



CHARLOTTE™

2015 NEIGHBORHOOD BOARD RETREAT



Quail Run on Sharon Lakes

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

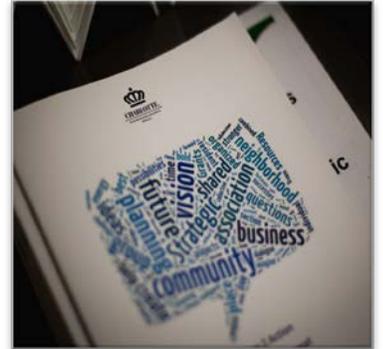
Quail Run on Sharon Lakes

2015 Board Retreat

Background

On Saturday, February 7th 2015, the board members of the Quail Run on Sharon Lakes 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:

- Joyce Mu
- PJ Patel
- Eva Downer
- Tracie Canning
- John Lynn
- Ye Mu



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?
<ul style="list-style-type: none"> • Pride in ownership • Well-maintained amenities • Higher percentage of units were owner occupied rather than rentals 	<ul style="list-style-type: none"> • Large percentage of Homeowners' Association dues are unpaid • Crime and safety issues • Capital improvements needed • Lack of landlord support and engagement • High insurance costs • High water bills because of master meter • New Board, property management, and lack of community support 	<ul style="list-style-type: none"> • Increased volunteer hours and community support • Volunteer committees that address specific tasks • Enforced rules and regulations • Completed capital improvements • Outreach to teens that live on the property • Enhanced board communication explaining how HOA dues are spent

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:

Quail Run are engaged neighbors growing a sustainable and diverse community

G	E	M	S
R	N	A	A
O	G	I	F
W	A	N	E
T	G	T	
H	E	A	
	D	I	
		N	

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:

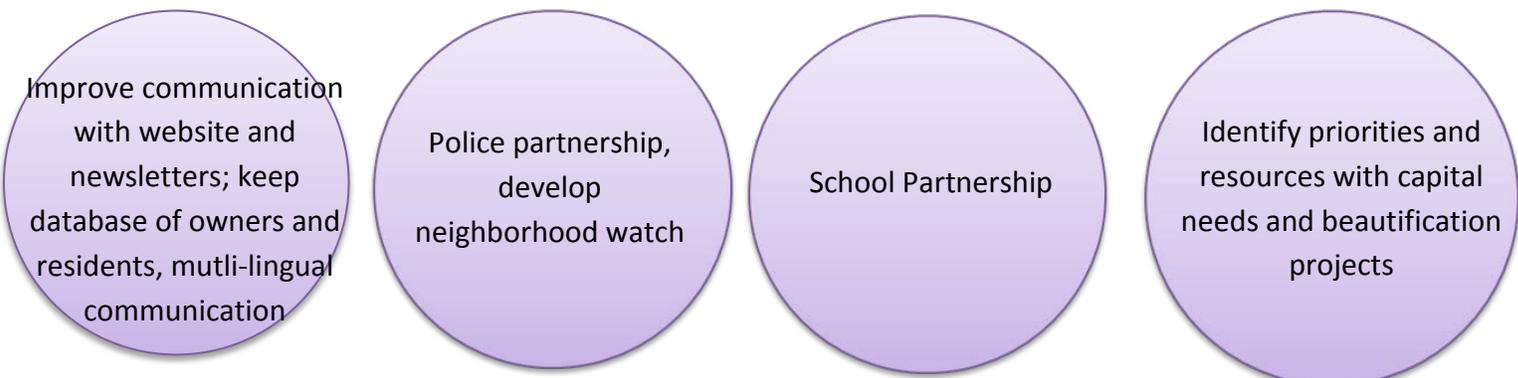
- Enforcement of By-Laws and Rules and Regulations
- Assignment of Committees
- Individual water meters
- Financially stable

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:



2015 Neighborhood Board Retreat Summary

Quail Run on Sharon Lakes

OUR VISION: Quail Run are engaged neighbors growing a sustainable and diverse community

**G
R
O
W
T
H** **E
N
G
A
G
E
D** **M
A
I
N
T
A
I
N
E
D** **S
A
F
E**

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

1
Engagement & Enforcement

2
Enrichment & Safety

3
Capital Needs & Beautification

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

Improve communication with website and newsletters; keep database of owners and residents, mutli-lingual communication

