



City of Charlotte Neighborhood Development FY2007 Annual Report & 2008 Calendar

<http://neighborhoods.charmeck.org>



Letter from Stanley

Maintain Community Standards

Sustain Neighborhoods

Provide Affordable Housing



Neighborhood Development is a unique department that provides several distinct but complimentary services to City of Charlotte neighborhoods, including code enforcement, housing and neighborhood revitalization programs. Divided into three divisions - Code Enforcement, Housing Services and Neighborhood Services - Neighborhood Development works to maintain community standards, sustain neighborhoods and provide affordable housing.

Some highlights from the past year include expanding Community University to offer four different training tracks for citizens dedicated to improving their neighborhoods. And Code Enforcement grew and diversified, gaining a new inspection team, a new code enforcement district and the oversight of city zoning enforcement.

Neighborhood Development's annual Neighborhood Symposium has grown from about 200 attendees to more than 600 since its inception in 1996. In 2007 alone, the symposium reached an audience of 650 neighborhood leaders and community stakeholders.

In addition, Neighborhood Development had a record production year with 1,640 affordable units created. We were an integral part of organizing Housing Charlotte 2007, a one-day event held on

February 22, 2007, designed to bring together a cross-section of community leaders to discuss the future of affordable housing. The forum focused on three areas – financing, regulatory and community. The solutions brought forward by presenters and participants are chronicled in a proceedings report, which can be found at HousingCharlotte2007.org.

As you use this 12-month calendar, join us in celebrating Neighborhood Development's successes for 2007. We're proud of our increasingly diverse and multilingual staff: 130 dedicated men and women who strive to deliver the ultimate in customer service. We're proud of planning the way our innovative business strategy has pushed the envelope in housing and community development. It means a better future for Charlotte's neighborhoods.

Stanley D. Watkins
Key Business Executive
Neighborhood Development

Fiscal Year
2007 Performance

Provide Affordable Housing

Making Homes and Neighborhoods Safe

Charlotte's families deserve safe, clean, healthy places to live - and Neighborhood Development never stops helping those families, one property at a time.

Every day, Code Enforcement's inspectors work to make Charlotte's neighborhoods safer and more attractive. They enforce health and sanitation ordinances against tall grass and weeds, junked cars and graffiti, making communities cleaner and less vulnerable to crime. They protect residents by ensuring homes are structurally sound, properly ventilated and correctly wired. And they preserve neighborhood property values by preventing the inappropriate use of community properties.

This year, customer demand led City Council to create six new Code Enforcement positions, allowing the division to expand from four inspection



teams to five. With more inspectors and more efficient service delivery, Neighborhood Development ensured code compliance in 2,761 homes, 42,732 properties, 7,385 zoning cases and 1,635 cases of graffiti, surpassing goals for the year by an average of 123 percent.

While code inspectors help eliminate substandard housing, the LeadSafe Charlotte program makes sure the paint in older homes isn't toxic to children. The program educates the city's residents about the health hazards associated with lead paint, including brain damage, heart and kidney disease, stroke and death. The program also provides free lead inspections, free lead testing for children and free rehabilitation of qualifying homes. Since the program began in 1996, it has rehabilitated more than 1,300 homes containing lead paint. In 2007, LeadSafe Charlotte repaired 92 homes, making them safe for the families and children who live there.

Creating Affordable Housing and Expanding Homeownership

Everyone deserves access to affordable housing - from the college student who waits tables to the childcare worker who tends kids to the police officer



2007 Performance

who keeps us safe. Neighborhood Development ensures Charlotte's low- and moderate-income residents can find decent, desirable homes in which to raise their families. Services such as homeownership counseling and down-payment assistance through HouseCharlotte make home-buying easier for individuals and create more stable, owner-occupied neighborhoods. At the same time, loans and grants from the Housing Trust Fund encourage developers to build and repair affordable houses, apartments and condominiums. Altogether, Housing Services created 456 proud new homeowners and partnered with developers to create 1,640 new and rehabilitate affordable units.

