



**CHARLOTTE™**

# **2015 NEIGHBORHOOD BOARD RETREAT**



## **Glenhaven at Firethorne**

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

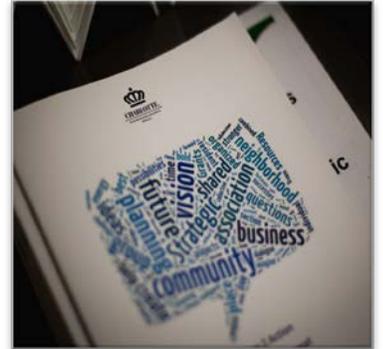
# Glenhaven at Firethorne

## 2015 Board Retreat

### Background

On Saturday, February 7<sup>th</sup> 2015, the board members of the Glenhaven at Firethorne neighborhood 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:

- Marilyn
- Courtney Vick
- Pam Ware
- Azara Ratliff
- Darnell Pugh



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.

<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>• Less crime/drug activity</li> <li>• Fewer children</li> <li>• More owner occupied</li> <li>• Older population</li> <li>• Low engagement</li> <li>• Less transparent board</li> <li>• Neighbors were vigilant</li> <li>• Attractive property</li> <li>• Bridge/pond area was an amenity</li> </ul>	<ul style="list-style-type: none"> <li>• Younger families</li> <li>• More children</li> <li>• Slightly more crime</li> <li>• Residents more engaged</li> <li>• Deteriorated buildings</li> <li>• Need for maintenance education</li> <li>• Community is small/cozy; easy to manage</li> <li>• Bridge/pond/culvert is in bad shape</li> <li>• Quiet &amp; attractive</li> <li>• Convenient location to retail &amp; grocery options</li> <li>• Area schools not as good as others</li> </ul>	<ul style="list-style-type: none"> <li>• Playground – cater to younger families with children</li> <li>• Update gym equipment</li> <li>• Continue to raise engagement</li> <li>• Quarterly neighborhood walks</li> <li>• Help attract more businesses to the area</li> <li>• Improve the bridge/pond/culvert</li> <li>• Fix up/repair buildings</li> <li>• Possibly convert tennis court into additional parking</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:

Glenhaven at Firethorne is engaging, family-friendly, and nestled away in nature; changing for the good to be great!

## 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:

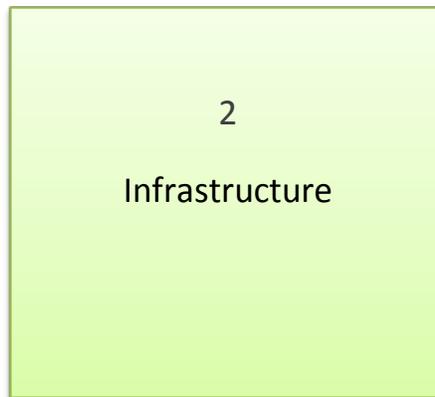
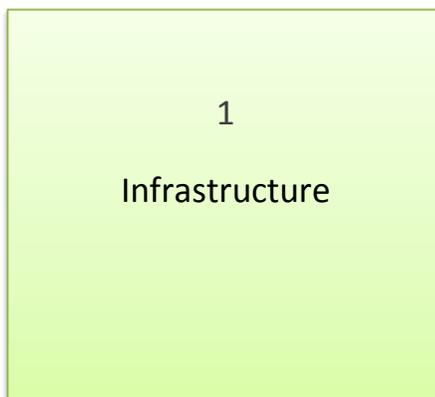
- Grab some sticky notes from the table. Keeping the vision statement in mind, write down as many of the following as you can think of, one per sticky note:
  - Current action items getting you closer to our vision.
  - Possible priorities/actions items to get us closer to our vision.
- Place the sticky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

- List all categories identified (large sticky notes) not just the highest vote getters. Under each category record the associated ideas or action items (small sticky notes).
  - **Infrastructure**
    - Building improvements & repairs
    - Develop incentives for residents to make improvements to their property
    - Roof repair
    - Paint/siding work
    - Turn tennis court into parking lot
    - Increase parking capacity
    - Upgrade gym equipment
    - Upgrade community center
    - Repairs to bridge and pond area
    - New landscaping plan
    - Playground
  - **Engagement**
    - Encourage community events
    - Email updates to residents
    - Have more community functions
    - Get better attendance at community functions
    - Increase community participation
    - Make community more family-friendly
    - Be willing to “start the conversation”
  - **Administration**
    - Work on language in the neighborhood covenant
    - Get help on how to assess additional dues for unforeseen expenditures

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 2014-2015

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

Bridge & Pond Repair

Roof & Siding Replacement

Increase Community Participation



**2015 Neighborhood Board Retreat Summary**

**Glenhaven at Firethorne**

**OUR VISION:**

Glenhaven at Firethorne is engaging, family-friendly, and nestled away in nature; changing for the good to be great!

