



CHARLOTTE™

2015 NEIGHBORHOOD BOARD RETREAT



Apple Tree Village

Hosted by City of Charlotte Neighborhood & Business Services at UNC Charlotte Center City

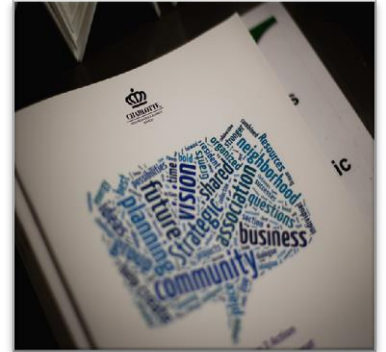
Apple Tree Village

2015 Board Retreat

Background

On Saturday July 18th, 2015, the board members of the Apple Tree Village neighborhood participated in a board retreat facilitated by the City of Charlotte, hosted at UNC Charlotte Center City. The following board members participated in the retreat:

- Martha Armstrong
- Giovanni Perez
- Jacqueline Williams
- Beth Collins
- Nicole Trahan



The City of Charlotte values citizen leadership and its ability to make an impact in the communities, in which we all live, work, play and shop. With this in mind, the board retreat process was initiated to help neighborhood based organizations develop strategic plans to improve quality of life in their communities.

Purpose

The purpose of the board retreat was to

- Generate meaningful conversations around improving quality of life in our community
- Set clear goals and priorities for the upcoming year(s)
- Develop a vision and strategic priorities for our community

By participating in the retreat, our board earned a \$1,500 Neighborhood Matching Grant credit to help execute one of the projects we identified.

Process

Our board retreat was conducted by trained facilitators tasked to keep our conversations on-task, productive, and focused on achievable objectives. The process was designed to help capture the best of the past, the best of the present, and how we can add to our strengths to build a better future. The focus was:

- Developing a vision to guide our decision making and activities
- Developing strategic priorities that aligned with our vision
- Developing project ideas

The agenda for the day was as follows:

- Introductions
- Where Have We Been? Where Are We Going?: Arrow Activity
- Where We Want to Be: Vision Statement Exercise
- Seeing the Forest through the Trees: Developing Strategic Priorities
- Working Lunch – The Year Ahead
- Idea Development – Time for participants for develop an action plan for goal achievement.

Where Are We Going, Where Have We Been?

We began our day with paired interviews, using the “Where Are We Going, Where Have We Been?” activity. The activity was intended to help us reflect on:

- What we value
- What are the best things about our community and the people who live here
- What are our past successes
- Where are the potentials and possibilities

After interviewing our partners we shared our discussion with the group, finding commonalities in our conversations.

| Where We Were: Reflecting on our past, what were some of the best/worst moments? | Where We Are: Why would or wouldn't a person/business want to move into our community? | Where We Want to Be: If you could make 3 wishes to make our community flourish, what would they be? |
|---|---|---|
| <ul style="list-style-type: none"> • Poor infrastructure • Pool was opened • Board not as strong; people didn't know each other • NMG was a success a few years ago – got people to know each other • Challenges with mgmt. company • Community was safe • High owner-occupancy rate | <ul style="list-style-type: none"> • Board is more active and has open discussions • Still safe • Pool and sidewalks have been repaired • Incremental change in community – more participation & interaction • More renters in units but they are very active • Many older residents • Need younger residents/board members for new energy | <ul style="list-style-type: none"> • Sound barrier against traffic on Monroe • New landscaping – tree removal included • Clubhouse repairs • Entrance and identification signage • New mailboxes • Activities for children and seniors • More community activities in general • Younger board members and more male members |

Our Vision

Our vision is the unifying statement for our community that will guide our decision making and reminds us of what we are trying to reach. It is based on our shared values and preferences for our community's future. It combines the best of what was, what is, and what could be.

OUR VISION: Apple Tree Village is a proactive, compassionate community committed to improving the lives of its diverse residents through active involvement and participation

Strategic Priorities

After committing to a shared vision, the board began to brainstorm on strategic priorities. This is where we began to define what is most important to us in order to achieve our vision. Strategic priorities are initiatives that will help us move closer to our vision of our community. The idea is to focus on a few things and do them very well as opposed to many things and missing the mark.

We started out thinking big and then narrowed down our focus using the Affinity Mapping Process, detailed below:

- Grab some sticky notes from the table. Keeping the vision statement in mind, write down as many of the following as you can think of, one per sticky note:
 - Current action items getting you closer to our vision.
 - Possible priorities/actions items to get us closer to our vision.
- Place the sticky notes on the wall.
- Organize the ideas by natural categories, once everyone agrees on the groups, give each one a name.



This activity led us to the following categories and action items being identified as important within our community:

Beautification

- Improve landscaping & tree removal
- Signage
- New mailboxes
- Clean up “baby pool” area training)

Infrastructure Improvement

- Clubhouse repairs
- New plumbing
- Seal road to prolong life residents
- Install security cameras
- Power wash and repair sidewalks
- Adopt a street or stream