Police partnership, develop neighborhood watch

School Partnership

Identify priorities and resources with capital needs and beautification projects

Resources to Get Started

Project	Getting Started	Resources
<p>Project #1 Improve communication with website and newsletters; keep database of owners and residents, mutli-lingual communication</p>	<ul style="list-style-type: none"> • Create an electronic newsletter 	<p style="text-align: center;">Mail Chimp: Free online newsletter creator: www.mailchimp.com</p> <p style="text-align: center;">Newsletter tips: http://archive.ci.falcon-heights.mn.us/nlhandbook/com_tips.html</p> <p style="text-align: center;">More newsletter tips: http://www.icgov.org/site/CMSv2/file/planning/neighbor/creatingnewsletter.pdf</p>
	<ul style="list-style-type: none"> • Learn more about digital resources for neighborhoods 	<p style="text-align: center;">Local Resources for Neighborhoods: http://digitalcharlotte.org/</p> <p style="text-align: center;">Knight School of Communication at Queens University: Knight School periodically offers workshops on digital tools for neighborhoods http://www.queens.edu/Academics-and-Schools/Schools-and-Colleges/Knight-School-of-Communication/Spotlight-Stories/How-Do-Neighborhoods-Communicate.html</p> <p style="text-align: center;">Consider starting a Facebook page for your neighborhood: www.facebook.com</p>
	<ul style="list-style-type: none"> • Contact the International House to get resources for translation services and to learn more about other cultures 	<p style="text-align: center;">Interational House of Charlotte http://www.ihclt.org/</p>
<p>Project # 2 Police partnership, develop neighborhood watch</p>	<ul style="list-style-type: none"> • Invite your community police officer to neighborhood meetings 	<p style="text-align: center;">Find your community police officer: http://charmeck.org/city/charlotte/CMPD/response-areas/Pages/default.aspx</p>
	<ul style="list-style-type: none"> • Request a CPTED (Crime Prevention Through Environmental Design) study to identify areas of concern in your community 	<p style="text-align: center;">Crime Prevention Through Environmental Design (CPTED) Study by CMPD crimepreventionunit@cmpd.org Visit Charmeck.org and enter “CPTED” in search box</p>

	<ul style="list-style-type: none"> • Get tips to start a neighborhood watch in your community 	<p align="center">CMPD: Neighborhood Watch Program http://charmeck.org/city/charlotte/cmpd/safety/neighborhoodwatch/Pages/default.aspx</p> <p align="center">Tips from the National Crime Prevention Council http://www.ncpc.org/topics/home-and-neighborhood-safety/neighborhood-watch</p>
<p>Project #3</p> <p align="center">School Partnership</p>	<ul style="list-style-type: none"> • Find ways to partner with your neighborhood school 	<p align="center">Ways to partner with your school http://www.educationworld.com/a_admin/archives/partners.shtml</p> <p>Contact Liz Mitchell at enmitchell@charlottenc.gov or 704-336-8409 to learn about more ways to support your neighborhood school</p>
<p>Identify priorities and resources with capital needs and beautification projects</p>	<ul style="list-style-type: none"> • Fundraising and budget tips • Apply for a Neighborhood Matching Grant 	<p align="center">Neighborhood fundraiser ideas: http://www.useful-community-development.org/how-to-fundraise.html</p> <p align="center">More fundraising ideas: http://www.ehow.com/way_5208916_fundraising-ideas-neighborhood-association.html</p> <p align="center">Alternatives to HOA Assessments http://realtimes.com/todaysheadlines1/item/21090-19991216_assessments</p> <p align="center">Consider applying for a Neighborhood Matching Grant for funding of a beautification project:</p> <p align="center">http://charmeck.org/city/charlotte/nbs/communityengagement/nmg/Pages/default.aspx?NotFoundURL=http://charmeck.org/city/charlotte/nbs/communitycommerce/Pages/NMG.aspx&Referrer=</p> <p align="center">Contact: Atalie Zimmerman, 704-336-4594, azimmerman@charlottenc.gov</p>

City of Charlotte Southwest Service Area Contacts

Eugene Bradley
 Southwest Service Area Leader
 Phone: 704-432-1579
ebradley@charlottenc.gov

Millicent Powell
 Southwest Service Area Specialist
 Phone: 704-432-6814
mepowell@charlottenc.gov