Maintain Community Standards

Supporting Neighborhood Improvement Projects

In 2002, Neighborhood Development worked with Charlotte residents to create a vision for model neighborhoods: clean, safe, welcoming places people are proud to call home. To help make model neighborhoods a reality, we offer



Neighborhood Matching Grants of up to \$25,000 to neighborhoods whose median household income is less than \$61,151. For each grant awarded, residents pitch in to improve their neighborhoods through volunteer labor, in-kind contributions and cash donations of their own. In 2007, Neighborhood Services awarded \$213,288 in 35 matching grants to neighborhoods, funding projects such as playgrounds, street lighting, entrance signs, tree banding and community newsletters. Since the program's inception, Neighborhood Matching Grants have provided more than \$3 million for the improvement of more than 400 neighborhoods.

Sustain Neighborhoods

Building Strong Neighborhood Associations

Neighborhoods thrive when the people who live in them care about one another, about their homes and about their community. Neighborhood Services builds stronger, more self-sufficient neighborhoods by teaching citizens to lead,



2007 Performance

communicate, organize, solve problems, resolve conflicts and access city resources. These education and outreach efforts create efficient neighborhood organizations and sustain vibrant communities.

In 2007, Community University expanded to include four training tracks - Neighborhood Leadership, Organizational Tools for Success, Using Your Resources and Customized Training - and two levels of coursework. The annual Neighborhood Symposium filled the Charlotte Convention Center to capacity and provided networking and training opportunities to more than 650 neighborhood leaders and community stakeholders. And customized training sessions for revitalization neighborhoods continued to supply the resources needed to solve complex, multifaceted problems.

Neighborhood Services programs have now reached more than 4,500 people in 500 neighborhoods over seven years. Last year alone, staff trained 1,386 people in 110 neighborhoods and worked with communities to solve neighborhood problems.

Revitalizing Challenged Neighborhoods

In 2007, Neighborhood Development continued to develop customized solutions for the eight neighborhoods the city has targeted for revitalization: Druid Hills, Grier Heights, Lakewood, Lincoln Heights, Reid Park, Thomasboro-Hoskins, Washington Heights and Wingate. Neighborhood Services Specialists help coordinate delivery of services for every aspect of the Neighborhood Action Plans, from homeownership counseling to fire safety inspections to curb and gutter improvements.

This year, Neighborhood Services' diligent administration allowed the city to fulfill 170 percent of its action plan objectives, spelling success for all the revitalization neighborhoods.

Also, Neighborhood Development, with support from the Sisters of Mercy of North Carolina Foundation, Inc., continued the Vision Charlotte Initiative in the Wingate neighborhood, one of the city's revitalization neighborhoods. The Vision Charlotte Initiative exists to empower neighborhood residents to be self-reliant leaders through seamless, culturally-competent, strengthen-based advo-

cacy and support. The Vision Charlotte Initiative operates out of the Wingate Resource Center and provides residents with an array of services, including youth programs, employment support, parenting workshops, GED classes, and case management services. During Fiscal Year 2007 the Vision Charlotte Initiative partnered with residents and social service agencies to achieve the following accomplishments: enroll and serve 73 children in out-of-school time activities, assist 16 residents secure employment, provide 55 residents with wrap-around case management services, and enroll 19 residents in the on-site GED program, assisting three of these residents in obtaining their GED.

Also in 2007, Neighborhood Development implemented the Neighborhood Liaison Program, designed to proactively address issues in declining areas outside of the City's revitalization neighborhoods. Focusing on neighborhoods located within 12 identified declining Neighborhood Statistical Areas, the program provides neighborhood based problem-solving and organizational development. Neighborhood Development achieved, and in some cases exceeded, City Council's approved program goals for FY2007. Staff served 91 neighborhood organizations, exceeding the goal of 90, and solved 31 complex problems, exceeding the goal of 30. Additionally, 95 residents participated in neighborhood training, exceeding the goal of 75, and staff completed 113 neighborhood initiatives, exceeding the goal of 100.





