



**CHARLOTTE**<sup>SM</sup>

# **NEIGHBORHOOD BOARD RETREAT**



**February 18, 2017**

**Providence Pointe HOA**

**Hosted by City of Charlotte Neighborhood & Business Services at**

**Goodwill Opportunity Campus**



- 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>• The excitement of moving into a new house</li> <li>• The buzz at the start by all the new people moving in with young kids – the clubhouse and pool were very popular</li> <li>• How clean and organized things were at the beginning</li> <li>• The natural engagement and sense of community because everyone had kids</li> <li>• Getting to help develop the rules and guidelines for architecture review</li> </ul>	<ul style="list-style-type: none"> <li>• Perception of safety – there is a spate of petty crime by teens living in the neighborhood</li> <li>• Perception of orderliness and vested interest – one or two renters who don't mow grass (not sure why – communication, culture, lack of tools?)</li> <li>• Difficulty in enforcing rules</li> <li>• The energy and excitement around community organization isn't there</li> <li>• Infrastructure and public spaces are aging and need maintenance as they set the tone to the community</li> </ul>	<ul style="list-style-type: none"> <li>• Bring the different cultures together</li> <li>• Rekindle the energy and grow participation in community engagement</li> <li>• Bring back a sense of pride and ownership of the community – make it visible in community spaces and recognizable in number of participants in engagement</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:

*Providence Pointe is a visually attractive and culturally diverse neighborhood that strives to be inclusive and engaged with lively social events that builds community pride.*

## 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:

- Community Space
  - Clubhouse infrastructure improvements
  - Clubhouse AV system
  - New bathrooms
  - Additional security cameras
  - Repair pool house
  - Other maintenance projects
  - Clubhouse – a way to highlight community values and events? Like international flags
- Communication Resources
  - Build a better website
  - Identify who controls the Nextdoor site
  - Build presence on Twitter, Facebook, and Instagram
  - Build an app for clubhouse rental
  - Survey neighbors
- Social Programs
  - Existing programming
    - Swim lessons every spring
    - Fall fest (kid-centered with food)
    - Santa’s Arrival
    - Easter Egg Hunt
    - Poker Night
    - Parents’ Night Out
    - Flick and Float (Movie Night)
    - Neighborhood Garage Sale
  - New opportunities
    - Tennis club
    - Develop more sports group programs
    - Form a running and walking club
    - 3v3 Basketball Tournament
    - Local winery tour
    - Grown Ups Flick and Float
    - Multi-cultural events
    - Color festival
    - Diwali festival
    - Guitar Hero Duals
    - Trivia Night

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**

*Providence Pointe HOA*

**OUR VISION:**

*Providence Pointe is a visually attractive and culturally diverse neighborhood that strives to be inclusive and engaged with lively social events that builds community pride.*

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

1

Improve value of existing communication resources.

2

Maintain and strengthen existing social programming and transition into building new social programs that better match current population.

3

Maintain and update community space.

**IN 2017-2018, WE WILL WORK ON THESE ACTIVITES GUIDED BY OUR PRIORITES:**

Build a better website with useful information such as calendar of events, how to get involved, etc. by summer 2017.

Plan: Identify a vendor or tech savvy resident to help with website (and later social media) through Ballantyne Business connections. Use City resources. And survey captive audiences – swim training + events.

Develop more sports group programs (based on current/informal activities and population base) by February 2018.

Plan: Identify 3 people to help plan and run events by engaging people currently involved (in events, programs, community meetings, and through social media and website) by August 2017.

Clubhouse improvements by spring 2017.

Plan: Continue contractor search for remaining projects. Focus first on new bathrooms and pool repairs followed by AV system, additional security cameras, and maintenance.

**Please list any parking lot items or additional activities beyond the initial 3 here.**

- Identify ways to communicate importance of maintenance of house and yard appearance to landlords and tenants of rental homes. *See Communication and Welcoming & Engaging Neighbors categories noted below.*
- Teens seem to be bored and stirring up trouble/petty crime. *See Youth & Education resource category at website noted below.*
- Not knowing neighbors who move into rentals – difficult to have that relationship when people are changing. *See Welcoming & Engaging Neighbors category below.*

**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.

Project	Potential Resource Categories of Interest
<b>Build a better website with useful information such as calendar of events, how to get involved, etc. by summer 2017.</b>	Communication
<b>Develop more sports group programs (based on current/informal activities and population base) by February 2018</b>	Welcoming & Engaging Neighbors
<b>Clubhouse improvements by spring 2017.</b>	Beautification

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

Kim Barnes, Southeast Community Engagement Manager
<a href="mailto:kbarnes@charlottenc.gov">kbarnes@charlottenc.gov</a> or 704-336-8408



