning the position to be taken by or on behalf of the public body in negotiating (i) the price and other material terms of a contract or proposed contract for the acquisition of real property by purchase, option, exchange, or lease; or (ii) the amount of compensation and other material terms of an employment contract or proposed employment contract.

ATTACHMENTS

1. 12.09.2025 Confidential Memo