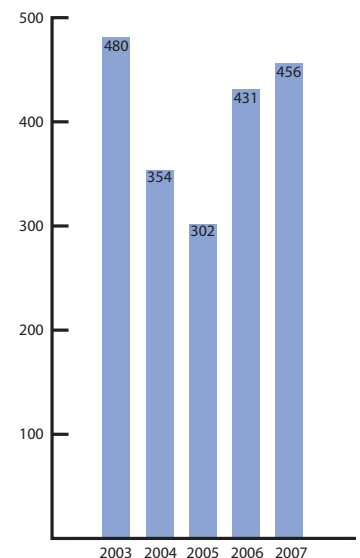
HouseCharlotte

Owner-occupied homes are a stabilizing force that lets communities take root and grow. HouseCharlotte was established in 1996 to encourage homeownership and personal investment in Charlotte's center-city neighborhoods. Since then, the program has expanded twice to include more eligible neighborhoods. Today, the HouseCharlotte program provides homeownership training and up to \$10,000 in down-payment assistance to clients who purchase homes in 69 eligible Charlotte communities. In 2007, HouseCharlotte helped create 456 proud new homeowners.

**Provide
Affordable Housing**



Homeownership Opportunities Created



January 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 New Year's Day*	2	3	4	5
6	7 Keep Charlotte Beautiful Committee	8 Housing Appeals Board	9	10 Housing Trust Fund Advisory Board Muharramn	11	12
13	14	15	16	17	18	19
20	21 Martin Luther King Jr. Day*	22	23	24 Nuisance Hearings	25	26
27	28	29	30	31		

* Denotes City Holiday

Neighborhood Matching Grants



Neighborhood Matching Grants have been helping Charlotte citizens improve their neighborhoods since 1993. They provide funding for projects such as playgrounds, street lighting, entrance signs and community newsletters. In 2007, Neighborhood Matching Grants funded 35 projects with a total of \$213,288.

Applying neighborhoods must have a median household income of not more than \$61,117, and they may qualify for matching grants of up to \$25,000. Applications are evaluated based on the quality of the proposed project and the neighborhood's commitment to completing it.

**Sustain
Neighborhoods**

February 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4 Keep Charlotte Beautiful Committee	5 Housing Appeals Board	6 Ash Wednesday	7	8	9
10	11	12	13	14 Housing Trust Fund Advisory Board Valentine's Day	15	16
17	18 President's Day	19	20	21	22	23
24	25	26	27	28 Nuisance Hearings	29	

* Denotes City Holiday

Neighborhood Symposium

Since its inception in 1996, Neighborhood Development's annual Neighborhood Symposium has grown from about 200 attendees to more than 600. It also has developed a remarkable track record of promoting positive change in Charlotte's neighborhoods.

Each year, Neighborhood Symposium sessions focus on building stronger alliances between neighborhood organizations, improving leadership and communications skills, and increasing access to city resources. Programs for youth help empower students to improve their communities.

In its 12-year history, the Neighborhood Symposium has trained more than 3,500 people from across Charlotte. In 2007 alone, the symposium reached an audience of 650 neighborhood leaders and community stakeholders.

The 2007 Symposium activities were centered around the theme "Neighborhoods in Action: Mobilizing, Organizing and Sustaining Success." Workshop topics included neighborhood advocacy, crime prevention, zoning, gentrification, diversity and a special "Tips in Ten" workshop consisting of a series of mini-information sessions.



