



CHARLOTTESM

Neighborhood Development
Fiscal Year 2008 Annual Report

*Maintain community standards.
Provide affordable housing.
Sustain neighborhoods.*

NEIGHBORHOOD



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Neighborhood Development is a city department that provides several distinct but complimentary services to City of Charlotte neighborhoods, including code enforcement, housing and neighborhood revitalization programs. The department is divided into three separate divisions -- Code Enforcement, Housing Services and Neighborhood Services. This past fiscal year was a year of growth and success in Neighborhood Development.

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Maintain Community Standards

Code Enforcement



Every day, inspectors work to make Charlotte's neighborhoods safer and more attractive. For Fiscal Year 2008, Code Enforcement staff achieved 48,260 health & sanitation compliances, 3,066 housing compliances, 13,078 zoning compliances and 2,053 graffiti compliances.

Charlotte's health and sanitation ordinances prohibit graffiti and require its prompt removal. Code Enforcement provides a dedicated graffiti inspector who investigates instances of graffiti and ensures clean up. Since 2005, graffiti cases have grown from 925 instances to more than 2,000 in Fiscal Year 2008. In the past seven years, staff members have worked with volunteers and property owners to abate more than 5,000 cases of graffiti.

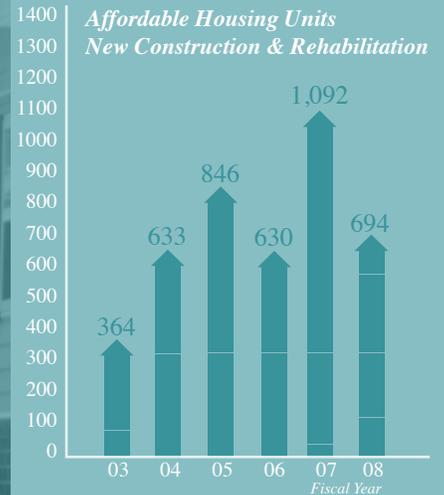
Inspectors dedicate hours each day to removing signs posted illegally within the public rights-of-way and issuing citations to violators. Penalties for violating the sign ordinance changed in FY 2008 from \$25.00 per illegal sign to escalating penalties of \$100 to \$1,000 per sign in violation. In 2008, staff removed more than 20,000 illegal signs and issued more than \$300,000 in penalties.

Neighborhood Development is home to the Keep Charlotte Beautiful (KCB) Committee. KCB partners with community organizations through the Adopt-a-Neighborhood and Adopt-a-City-Street programs to clean up Charlotte. In partnership with neighborhoods, city and county agencies, KCB collected over 300,000 pounds of litter from city roadways and illegal dumps during FY 2008.

Provide Affordable Housing Housing Services

Through federal, state and local funding, Neighborhood Development ensures Charlotte's low- and moderate-income residents can find decent, safe 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, staff members partnered with developers to create 1,204 new and rehabilitated affordable units.

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 2008, HouseCharlotte helped create 510 proud new homeowners.



In 2001, Charlotte City Council established a Housing Trust Fund (HTF) to provide financing for affordable housing in the Charlotte community. HTF funds are made available to developers to build and rehabilitate affordable housing. To date, the fund has financed the development of over 3,789 homes.

The LeadSafe Charlotte 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. In 2008, LeadSafe Charlotte repaired 90 homes, making them safe for the families and children who live there. Since the program began in 1996, it has rehabilitated more than 1,400 homes containing lead paint. In FY 2008, City Council approved 641 homes totaling \$8.7 million in city investment.



Sustain Neighborhoods

Neighborhood Services

Our Neighborhood Training Programs have reached thousands of people in various neighborhoods over several years. This year alone, 1,500 people in 173 neighborhoods were trained to solve neighborhood problems. Community University is a program dedicated to providing high quality training to Charlotte residents to improve the strength and vitality of neighborhood organizations and the overall quality of community life. Customized training sessions for neighborhoods continued to supply the resources needed to solve complex, multifaceted problems.



In 2008, Neighborhood Development continued to develop customized solutions for the eight neighborhoods the city has targeted for revitalization. Staff members coordinated delivery of services for every aspect of the Neighborhood Action Plans, from homeownership to curb and gutter improvements. This year, diligent program administration allowed the city to fulfill over 150 percent of its plan objectives, spelling success for all the revitalization neighborhoods. Perhaps the most notable success was the graduation of the Belmont neighborhood from the revitalization program.



Neighborhood Development, with support from the Sisters of Mercy of North Carolina Foundation, continued the Vision Charlotte Initiative in the Wingate neighborhood. During FY 2008, the Vision Charlotte Initiative partnered with residents and social service agencies to achieve the following: enrolled and served 126 children in out-of-school time activities, assisted 30 residents in securing employment, provided 79 residents with wrap-around case management services, and enrolled 26 residents in the on-site GED program.



The Neighborhood Liaison program was established to proactively address concerns within 12 Neighborhood Statistical Areas (NSAs) in which the Quality of Life Study indicated significant decline. This program focuses on providing neighborhood based problem-solving and organizational development services to help stop or reverse the decline. Since the inception of the program in FY 2007, it has exceeded the outcome goals established by City Council. In FY 2008, neighborhood liaison staff served 177 neighborhood organizations and undertook 199 neighborhood initiatives. Staff members helped solve 64 complex problems in collaboration with neighborhood residents and other partners.



The annual Neighborhood Symposium, held at the Charlotte Convention Center, provided networking and training opportunities to more than 643 neighborhood leaders and community stakeholders. A youth segment with workshops and activities ran concurrently with the adult program. In its 13-year history, the Neighborhood Symposium has trained more than 3,000 people from across Charlotte.



Since 1993, the City of Charlotte's Neighborhood Matching Grants Program has invested more than \$3 million in helping neighborhood organizations improve their communities. In Fiscal Year 2008, Neighborhood Matching Grants funded 35 projects, totaling \$211,997.25. Projects included tree-banding for cankerworms, fencing, neighborhood signs, street lights, landscaping, mailboxes and National Night Out activities.





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**NEIGHBORHOOD
DEVELOPMENT**

**Call 311 to access Neighborhood Development Services
or visit us at neighborhoods.charmeck.org.
For more detailed services, see the list below.**

Frequently Called Numbers

HouseCharlotte Program 704-334-1244

Keep Charlotte Beautiful 704-336-6399

LeadSafe Charlotte 704-336-2114

Neighborhood Matching Grants 704-336-2349

Neighborhood Symposium 704-336-2061

Housing Trust Fund 704-336-2482

Community University 704-336-2061

Zoning Information & Permitting 704-336-3569

600 East Trade Street, Charlotte, NC 28202