



CHARLOTTE™

2015 NEIGHBORHOOD BOARD RETREAT



Cedar Mill HOA

Hosted by City of Charlotte Neighborhood & Business Services at CPCC Main Campus

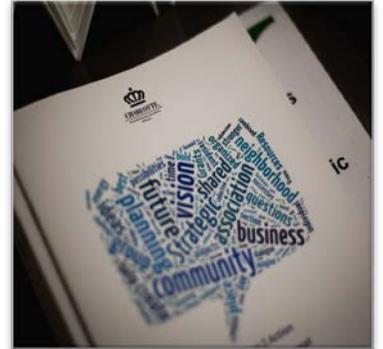
Cedar Mill HOA

2015 Board Retreat

Background

On Saturday, February 7th 2015, the board members of the Cedar Mill HOA participated in a board retreat facilitated by the City of Charlotte, hosted at CPCC's Main Campus. The following board members participated in the retreat:

- Domingo Balderamos
- Jeff Coe
- Charles Drew
- Al Jackson
- Benita Jackson



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? |
|--|---|---|
| <p>Wins</p> <ul style="list-style-type: none"> • Acquiring first NMG • Taking ownership of HOA • Stop sign installation • Utilizing sheriff for traffic enforcement • Community cleanup • Refurbishment of clubhouse <p>Areas of Concern</p> <ul style="list-style-type: none"> • Speeding • Exit strategy/process from builder • Finances/dues • Crime • Lack of community involvement | <p>Why</p> <ul style="list-style-type: none"> • Active HOA • Location (close to Northlake, airport, outlets, Whitewater, Gastonia) • Neighborhood amenities (nature trail, pool, clubhouse) • Active patrol that has issued 196 tickets <p>Why Not</p> <ul style="list-style-type: none"> • Hard to get out (traffic) • Adjoining neighborhood • Lack of lighting • Nothing for teens | <ul style="list-style-type: none"> • Stop light for entrance • More community involvement • Place for kids/teens to play • Better communication • Community marquee • Continued development in area (retail, gas) |

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:

Cedar Mill will be a safe place where the community prospers and grows together as one.

Note: Vision may be modified based on previous vision statement created by Board Members prior to Retreat

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:

- Safety
 - Safety (in general)
 - Grant in place for installing lights
 - Installing more cameras a priority
 - Continuing traffic patrols
 - Installing traffic light at entrance a priority
- Involvement
 - Neighborhood cleanup a success
 - Adopting streets has been successful
 - Investment in clubhouse successful
 - Creation of event calendar has been successful
 - Attending Board Retreat promotes involvement
 - Progress made removing YRT2 building
 - More community involvement needed (in general)
 - Improved communication needed (notices of meetings and activities)
 - More involvement needed in BOD/HOA meeting and projects
 - More community activities needed to increase involvement, building on existing activities (NNO, Christmas party, cleanups)
 - Community organization
 - Goal: enhance property values
- Children
 - Seek playground grant for revamp
 - Additional activities needed for kids/teens
- Finances
 - Successful NMG application submitted
 - Applying for more grants (NMG specifically) in the future
 - Use grant for playground development
 - Establish grant committee for 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:

1
Safety

2
Involvement

3*
Children

*Note: Although children received the least amount of votes, discussion indicated this would be the next large priority area to consider.

Action Items for 2014-2015

The three activities selected as most impactful toward achieving our strategic priorities are activities in 2014-2015 are:

Install at least 6 additional security cameras within the next 2 years, funded by NMG

Improve methods of communication by asking for neighborhood feedback about best ways to reach neighbors and surveying other neighborhoods about their methods

Expand and refurbish playground area, encompassing YRT2 building area



2015 Neighborhood Board Retreat Summary

Cedar Mill HOA

OUR VISION:

Cedar Mill will be a safe place where the community prospers and grows together as one.

