



**CHARLOTTE™**

# **2015 NEIGHBORHOOD BOARD RETREAT**



## **Boulder Creek HOA**

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

## Boulder Creek HOA

### 2015 Board Retreat

#### Background

On Saturday July 18, 2015, the board members of the Boulder Creek HOA 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:

- Patrick Brown
- Kent Amsbaugh
- Evelyn Gonzalez
- Kate Amsbaugh
- Edson Gonzalez



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. The credit is good for one (1) year from the date of retreat attendance.

#### 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:

<b>Where We Were:</b> Reflecting on our past, what were some of the best/worst moments?	<b>Where We Are:</b> Why would or wouldn't a person/business want to move into our community?	<b>Where We Want to Be:</b> If you could make 3 wishes to make our community flourish, what would they be?
<ul style="list-style-type: none"> <li>• Was a younger generation of neighbors</li> <li>• Builders were concerned about the neighborhood</li> <li>• The HOA/property management company was more involved</li> <li>• There was enforcement of the covenants by the HOA/property management company</li> <li>• Builders were screening homeowners</li> </ul>	<ul style="list-style-type: none"> <li>• Little enforcement of covenants, especially on-street parking</li> <li>• Little involvement from the residents</li> <li>• Change in the property management company</li> <li>• New builders who do not care as much about building a close-knit neighborhood</li> <li>• New board: new ideas and possibilities</li> <li>• Good neighborhood turnout for cookout (20-25% of neighbors)</li> </ul>	<ul style="list-style-type: none"> <li>• Become connected with our neighbors</li> <li>• Open neighborhood communication before city staff involvement</li> <li>• We want to build a sense of community</li> <li>• Quarterly social events</li> <li>• More new homes being built presents an opportunity to build neighborly relations</li> </ul>

## 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:

**Boulder Creek: A progressive neighborhood that engages our families to improve the community's quality of life.**

## 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:

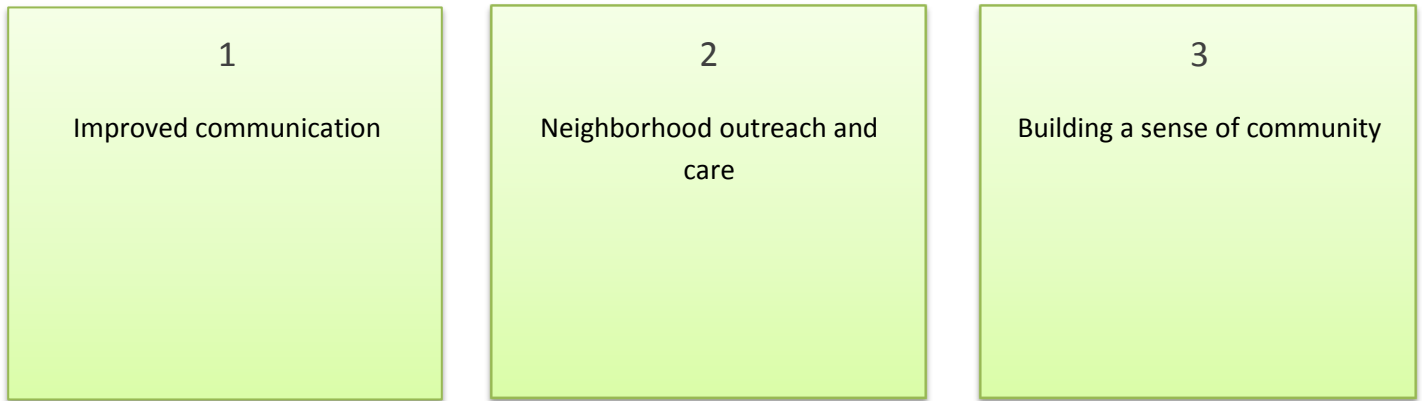
- Grab some sticky notes from the table. Keeping the vision statement in mind, write down as many of the following as you can think of, one per sticky note:
  - Current action items getting you closer to our vision.
  - Possible priorities/actions items to get us closer to our vision.
- Place the sticky 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:

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:



