Council-Manager Memo #26
Wednesday, April 13, 2011

CHARLOTTE.

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INFORMATION:

April 25 – Combined Zoning and Business Meeting
Staff Resource: Julie Burch, City Manager's Office, 704-336-3187, jburch@charlottenc.gov

In accordance with the Council-approved Meeting Schedule for 2011, there is no Zoning meeting on Monday, April 18. The April Zoning meeting will be held on Monday, April 25, to be followed immediately by the Business Meeting. The Council dinner session will begin at 5:00 p.m. in Room 267 and the Zoning/ Business meeting will begin at 6:00 p.m. in the Meeting Chamber. Agendas for both meetings will be included in Council packets next Wednesday, April 20.

Nuisance Abatement Pilot Program
Staff Resource: John Short, N&BS, 704-336-3862, jshort@charlottenc.gov

Neighborhood & Business Service staff is launching a Nuisance Abatement Pilot program in the Hidden Valley community.

The program is a concentrated effort between Code Enforcement and Community & Commerce division staffs to engage neighbors in remedying potential nuisance violations as a preventative measure, rather than addressing violations strictly through the enforcement process.

The intent of the program is to educate neighbors, provide tools to assist in neighborhood upkeep, reduce the number of nuisance violations and improve the overall quality of life. The Hidden Valley neighborhood was chosen because they have the largest amount of nuisance violations in the City as well as a strong Neighborhood Association with whom staff can work.

The goals of the project are to:

- Reduce the frequency of the top five nuisance violations (rollout cart issues, tall weeds & grass, bulky items, parking on lawn, dilapidated structural conditions);
- Improve the neighborhood's appearance;
- Increase compliance among residents;
- Promote the concept of neighbors helping each other to reduce code violations.

These goals will be achieved through frequent communication and education/training of the community. Staff will provide homeowners and property managers with the following tools:

- A new web module to house all code related information, including educational information and "how to" segments on addressing violations without having to call Code Enforcement;
- A framework for an optional lease addendum for property managers outlining expectations for renters;
- Information on grants available to assist with efforts.

Neighborhood residents will attend training to learn about the different types of nuisance violations and their penalties, how to approach neighbors about possible violations in a constructive and helpful manner, and alternative ways to rectify situations that would be considered a nuisance without involving Code Enforcement.

Once the pilot is implemented this summer, a quarterly survey will be conducted to assess effectiveness of the program and its potential to be implemented in other areas of the City.

City Source Tells Stories of Citizen Service

Staff Resource: Sherry Bauer, Corporate Communications & Marketing, 704-336-2459, sbauer@charlottenc.gov

City Source is the City of Charlotte's unique 30-minute program for citizens to learn about the City's services as well as how its employees serve the community. The program airs the first and third Thursday of each month at 7 p.m. on Cable 16 (Time Warner Cable), AT&TUverse and is streamed LIVE online at www.charlottenc.gov.

The April 21 edition shows citizens the importance of trees in our community, an in depth report on crime statistics and how CMPD is using them to prevent the next crime, stimulus money at work at the CATS North Davidson Bus Facility, plus more!

This information is also promoted in CMail, the City's electronic newsletter emailed to more than 1,100 subscribers and distributed by City departments whose services, programs and employees are featured in an upcoming episode.

Attached (SEE TABLE OF CONTENTS ON LEFT) is a promotional flyer for the April 21 episode.