March 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3 Keep Charlotte Beautiful Committee	4 Housing Appeals Board	5	6	7	8 Neighborhood Symposium- Charlotte Convention Center
9 Daylight Savings Time starts	10	11 Housing Appeals Board	12	13 Housing Trust Fund Advisory Board	14	15
16 Palm Sunday	17 Neighborhood Matching Grants application deadline St. Patrick's Day	18	19	20	21 Good Friday* Purim	22
23/30 Easter Sunday	24/31 Easter Monday	25	26	27 Nuisance Hearings	28	29

* Denotes City Holiday

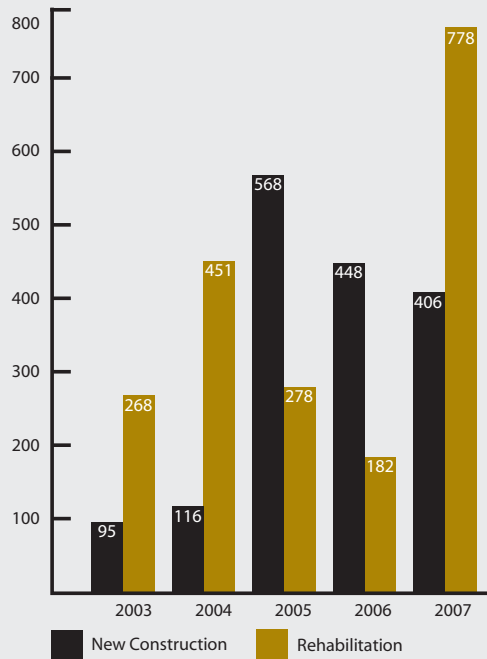


Affordable Housing



A good supply of affordable housing is essential to the long-term health of a community. Each year, Housing Services increases Charlotte's stock of affordable housing by funding attractive, safe, comfortable homes for renters, owners and special-needs clients. In addition to accepting competitive bids for new development through the city's Housing Trust Fund, Housing Services disburses federal and local funds to groups such as Habitat for Humanity and the Charlotte-Mecklenburg Housing Partnership, creating multiple opportunities for homeownership and home rehabilitation. By the end of the fiscal year, Housing Services had 1,184 new and rehabilitated units.

New and Rehabilitated Affordable Housing Units



April 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7 Keep Charlotte Beautiful Committee	8 Housing Appeals Board	9	10 Housing Trust Fund Advisory Board	11	12
13	14	15	16	17	18	19
20 Passover	21	22 Earth Day	23	24 Nuisance Hearings	25	26
27	28	29	30			

* Denotes City Holiday



Graffiti

Graffiti - whether staking out gang territory or proclaiming undying love - defaces public and private property, threatens a community's quality of life and encourages further vandalism. Charlotte's health and sanitation ordinances prohibit graffiti and require its prompt removal. Neighborhood Development provides a dedicated graffiti inspector who reports instances of graffiti and ensures their elimination.

Since 2001, graffiti reports have grown from 190 instances to more than 1,600. In the past seven years, Code Enforcement has worked with volunteers and property owners to erase more than 5,000 cases of graffiti. In 2007 alone, 1,635 pieces of graffiti were removed.

**Maintain
Community Standards**



May 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5 Keep Charlotte Beautiful Committee	6	7	8 Housing Trust Fund Advisory Board	9	10
11	12	13 Housing Appeals Board	14	15	16	17
18	19	20	21	22 Nuisance Hearings	23	24
25	26 Memorial Day*	27	28	29	30	31

* Denotes City Holiday



World Changers



Two of Charlotte's challenged neighborhoods have fresher paint, tidier yards and better roofs thanks to an ongoing partnership between Neighborhood Development and World Changers. During the week of June 16-23, 2007, more than 250 teen volunteers from the World Changers organization congregated in Lincoln Heights and Washington Heights to make needed repairs to 25 homes, using almost \$50,000 in donated building supplies from Housing Services. In 2007, Housing Services funded more than \$200,000 worth of home rehabilitation efforts for homeowners in challenged neighborhoods, the elderly and special needs clients.