2015 Neighborhood Board Retreat Summary

**Boulder Creek HOA**

**OUR VISION:**

**Boulder Creek: A progressive neighborhood that engages our families to improve the community's quality of life.**

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

**1**

**Improved communication**

**2**

**Neighborhood outreach and care**

**3**

**Building a sense of community**

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

Create a welcome packet for new residents by August 15, 2015

Monthly emails with residents by October 31, 2015

Participate in the Adopt-a-City Street program with 20 volunteers by September 20, 2015

Garden Club to maintain two entrance areas by December 31, 2015

Quarterly meet and greets starting in October 2015

## RESOURCES TO GET STARTED

Priority	Project	Task	Resources
Improved Communication	<p><b>Project #1</b></p> <p>Create a welcome packet for new residents by August 15, 2015</p> <p>Monthly emails with residents by October 31, 2015</p>	<ul style="list-style-type: none"> <li>Organize a meeting to identify individuals that may have an interest in assisting with this effort</li> </ul>	<p><b>Mail Chimp:</b> Free online newsletter creator:  <a href="http://www.mailchimp.com">www.mailchimp.com</a></p> <p><b>Newsletter tips:</b>  <a href="http://archive.ci.falcon-heights.mn.us/nlhandbook/com_tips.html">http://archive.ci.falcon-heights.mn.us/nlhandbook/com_tips.html</a></p>
Neighborhood Outreach & Care	<p><b>Project # 2</b></p> <p>Participate in the Adopt-a-City Street program with 20 volunteers by September 20, 2015</p>	<ul style="list-style-type: none"> <li>Develop/send out a survey for neighbors for interest and support of this initiative</li> </ul>	<p><b>Online survey tool: <a href="http://www.surveymonkey.com">www.surveymonkey.com</a></b> Sample neighborhood survey: <a href="http://www.santacruzneighbors.com/files/form_sampleneighborhoodsurvey.pdf">http://www.santacruzneighbors.com/files/form_sampleneighborhoodsurvey.pdf</a></p> <p><b>Adopt-a-Street Program</b> Contact: Denise Coleman, <a href="mailto:dcoleman@charlottenc.gov">dcoleman@charlottenc.gov</a> <a href="http://charmeck.org/city/charlotte/nbs/kcb/Pages/AdoptaCityStreetProgram.aspx#contact">http://charmeck.org/city/charlotte/nbs/kcb/Pages/AdoptaCityStreetProgram.aspx#contact</a></p>
Build Sense of Community	<p><b>Project #3</b></p> <p>Garden Club to maintain two entrance areas by December 31, 2015 Quarterly meet and greets starting in October 2015</p>	<ul style="list-style-type: none"> <li>Engage neighbors in community participation</li> </ul>	<p><b>How to organize a committee:</b> <a href="http://www.mycommittee.com/BestPractice/Committees/Startingacommittee/tabid/244/Default.aspx">http://www.mycommittee.com/BestPractice/Committees/Startingacommittee/tabid/244/Default.aspx</a></p>

**Parking Lot Items for further discussion:**

1. Can you enforce no parking and parking against traffic on City streets? If so, how can we start the process? If not, what can we do to discourage both?

**City of Charlotte's Department of Transportation**

<http://charmeck.org/city/charlotte/Transportation/Pages/Home.aspx>

2. Can CMPD enforce on-street parking? The neighborhood has hired an off-duty officer and wants to know if he can enforce the on-street parking issues covered in their neighborhood covenants?

**Charlotte Mecklenburg Police Department**

<http://charmeck.org/city/charlotte/CMPD/Pages/default.aspx>

3. Are there grant opportunities for property maintenance issues in the neighborhood?

**Neighborhood Matching Grants - Contact Atalie Zimmerman for more information:**

[azimmerman@charlottenc.gov](mailto:azimmerman@charlottenc.gov) 704-336-4594

Your community is located within Charlotte's Northeast Service Area, your staff contact for following up and community assistance is:

Charlenea Duncan, Northeast Service Area Specialist

E-mail: [csduncan@charlottenc.gov](mailto:csduncan@charlottenc.gov) Phone: 704-336-2173