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

1  
Infrastructure

2  
Infrastructure

3  
Engagement

**IN 2014-2015, WE WILL WORK ON THESE ACTIVITES GUIDED BY OUR PRIORITES:**

Bridge & Pond Repair

Roof & Siding Replacement

Increase Community Participation

## Resources to Get Started

Project	Getting Started	Resources
<b>Project #1 Bridge &amp; Pond Repair</b>	<ul style="list-style-type: none"> <li>Review the Quality of Life Study for environmental standing/variables</li> </ul>	<p><b>Quality of Life Study- Neighborhood Scale Info for All of Mecklenburg</b></p> <p><b>County:</b> <a href="http://maps.co.mecklenburg.nc.us/goldashboard/">http://maps.co.mecklenburg.nc.us/goldashboard/</a></p> <p><b>Keep Charlotte Beautiful provides litter cleanup opportunities and grants:</b></p> <p><a href="http://charmeck.org/city/charlotte/nbs/kcb/pages/home.aspx">http://charmeck.org/city/charlotte/nbs/kcb/pages/home.aspx</a> or 704.353.1235</p>
	<ul style="list-style-type: none"> <li>Identify resources in sustainability within your community</li> <li>Gather information on water irrigation</li> </ul>	<p><b>Mecklenburg Livable Communities Plan to learn about sustainability plans in your neighborhood:</b> <a href="mailto:Heidi.Pruess@mecklenburgcountync.gov">Heidi.Pruess@mecklenburgcountync.gov</a></p> <p><b>Types of irrigation for gardens:</b></p> <p><a href="http://www.caes.uga.edu/Publications/pubDetail.cfm?pk_id=8045">http://www.caes.uga.edu/Publications/pubDetail.cfm?pk_id=8045</a></p>
	<ul style="list-style-type: none"> <li>Organize a community cleanup</li> </ul>	<p><b>Tips for Organizing a Community Cleanup:</b> <a href="http://lancaster.unl.edu/community/articles/organizecleanup.shtml">http://lancaster.unl.edu/community/articles/organizecleanup.shtml</a></p> <p><b>Charlotte Beautiful has grants and volunteers for cleanups:</b></p> <p><a href="http://www.keepcharlottebeautiful.org">www.keepcharlottebeautiful.org</a><a href="http://www.lowes.com/cd_How+To+Library_615580068">http://www.lowes.com/cd_How+To+Library_615580068</a></p>
<b>Project #2 Roof &amp; Siding Replacement</b>	<ul style="list-style-type: none"> <li>Inquire about past NMG projects under this category</li> <li>Talk to your neighbors about design and aesthetics that they want</li> </ul>	<p><b>Neighborhood Matching Grants:</b></p> <p><a href="http://charmeck.org/city/charlotte/nbs/communityengagement/nmg/Pages/default.aspx">http://charmeck.org/city/charlotte/nbs/communityengagement/nmg/Pages/default.aspx</a></p> <p><b>Home Depot provides grants to communities:</b></p> <p><a href="http://www.homedepotfoundation.org/page/grants">http://www.homedepotfoundation.org/page/grants</a></p> <p><b>Lowes has small grants available for neighborhoods:</b></p> <p><a href="http://www.lowes.com/cd_charitable+and+educational+foundation_936258779">http://www.lowes.com/cd_charitable+and+educational+foundation_936258779</a></p>
	<ul style="list-style-type: none"> <li>Borrow tools for repairs</li> <li>DIY Lessons</li> </ul>	<p><b>Community ToolBank is a great place to borrow tools for projects:</b></p> <p><a href="http://charlotte.toolbank.org/">http://charlotte.toolbank.org/</a></p> <p><b>How-to lessons at Lowes:</b></p> <p><a href="http://www.lowes.com/cd_How+To+Library_615580068">http://www.lowes.com/cd_How+To+Library_615580068</a></p> <p><b>Home Depot Workshops:</b></p> <p><a href="http://workshops.homedepot.com/workshops/home?cm_mmc=SEM THD G BT2 Resources&amp;gclid=CJi3x9XeuMACFQ1p4AodDx0AmQ&amp;gclsrc=ds">http://workshops.homedepot.com/workshops/home?cm_mmc=SEM THD G BT2 Resources&amp;gclid=CJi3x9XeuMACFQ1p4AodDx0AmQ&amp;gclsrc=ds</a></p>

<b>Project #3 Increase Community Participation</b>	<ul style="list-style-type: none"> <li>Find fun ways to engage residents and recruit board members</li> </ul>	<b>Recruiting potential board members:</b> <a href="http://www.hoaleader.com/public/351.cfm">http://www.hoaleader.com/public/351.cfm</a> <b>Increase neighborhood participation:</b> <a href="http://atlantahoamanagement.wordpress.com/2011/09/27/how-to-increase-attendance-or-participation-inhomeowner-committees/">http://atlantahoamanagement.wordpress.com/2011/09/27/how-to-increase-attendance-or-participation-inhomeowner-committees/</a>
	<ul style="list-style-type: none"> <li>Giveaways for new participants</li> </ul>	<b>Four Rules for Social Media Contests/Giveaways:</b> <a href="http://mashable.com/2011/11/29/social-media-contestsweepstakes/">http://mashable.com/2011/11/29/social-media-contestsweepstakes/</a>

**Parking Lot:**

**Charlotte School of Law can provide assistance on language in neighborhood covenant:**

School of Law Resources for Neighborhoods:  
 Contact: Rocky Cabagnot, rcabagnot@charlottelaw.edu

**Charmeck.org has sample door hangers and flyers to educate new residents**

<http://charmeck.org/city/charlotte/nbs/CodeEnforcement/nuisance/Pages/Toolkits.aspx>

**Charlotte Storm Water services:**

<http://charmeck.org/stormwater/Pages/default.aspx>

**City of Charlotte Southeast Service Area Contacts:**

John Short  
 Southwest Service Area Leader  
 Phone: 704-336-3862  
[jshort@charlottenc.gov](mailto:jshort@charlottenc.gov)

Charlenea Duncan  
 Southeast Service Area Specialist  
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[csduncan@charlottenc.gov](mailto:csduncan@charlottenc.gov)

