July 15, 2017

Hunter Ridge

Hosted by City of Charlotte Housing & Neighborhood Services at
Central Piedmont Community College
Background

On Saturday, July 15, 2017, the board members of Hunter Ridge participated in the Neighborhood Board Retreat facilitated by the City of Charlotte, hosted at CPCC. The following board members participated in the retreat:

- Connie Ward
- Gayle Butterfield
- Michael Peters
- Priscilla Ashe

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 match credit toward a Neighborhood Matching Grant (NMG) to help execute one of the projects we identified.

To receive this credit we’ll submit our completed Vision to Action Idea Development Plan Workbook with our NMG request. This credit will expire following the September 1, 2018 NMG application deadline.

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.

<table>
<thead>
<tr>
<th>Where We Were: Reflecting on our past, what were some of the best/worst moments?</th>
<th>Where We Are: Why would or wouldn’t a person/business want to move into our community?</th>
<th>Where We Want to Be: If you could make 3 wishes to make our community flourish, what would they be?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BEST</strong></td>
<td><strong>WHY</strong></td>
<td>There were more than 3 wishes!</td>
</tr>
<tr>
<td>• When the neighborhood was first developed and homes were shiny and new.</td>
<td>• Neighborhood is easily accessible.</td>
<td>1. Community pride.</td>
</tr>
<tr>
<td>• When neighborhood was clean and yards were well-maintained.</td>
<td>• It’s close to the city but far enough away not to feel “urban.”</td>
<td>2. Neighborhood beautification.</td>
</tr>
<tr>
<td>• There was a sense of community when the neighborhood was brand new.</td>
<td>• Neighborhood has nice lot sizes.</td>
<td>3. Safer neighborhood.</td>
</tr>
<tr>
<td>• The old HOA provided connectivity and collaboration.</td>
<td>• It is a quaint neighborhood.</td>
<td>4. Bring back history of Shuffletown.</td>
</tr>
<tr>
<td>• Neighbors felt accountable with a strong HOA.</td>
<td>• It is a friendly neighborhood.</td>
<td>5. Get businesses more invested.</td>
</tr>
<tr>
<td>• There was community pride.</td>
<td></td>
<td>6. Create usable common space.</td>
</tr>
<tr>
<td>• Community events were held.</td>
<td></td>
<td>7. More collaboration and connectivity with residents.</td>
</tr>
</tbody>
</table>

**WHY NOT**

• Area schools are not great.
• Roads are congested.
• Patched roads shows area is not a priority.
• There is no artwork or homage to history of the Shuffletown area.
• Current businesses devalue the area.
• There is poor landscape

1. Have fun together as neighbors.
<table>
<thead>
<tr>
<th><strong>Where We Were:</strong> Reflecting on our past, what were some of the best/worst moments?</th>
<th><strong>Where We Are:</strong> Why would or wouldn’t a person/business want to move into our community?</th>
<th><strong>Where We Want to Be:</strong> If you could make 3 wishes to make our community flourish, what would they be?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WORST</strong></td>
<td>management at the intersections – Mt. Holly-Huntersville Rd. &amp; Rozzelle Ferry Rd.</td>
<td></td>
</tr>
<tr>
<td>• Economic downturn caused foreclosures.</td>
<td>• There are panhandlers at the intersections.</td>
<td></td>
</tr>
<tr>
<td>• Homeowners left and houses became rentals.</td>
<td>• It feels like a forgotten area.</td>
<td></td>
</tr>
<tr>
<td>• People were going through hard times and lost connections with neighbors.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• HOA bills became a burden due to financial stress.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Poor transition of the HOA from the builder to the neighborhood.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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:**

Hunter Ridge is a quaint community of diverse people nestled in Historic Shuffletown, united to build a fun and engaging community where we can live, work, play and VIBE.

