

Special called meeting
Tippet
Town of Cooleemee
November 17th, 2025
Cooleemee Post Office concerns

Absent: Comm

Minutes

Mayor Smith called special called meeting to order at 7:00 PM.

Town attorney Wendy Terry went over the Town of Cooleemee mailbox ordinances with the board and the concerned residents of the community. She stated that the Town of Cooleemee has no authority over the post office. Mail is handled by the federal government, which in turn is directed to the postmaster of the town. Wendy Terry and Sandra Ferrell have made two appointments with the Cooleemee Post office postmaster, and he has cancelled on them twice. This has made it difficult to resolve this ongoing issue. She informed the town that if the ordinances were altered or eliminated completely that the Town of Cooleemee could possibly lose their post office completely. The towns zip code would be eliminated as well, and the mail would be run through the Town of Mocksville's post office. She expressed that even if the ordinance is altered or eliminated it doesn't necessarily mean the residents still wouldn't have issues with their mail and packages etc.

Five residents in the Town of Cooleemee signed up to speak on the post office and mail concerns. They allowed a 5-minute time limit per resident to state their concerns.

Linda commented that UPS does not accept a PO Box address as a direct address. The post office does not allow street numbers for receiving or sending packages. She has inquired about a mailbox application due to her medical condition. She is required to provide medical documentation of her condition. That is a required process according to the post office ordinance law in Town of Cooleemee.

Johnthan Vizer left before the meeting started.

Dave Fowler stated that he wanted the post office to "stop holding his mail hostage", he quotes. He is not pleased with the employees at the post office said they were rude and not efficient at their job. He is beyond frustrated with the post office and their ever-changing rules. He spoke with Devin Green and was informed that it would be a snowball chance that the post office would be eliminated if curbside mailbox were put in place. He thanked the board for addressing the problem and working with the citizens to get this solved. Bobby Rycroft read the state post office requirements and regulations. His wife, Tiffany, runs a third-party business through Amazon from their home. She must commute all the packages to the Mocksville post office because she said that Cooleemee sees them as a "problem" when they come in with their packages. They will send packages back that she sends out. Rycroft also thanked the board for working with the community on this issue.

Terri O'Neal says that her mail is never delivered on time and has missed important meetings with her child's school due to mail being mishandled. She also has trouble receiving packages as well.

Overall, everyone was stating that the Cooleemee Post Office employees need to do better. The residents of Cooleemee pay taxes to have the post office working for them.

Mayor Jeff Smith assured the community that he is working diligently on getting this rectified. He gave warm thanks to all the people that came and expressed their concerns about the Post office issues.

Commissioner Reavis made a motion to adjourn the meeting. Commissioner Ferrell seconded and motion passed 3-0.

Clerk, Shirley Jacobs

Mayor, Jeff Smith