**Provide
Affordable Housing**

June 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 Keep Charlotte Beautiful Committee	3	4	5	6	7
8	9	10 Housing Appeals Board	11	12 Housing Trust Fund Advisory Board	13	14 Flag Day
15 Father's Day	16 Neighborhood Matching Grants application deadline	17	18	19	20	21
22	23	24	25	26 Nuisance Hearings	27	28
29	30					

* Denotes City Holiday

Keep Charlotte Beautiful

Neighborhood Development administers the Keep Charlotte Beautiful committee, one of the oldest Keep America Beautiful affiliates in the U.S. Keep Charlotte Beautiful partners with community organizations through the Adopt-a-Neighborhood and Adopt-a-City-Street programs. Neighborhood residents work with Keep Charlotte Beautiful volunteers to pick up litter, plant flowers and shrubs, clear vacant lots and beautify public areas.

In 2007, Keep Charlotte Beautiful partnered with the Biddleville-Smallwood neighborhood to paint and landscape its community center and clean up several vacant and littered lots in the neighborhood. They painted over graffiti at the North Tryon Gateway and sponsored other similar efforts. In partnership with neighborhoods, city and county agencies, Keep Charlotte Beautiful collected over 300,000 pounds of litter from city roadways and illegal dumps.



Maintain Community Standards

July 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4 Independence Day*	5
6	7 Keep Charlotte Beautiful Committee	8 Housing Appeals Board	9	10 Housing Trust Fund Advisory Board	11	12
13	14	15	16	17	18	19
20	21	22	23	24 Nuisance Hearings	25	26
27	28	29	30	31		

* Denotes City Holiday

Code Enforcement



Code Enforcement grew and diversified in 2007, gaining a new inspection team, a new code enforcement district and the oversight of city zoning permits and ordinances. Altogether, the division brought 2,761 homes and 42,732 properties into compliance, as well as handled 7,385 zoning cases and 1,635 cases of graffiti, surpassing goals for the year by an average of 123 percent.

With a larger staff and smaller districts, code inspectors can provide better service and respond to violations more rapidly. In addition, five of the 62 Code Enforcement staff are bilingual in Spanish and English, allowing for improved communication with Hispanic customers. Code Enforcement inspectors ensure homes are safe and sound and communities are clean and well kept.

Maintain Community Standards

August 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4 Keep Charlotte Beautiful Committee	5	6	7	8	9
10	11	12 Housing Appeals Board	13	14 Housing Trust Fund Advisory Board	15	16
17	18	19	20	21	22	23
24/31	25	26	27	28 Nuisance Hearings	29	30

* Denotes City Holiday

Community University

Since July 2000, Community University has been building strong, effective leaders for Charlotte's neighborhoods. Community University includes four training tracks - Neighborhood Leadership, Organizational Tools for Success, Using Your Resources and Customized Training - and two levels of coursework. The six-week classes cover everything from the city's biennial Quality of Life Study to effective communication for neighborhood groups to developing by-laws and training block captains. The Good Neighbor Relations workshops are included in the Customized Training track. More than 700 Charlotte residents from various neighborhoods have received Community University training since the program began.

**Sustain
Neighborhoods**



September 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Keep Charlotte Beautiful Committee	2 Ramadan	3	4	5	6
7	8	9 Housing Appeals Board	10	11 Housing Trust Fund Advisory Board	12	13
14	15 Neighborhood Matching Grants application deadline	16	17	18	19	20 1
21	22	23	24	25 Nuisance Hearings	26	27
28	29	30 Rosh Hashana				

* Denotes City Holiday

LeadSafe Charlotte



The LeadSafe Charlotte program protects the city's youngest residents by making sure the paint in older homes isn't poisoning them. The program educates students and homeowners about the health hazards associated with lead paint, including brain damage, heart and kidney disease, stroke and death. The program also provides free lead inspections, free lead testing for children and free rehabilitation of qualifying homes.

Since the program began in 1996, it has rehabilitated more than 1,300 homes containing lead paint. In 2007 alone, LeadSafe Charlotte repaired 92 homes, making them safe for the families and children who live there.