Note: Vision may be modified based on previous vision statement created by Board Members

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

1
Safety

2
Involvement

3*
Children

**Note: Although children received the least amount of votes, discussion indicated this would be the next large priority area to consider.*

IN 2014-2015, WE WILL WORK ON THESE ACTIVITIES GUIDED BY OUR PRIORITIES:

Install at least 6 additional security cameras within the next 2 years, funded by NMG

Improve methods of communication by asking for neighborhood feedback about best ways to reach neighbors and surveying other neighborhoods about their methods

Expand and refurbish playground area, encompassing YRT2 building area

Resources to Get Started

| Project | Getting Started | Resources |
|--|--|--|
| <p>Project #1 Install At Least 6 Additional Security Cameras Within the Next 2 Years, Funded by NMG</p> | <ul style="list-style-type: none"> Talk to your neighbors to determine safety concerns | <p>USA On Watch Program: http://www.usaonwatch.org/</p> |
| | <ul style="list-style-type: none"> Request a CPTED assessment | <p>Crime Prevention Through Environmental Design (CPTED) Study by CMPD to assess safety of community: crimepreventionunit@cmpd.org</p> |
| | <ul style="list-style-type: none"> Establish a neighborhood watch and block captains Apply to Neighborhood Matching Grant | <p>How to Start a Neighborhood Watch Program: http://www.neighborhoodlink.com/article/Community/Neighborhood_Watch_How_To_Start CMPD: Neighborhood Watch Program: http://charmeck.org/city/charlotte/cmpd/safety/neighborhoodwatch/Pages/default.aspx Neighborhood Matching Grants for a grant up to \$25,000 to support your project: azimmerman@charlottenc.gov</p> |
| <p>Project #2 Improve Methods of Communication by Asking for Neighborhood Feedback About Best Ways to Reach Neighbors and Surveying Other Neighborhoods About Their Methods</p> | <ul style="list-style-type: none"> Survey residents about what type of communication platform they would prefer to use (newsletters, website, meetings, flyers, social media) Decide which types of communication would be most beneficial for neighbors | <p>Mail Chimp: Free online newsletter creator: www.mailchimp.com</p> <p>Types of neighborhood communication: http://www.neighborhoodlink.com/article/Association/Effective_HOA_Communication</p> <p>Tips on Being a Good Neighbor: http://etiquette.about.com/od/RelationshipEtiquette/a/Neighborhood-Etiquette.htm</p> |
| | <ul style="list-style-type: none"> Communicate information about events and meetings in a variety of ways | <p>Need a Speaker Contact: Andrew Bowen, abowen@charlottenc.gov Website: http://charmeck.org/speakersbureau/Pages/default.aspx</p> |
| <p>Project #3 Expand and Refurbish Playground Area, Encompassing YRT2 Building Area</p> | <ul style="list-style-type: none"> Check out other communities' playgrounds to get new ideas DIY websites for ideas | <p>Get DIY Ideas on Pinterest: www.pinterest.com</p> <p>DIY Inspired for videos and ideas: http://www.diyinspired.com/</p> |

| | | |
|--|---|---|
| | <ul style="list-style-type: none"> • Apply for a grant | <p>Lowes has small grants available for neighborhoods: http://www.lowes.com/cd_charitable+and+educational+foundation_936258779</p> <p>Neighborhood Matching Grants Program: http://www.charmeck.org/city/charlotte/nbs/communityengagement/nmg/Pages/default.aspx Atalie Zimmerman – NMG Program Coordinator azimmerman@charlottenc.gov 704-336-4594</p> |
| <p>Parking Lot</p> <p>CMPD Rental Ordinance and Registration information: http://charmeck.org/city/charlotte/CMPD/resources/Ordinances/Pages/RentalOrdinance.aspx</p> <p>Research changes to airport noise exposure map http://www.airportsites.net/CLT-NEM/</p> <p>Overall Airport Noise Program information is detailed here: http://charmeck.org/city/charlotte/Airport/AboutCLT/Pages/Noise%20Program.aspx</p> | | |

Resources Identified for Goals

Safety

- HOA/Management Company
- CMPD
- Existing security company (RFP)
- Neighborhood Watch
- Neighbors (installation of equipment on property)
- Utilities (Duke Energy for sure)

Involvement

- HOA/Management Company
- Queens University Digital Literacy course
- City involvement in neighborhood meetings
- Sign vendor (for marquee)
- Various technology means
- Neighbors

Children

- HOA/Management Company
- NMGs in phases
- KaBOOM (resources or build itself, would require nonprofit partners for build)
- McColl Center: public art

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