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:

- **Board Priorities and Initiatives**
  - Reformed board
  - More board involvement
  - Updated HOA regulations
  - Make plans and prioritize projects
  - Review, update and enforce bylaws

- **Community Engagement**
  - Hold community meetings
  - Collaborate and connect with neighbors
  - Create a neighborhood vibe (like NoDa, Plaza mid-wood)
  - Connect to history of neighborhood
  - Create a sense of potential

- **Safety**
  - Create a safe community

- **Board skill building and development**
  - Commitment
  - Learn about resources
  - Work for a grant

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. Within these three categories, there were three activities selected as most impactful toward achieving our strategic priorities.

The strategic priorities and activities are summarized on the following page.
2017 Neighborhood Board Retreat Summary

Hunter Ridge

OUR VISION:
Hunter Ridge is a quaint community of diverse people nestled in Historic Shuffletown, united to build a fun and engaging community where we can live, work, play and VIBE.

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

1. Board Priorities & Initiatives
2. Community Engagement
3. Safety

IN 2017-2018, WE WILL WORK ON THESE ACTIVITIES GUIDED BY OUR PRIORITIES:

- Update HOA bylaws and reactivate HOA legal documents
- Hold a community cleanup day in mid-October
- Install lights and cameras at dead-end streets in the neighborhood
1. Want to know who owns the empty lot at the corner of Rozzelles Ferry and Mt. Holly-Huntersville Road.  
   a. **POLARIS 3G** will provide you with property ownership information within Mecklenburg County.
2. Are there resources for neighborhoods that are transitioning the HOA from the builder to the neighborhood?  
   This would be a nice resource to develop for neighborhoods.  
   a. We are working on a resource for how to establish a neighborhood organization, which would likely lend itself nicely to this topic once completed. Cherie Grant will be able to provide upon completion.
3. The roads in and around Hunter Ridge – which ones are state roads and which are city roads?  
   a. CDOT should be able to provide this information: 704-336-4119
4. Would like more information about the history of Shuffletown – please connect them to John Howard. Is there proprietary restriction with Shuffletown?  
   a. John Howard may be reached at 704-336-5994 or jghoward@ci.charlotte.nc.us.
5. Would like to be invited to more neighborhood zoning meetings.  
   a. The Planning Department provides notifications about upcoming rezonings depending on distance from a proposed rezoning. Registering on the [Neighborhood Organization Contact List](#) can also provide another way to be notified about upcoming rezonings in the area. Cherie Grant can provide information about any large-scale capital improvements being done around Hunter Ridge, if any.
6. Want to talk to someone about sidewalks.  
   a. Please see the CDOT [website](#) for more information.
7. The NSA map does not show their neighborhood – need to re-evaluate boundaries for NSA.  
   a. NPAs are based on US Census blocks and cannot be modified. We would be more than happy to provide an updated neighborhood map, however. Please contact Steve Wood ([swood@charlottenc.gov](mailto:swood@charlottenc.gov)) to submit a request.

**Resources to Get Started:** You’ve rolled up your sleeves and established your vision. We have compiled resources that may assist your organization in achieving your goals on our Neighborhood Training Programs and Resources [website](#). We have identified resource categories that may be applicable to your projects below; please do not hesitate to explore more categories as you undertake your work! Links and contact information are provided for information only and are subject to change.

<table>
<thead>
<tr>
<th>Project</th>
<th>Potential Resource Categories of Interest</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update HOA bylaws and reactivate HOA legal documents</td>
<td>Board Development</td>
</tr>
<tr>
<td>Hold a community cleanup day in mid-October</td>
<td>Beautification; Environmental &amp; Sustainability</td>
</tr>
<tr>
<td>Install lights and cameras at dead-end streets in the neighborhood</td>
<td>Public Safety</td>
</tr>
</tbody>
</table>

Your community is located within Charlotte’s Northwest Service Area. Your staff contacts for following up and community assistance are:

<table>
<thead>
<tr>
<th>Cherie Grant, Northwest Community Engagement Liaison</th>
<th>Randy Harris, Northwest Community Engagement Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Cherie.Grant@charlottenc.gov">Cherie.Grant@charlottenc.gov</a> or 704-336-3322</td>
<td><a href="mailto:rharris@charlottenc.gov">rharris@charlottenc.gov</a> or 704-432-1579</td>
</tr>
</tbody>
</table>