**Provide
Affordable Housing**

October 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2 Eid-al-Fitr	3	4
5	6 Keep Charlotte Beautiful Committee	7	8	9 Housing Trust Fund Advisory Board Yom Kippur	10	11
12	13 Columbus Day	14 Housing Appeals Board	15	16	17	18
19	20	21	22	23 Nuisance Hearings	24	25
26	27	28	29	30	31 Halloween	

* Denotes City Holiday

Sign Sweeps

Code Enforcement staff dedicate hours each day to pulling down signs illegally posted on public rights-of-way and public property. Charlotte's sign ordinance prohibits the posting of signs within 11 feet of the pavement in public rights-of-way and allows for a fine of \$25 per sign in violation. In 2007, they removed more than 22,000 signs and issued more than \$100,000 in result of sign ordinance violations.

Keep Charlotte Beautiful participated in three sign sweeps in fiscal year 2007. Working closely with Code Enforcement, Solid Waste Special Services, and Neighborhood Development Business Support during the three events, Keep Charlotte Beautiful collected a total of 4,700 illegal signs.



Maintain Community Standards

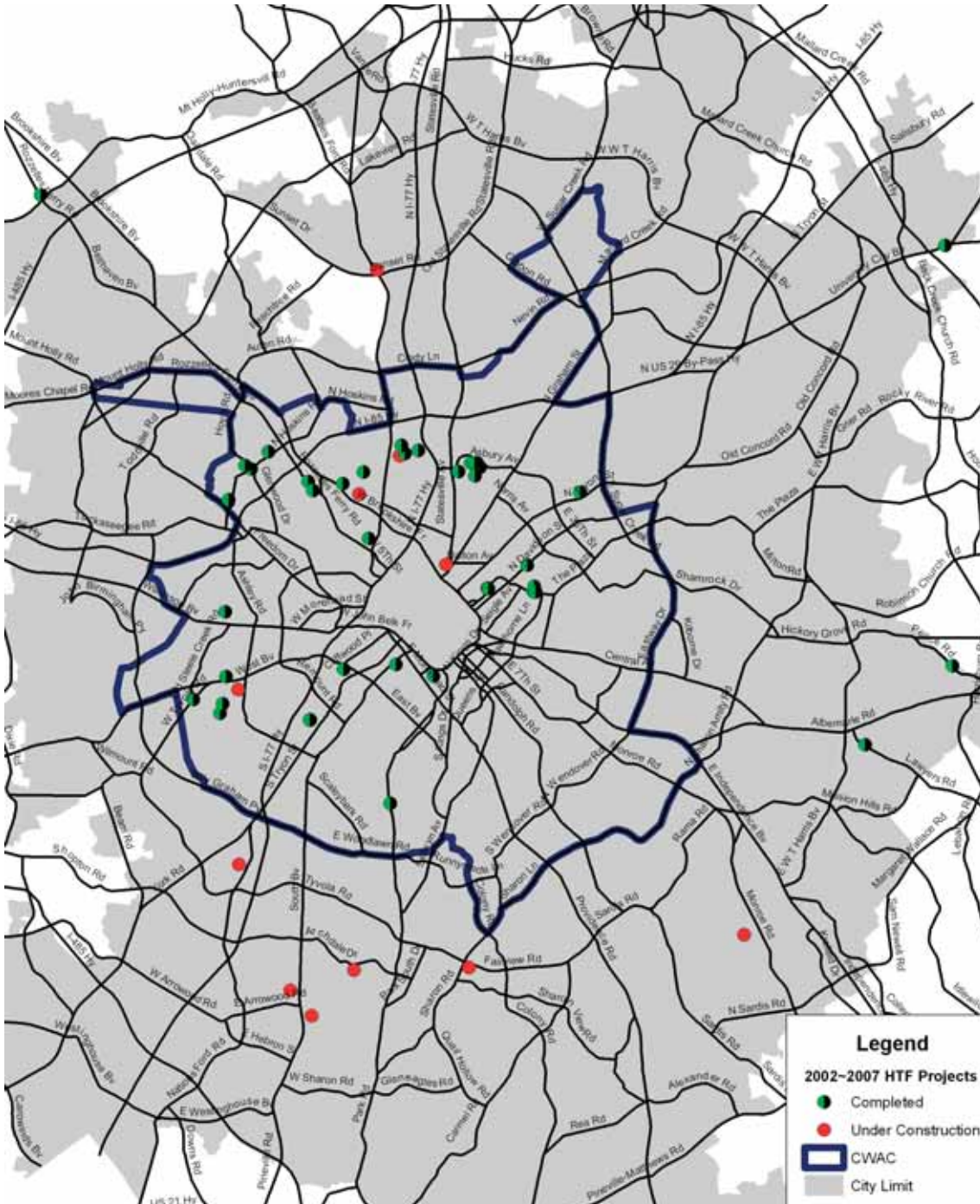
November 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2 Daylight Savings Time ends	3 Keep Charlotte Beautiful Committee	4	5	6	7	8
9	10	11 Housing Appeals Board Veterans Day	12	13 Housing Trust Fund Advisory Board	14	15
16	17	18	19	20	21	22
23/30	24	25	26	27 Thanksgiving Day*	28	29