Community Outreach

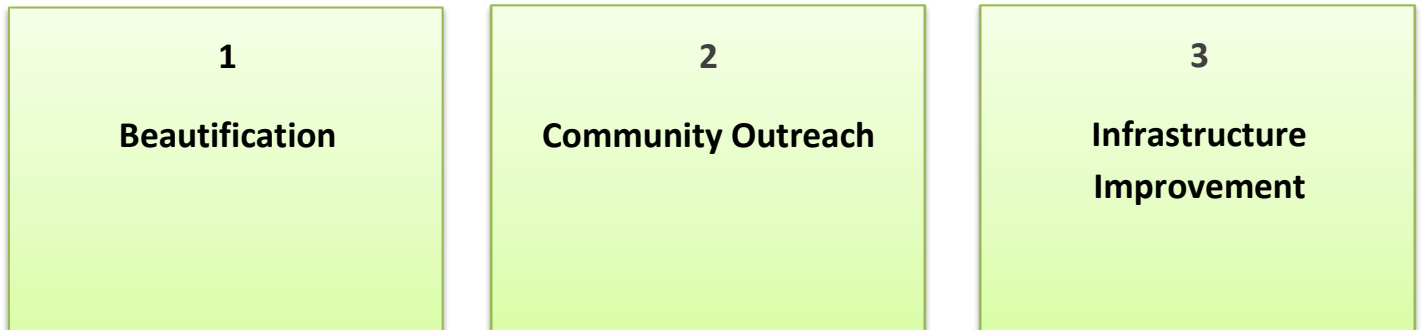
- Planned resident get-togethers (quarterly?)
- Activities for seniors
- Activities for children
- Programs for residents (swim exercise, CPR)
- Build community involvement
- Newsletter
- Regular check-ins on senior residents

Board Policies/Procedures

- Enforce current rules
- Process to interview/meet/welcome new

- Increase board participation

Each participant was provided three (3) stickers to be used for voting. Stickers could be placed all on one or two items or shared amongst all of the ideas identified. The three categories receiving the most votes are the strategic priorities that are most important for us to begin working on to achieve our vision, these are:



[Action Items for 2015-2016](#) The three activities selected as most impactful toward achieving our strategic priorities are activities in 2015-2016 are:



Apple Tree Village

OUR VISION: Apple Tree Village is a proactive, compassionate community committed to improving the lives of its diverse residents through active involvement and participation

TO HELP US REACH OUR VISION; WE WILL FOCUS ON THREE STRATEGIC PRIORITIES:

1

Beautification

2

Community Outreach

3

**Infrastructure
Improvement**

IN 2015-2016, WE WILL WORK ON THESE ACTIVITIES GUIDED BY OUR PRIORITIES:

**Landscaping
improvements
and tree removal**

**Planning resident
get-togethers
(holiday/seasonal)**

Clubhouse Repairs

Resources to Get Started

| Project | Getting Started | Resources |
|--|--|--|
| Project #1 Landscaping improvements and tree removal | <ul style="list-style-type: none"> Organize a community cleanup | <p style="text-align: center;">Tips for Organizing a Community Cleanup</p> <p style="text-align: center;">http://lancaster.unl.edu/community/articles/organizedcleanup.shtml</p> <p style="text-align: center;">Keep Charlotte Beautiful has clean up supplies, grants and volunteers for cleanups</p> <p style="text-align: center;">www.keepcharlottebeautiful.org</p> |
| | <ul style="list-style-type: none"> Apply for a Neighborhood Matching Grant | <p style="text-align: center;">Neighborhood Matching Grants Program</p> <p style="text-align: center;">http://www.charmeck.org/city/charlotte/nbs/communityengagement/nmg/Pages/default.aspx</p> <p style="text-align: center;">Atalie Zimmerman – NMG Program Coordinator azimmerman@charlottenc.gov or 704-336-4594</p> |
| | <ul style="list-style-type: none"> Get supplies to help with beautification efforts | <p style="text-align: center;">Charlotte Community ToolBank is a great place to borrow tools for projects</p> <p style="text-align: center;">http://charlotte.toolbank.org/</p> |
| Project #2 Planning resident get-togethers (holiday/seasonal) | <ul style="list-style-type: none"> Plan a great party for residents | <p style="text-align: center;">Neighborhood Event Planning Toolkit</p> <p style="text-align: center;">http://www.sdsynod.org/wp-content/uploads/2012/05/Block-Party-Kit.pdf</p> |
| | <ul style="list-style-type: none"> Celebrate neighborhood volunteer effort | <p style="text-align: center;">Volunteer Appreciation Ideas</p> <p style="text-align: center;">http://blogs.volunteermatch.org/engagingvolunteers/2012/04/05/7-ways-to-appreciate-your-volunteers/</p> |
| Project #3 Clubhouse Repairs | <ul style="list-style-type: none"> Apply for grant funding for repair projects | <p style="text-align: center;">Neighborhood Matching Grants Program</p> <p style="text-align: center;">http://www.charmeck.org/city/charlotte/nbs/communityengagement/nmg/Pages/default.aspx</p> <p style="text-align: center;">Atalie Zimmerman – NMG Program Coordinator azimmerman@charlottenc.gov 704-336-4594</p> <p style="text-align: center;">Lowes has small grants available for neighborhoods</p> <p style="text-align: center;">http://www.lowes.com/cd_charitable+and+educational+foundation_936258779</p> |
| | <p style="text-align: center;">Do-it-yourself tips from Lowes and Home Depot</p> | <p style="text-align: center;">How-to lessons at Lowes</p> <p style="text-align: center;">http://www.lowes.com/cd_How+To+Library_615580068_</p> <p style="text-align: center;">How-to workshops at Home Depot</p> <p style="text-align: center;">http://workshops.homedepot.com/workshops/home?cm_mmc=SEM THD G BT2 Resources&gclid=CJi3x9XeuMACFQ1p4AodDx0AmQ&gclsrc=ds</p> |

Your community is located within Charlotte’s South East Service Area, your staff contact for following up and community assistance is:

Denise Coleman, Southeast Service Area Specialist
 E-mail: drcoleman@charlottenc.gov Phone: 704-353-1235