* Denotes City Holiday



Housing Trust Fund



On November 26, 2001, Charlotte City Council established a Housing Trust Fund (HTF) to provide financing for affordable housing in the Charlotte community. In 2001, City Council set aside \$10 million for the HTF and in November 2002 and 2004, Charlotte voters approved another \$20 million and \$15 million for the HTF, respectively. In November 2006, Charlotte voters approved an additional \$10 million for the Fund. Housing Trust Fund dollars are made available to developers to build and rehabilitate affordable housing. To date, the fund has financed the development of over 2,900 homes.

**Provide
Affordable Housing**

December 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Keep Charlotte Beautiful Committee	2	3	4	5	6
7	8	9 Housing Appeals Board Eid-al-Adha	10	11 Housing Trust Fund Advisory Board	12	13
14	15	16	17	18	19	20
21	22 Chanukah	23	24	25 Christmas Holiday*	26 Christmas Holiday* Kwanzaa	27
28	29	30	31 New Year's Eve			

* Denotes City Holiday

Notes



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2008 Calendar and 2007 Annual Report

Neighborhood Development

Maintain Community Standards

- Graffiti
- Health and Sanitation
- Housing Code Enforcement
- Zoning Code Enforcement

Sustain Neighborhoods

- Central Avenue Weed and Seed
- Community University
- Good Neighbor Relations
- Mayor's Mentoring Alliance
- Model Neighborhood Standards
- Neighborhood Action Plans
- Neighborhood Improvement Program
- Neighborhood Liaison Program
- Neighborhood Matching Grants
- Neighborhood Symposium
- Quality of Life Study
- Vision Charlotte - Wingate

Provide Affordable Housing

- Homeownership Rehabilitation
- HouseCharlotte
- Housing Trust Fund
- Rental Assistance
- Senior Assistance
- Special Needs Housing



Call 311 to access Neighborhood Development Services.
For more detailed services, see the list below.

Frequently Called Numbers

Business License	704-336-5286
Community Development Block Grants	704-336-3311
Community University	704-336-2061
HouseCharlotte Program	704-334-1244
Keep Charlotte Beautiful	704-336-6399
LeadSafe Charlotte	704-336-2114
Neighborhood Development Reception	704-336-3380
Neighborhood Matching Grants	704-336-2349
Neighborhood Symposium	704-336-2061
Residential Permits	704-336-3819
Sign Permits	704-432-4383
Special Needs Housing	704-336-2266
Zoning Information & Permitting	704-336-3569
Zoning Verification Letters	704-432-4392

